



## Travel Resources

When you're ready to hit the road, the trails, the skies—or the high seas, get in the know first. View our disability-related travel resources in following categories (click on pertinent heading):

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### General Travel Resources

#### Centers for Disease Control and Prevention – Travelers' Health

**Services:** information only

**Description:** The 'Travelers' Health' page provides information on diseases and vaccinations needed for travel to countries around the world.

**Phone:** 800-CDC-INFO (800-232-4636)

**Website:** <https://wwwnc.cdc.gov/travel>

#### U.S. Department of State – U.S. Citizen Travelers' Resources

**Services:** information for traveling abroad only

**Description:** The Department of State's highest priority is to protect the lives and interests of U.S. citizens overseas. They do this by providing routine and emergency services to Americans at embassies and consulates throughout the world. The Department serves fellow citizens during their most important moments – births, deaths, disasters, arrests, and medical emergencies.

**Phone:** 888-407-4747

**Website:** <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-checklist.html>



## Disability-Specific Travel Resources

### AccessibleGO

**Services:** Online travel platform for travelers to book accessible travel options

**Description:** AccessibleGO is a full-service travel platform for people with disabilities offering bookings, reviews and community. It is the only dedicated accessible travel site in the USA offering online bookings for accessible travel, and recently won the regional competition for social impact startups from [Booking.com](https://www.booking.com). AccessibleGO will call your hotel with your accessibility needs to make sure they will be met. The site offers information on attractions, itineraries, caregivers, equipment rental, transportation and tour companies for the top 30 U.S. cities, as well as a travel forum for community members to ask/answer questions. Note the newly launched clubGO, the free travelers club from AccessibleGO, exclusively for people with disabilities, offering hotel discounts between 10-60% off. Site was created by a person whose parent has MS.

**Phone:** 888-681-2568

**Website:** <https://accessiblego.com/home>

### Scotaround, Inc. – Personal Transportation Solutions

**Services:** scooter, wheelchair, powerchair and rollator rentals for those traveling in North America

**Description:** Scotaround is the nation's leading personal transportation solutions company, offering rental, sales and repair services for scooters, wheelchairs, powerchairs, and rollators at over 2,500 locations across North America and Europe. Whether you're attending a convention for work or taking a week-long cruise with your family, Scotaround has a solution for you. Once you've booked the rental, Scotaround can deliver the device directly to your hotel, residence, or cruise ship cabin – whichever is most convenient.

**Phone:** 888-441-7575

**Website:** <https://www.scotaround.com/mobility-rentals>



### **Travelers Aid International**

**Eligibility:** Serves travelers in 22 U.S. states, D.C., and Puerto Rico

**Services:** Travelers Aid International is a social welfare organization which serves persons who are stranded and in need of assistance. All Travelers Aid programs are locally administered and rely on community support to provide services. If you are a stranded traveler in need, see the [online directory](#) to identify the Travelers Aid program where you are located. While each Travelers Aid program helps stranded travelers, the level of service varies widely.

In 14 U.S. cities, Travelers Aid members assist with 1-way bus tickets so those stranded or homeless can return to their families. Some of these Travelers Aid members and others may also provide shelter, transitional housing, local transportation assistance and other programs to help people who encounter crises as they journey through life. Travelers Aid's airport locations do not provide any financial assistance. Contact Travelers Aid for more information.

If you are in a location that is not served by a Travelers Aid program, contact **2-1-1** (<http://www.211.org/>) for info and referral to similar services offered by other local organizations.

**Phone:** no number listed

**Website:** <https://www.travelersaid.org/contact-us/>

### **Wheelchair Travel – The Accessible Travel Blog**

**Services:** blog for travelers with disabilities;

**Description:** Founded by globe-trotting triple amputee John Morris, the website provides a blueprint for traveling with a disability. Detailed wheelchair accessible travel guides describe the nature of accessibility in cities across the U.S., Europe, Africa, Asia and the Middle East. Additional guides review travel topics such as accessible hotels, air travel, international travel, train travel and products/services.

**Phone:** no number listed

**Website:** <https://wheelchairtravel.org/>

## **Air Travel**

### **Share Your Air Travel Experience:**

**NOTICE:** 2016 saw the 30<sup>th</sup> anniversary of the Air Carrier Access Act, a federal law that prohibits commercial airlines from discriminating against passengers with disabilities and requires certain accommodations. The Society – along with other advocacy organizations – is pursuing ways to improve the air travel experience for people with disabilities.

**Share your air travel experiences at [airaccess30.org](http://airaccess30.org).**



### **Southwest ADA Center**

**Services:** information for those traveling by plane with disabilities; more specifically the details of the Air Carrier Access Act.

**Description:** This document ('An Overview of the Air Carrier Access Act') summarizes the Air Carrier Access Act (ACAA) regulations that were changed to incorporate new requirements. Since the ACAA has been in effect 30 years, the regulations have been updated many times and have been the subject of frequent written and oral interpretations. In this time, air carriers have also dramatically changed the way they do business. The regulations were updated to incorporate these changes and interpretations, as well as reorganized and renumbered. The new regulations now address almost every accessibility issue that a passenger with a disability may face on board an aircraft and in an airport. The updated ACAA regulations became effective May 13, 2009.

**Phone:** 800-949-4232

**Website:** <http://www.southwestada.org/html/publications/ebulletins/legal/2009/may2009.pdf>

In addition, the Southwest ADA Center has published a **Disability Law Handbook** with information about the ADA, air travel for persons with disabilities and the Air Carrier Access Act. Using the below website, view the handbook online or request a printed copy by mail. For further questions about accessibility in terms of the ADA at airports, contact the ADA Center in your region.

**Disability Law Handbook Website:** <http://www.southwestada.org/html/publications/dlh/index.html>

(NOTE: Use the above link to view an online version or to place an order for a copy to be mailed to you.)

**Locate Your Regional ADA Center:** <https://adata.org/find-your-region>

### **Transportation Security Administration (TSA) – Traveler with Disabilities and Medical Conditions**

**Services:** information and assistance regarding screenings and what to expect that are relevant to the passenger's specific disability or medical condition

**Description:** TSA Cares offers a website and helpline specifically for travelers with disabilities, medical conditions or other circumstances, and their loved ones, who want to prepare for the security screening process prior to flying. TSA recommends passengers call the TSA Cares helpline 72 hours ahead of air travel with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares also offers a free disability notification card which may be presented to airport screening professionals.

**Phone:** Travelers may call the toll-free TSA Cares Helpline at 1-855-787-2227 (8:00 am-11:00 pm ET, Mon.-Fri., and 9:00 am-8:00 pm ET on weekends and federal holidays) at least 72 hours prior to travel.

**Website:** <https://www.tsa.gov/travel/special-procedures>

**TSA Disability Notification Card:**

[https://www.tsa.gov/sites/default/files/disability\\_notification\\_card\\_508.pdf](https://www.tsa.gov/sites/default/files/disability_notification_card_508.pdf)



### **U.S. Department of Transportation – Aviation Consumer Protection and Enforcement – Phone Services for Air Travelers with Disabilities**

**Services:** hotline, tips, publication on traveling by air

**Description:** The proper training and use of access equipment is a requirement of the [federal Air Carrier Access Act](#). Anyone who suspects they've been discriminated against due to their disabilities, by an airline or airline employee, should speak to the airline's on-site Complaint Resolution Officer or file a complaint with the airline and the U.S. Dept. Transportation's Aviation Consumer Protection Division.

**Phone:** Travelers may call the ACPD at 202-366-2220. Calls are returned Monday through Friday, 8:30 am to 5:00 pm ET. Complaints may also be submitted via the web.

**Website (for travel tips):** <https://www.transportation.gov/airconsumer/air-travel-tips>

**Website (for air travel consumer protection publications):**

<https://www.transportation.gov/airconsumer/travel-tips-publications>

**Website (to file a consumer complaint about topics including flight delays/cancellations; lost, delayed or damaged baggage; discrimination; refunds and ticketing/fees):**

<https://www.transportation.gov/airconsumer/file-consumer-complaint>

The **Aviation Consumer Protection Division** also sponsors a **hotline** that provides general information to consumers about the rights of air travelers with disabilities, responds to requests for printed consumer information, and assists air travelers with time-sensitive disability-related issues that need to be addressed in 'real time'. Hours of operation are 9:00 a.m. to 5:00 p.m. ET, Monday through Friday, except federal holidays. Air travelers who would like DOT to investigate a complaint about a disability issue must submit the complaint in writing or via email. [Click here](#) for details.

**Phone:** 800-778-4838

**Website:** <https://www.transportation.gov/airconsumer/toll-free-hotline-air-travelers-disabilities>

### **U.S. Department of Transportation – Aviation Consumer Protection and Enforcement – Publication 'Information for the Air Traveler with a Disability'**

**Services:** information/guide for the air travel with disability

**Description:** This guide is designed to offer travelers with disabilities a brief but authoritative source of information about the Air Carrier Access rules: the accommodations, facilities, and services that are now required to be available. The guide is structured in much the same sequence as a passenger would plan for a trip: the circumstances he/she must consider pre-travel, what will be encountered at the airport, and what to expect in the transitions from airport to plane, on the plane, and then plane to airport.

**Phone:** no number listed

**Website:** <https://www.transportation.gov/airconsumer/new-horizons-information-air-traveler-disability>



## Bus Travel

### Greyhound – Customers with Disabilities

**Services:** bus service throughout the U.S.

**Description:** Greyhound Lines, Inc. is the largest provider of inter-city bus transportation, servicing more than 3,800 destinations across North America with a modern, environmentally friendly fleet. It has become an American icon, providing safe, enjoyable and affordable travel to nearly 18 million passengers each year in the U.S. and Canada. Greyhound offers services to customers with disabilities, including help during boarding/de-boarding, assistance with luggage, and stowage/retrieval of wheeled mobility devices.

**Phone:** Contact the Greyhound Customers with Disabilities Travel Assistance Line at 800-752-4841

**Website:** <https://www.greyhound.com/en/help-and-info/travel-info/customers-with-disabilities>

### Megabus.com – Customers with Disabilities

**Services:** bus service throughout the U.S.

**Description:** Megabus offers affordable, reliable express bus service from ‘city center’ to ‘city center’, for as low as \$1/one-way via the internet. Since launching in April 2006, Megabus has served more than 50 million customers throughout more than 120 major cities across North America. MegaBus’s single and double decker busses offer free wi-fi, at-seat plug-ins, panoramic windows and a green alternative to travel by car. MegaBus’s professional staff and its fleet of clean, comfortable, well-maintained wheelchair accessible, state-of-the-art double decker buses enable them to provide the dependable, quality service travelers expect.

**Phone:** 877-GO2-MEGA (877-462-6342)

**Website:** <https://us.megabus.com/passengers-with-disabilities>

## Parks and Trails, Accessible Camping, RVing, and Outdoor Adventures

### Americas Parks – StateParks.com

**Services:** information on state parks across the U.S.

**Description:** While the most familiar of America’s parks are the State Parks and National Parks, America’s parks operate under a variety of names including; state forests, natural areas, national forests, landmarks, monuments, historic or geologic or memorial sites, recreation trails, preserves, heritage parks, scenic rivers, and fishing piers, among others. StateParks.com collaborates with numerous government agencies, departments and bureaus to bring all of America’s park resources together in one easy-to-find location.

**Phone:** no number listed

**Website:** <https://www.stateparks.com/>



### **Go RVing**

**Services:** information and referrals for persons interested in recreational vehicle (RV) travel

**Description:** For more than two decades, Go RVing has spearheaded the recreational vehicle (RV) and campground industry's campaign to deliver world-class travel and vacation experiences to new and current RVers. Visit the site to find everything for your RV adventure incl. referrals to RV dealers, RV rental companies, RV manufacturers and campgrounds. Site also helps you compare RV models (incl. those for people with disabilities), learn where to go with an RV, and discover what to do with an RV.

**Phone:** 703-620-6003

**Website:** <https://gorving.com/>

### **National Park Service – Accessibility**

**Services:** information regarding National Parks and accessibility

**Description:** The National Park Service (NPS) is committed to making all practicable efforts to make NPS facilities, programs, services, information, employment, and meaningful work opportunities accessible and usable by all people. Information about the accessibility of facilities, programs, and services in each park can be found on the park's website, by selecting 'Plan Your Visit' in the site navigation.

**Phone:** no number listed

**Website (accessible parks info):** <https://www.nps.gov/aboutus/accessibility.htm>

**Website (general search for national parks, search by park name or state):**  
<https://www.nps.gov/findapark/index.htm>

### **National Recreation Trails Database**

**Services:** information on trails, such as length, surface, width, etc.

**Description:** National Recreation Trails (NRTs) provide for numerous outdoor recreation activities in a variety of urban, rural, and remote areas. Over 1,100 trails in all 50 states, available for public use and ranging from less than a mile to 485 miles in length, have been designated as NRTs on federal, state, municipal, and privately-owned lands.

**Phone:** 530-605-4395

**Website:** <https://www.americantrails.org/state-resources>

### **U.S. Geological Survey – 'America the Beautiful', the National Parks and Federal Recreation Lands Access Pass**

**Services:** information on the Access Pass and application

**Description:** A free, lifetime pass-available to US citizens or permanent residents of the US that have been medically determined to have a permanent disability—which provides access to more than 2,000 recreation sites managed by five Federal agencies. At many sites, the Access Pass provides the pass owner a discount on expanded amenity fees (such as camping, swimming, boat launching, and guided tours). Access Passes may be issued to US citizens or permanent residents of any age that have been medically determined to have a permanent disability that severely limits 1 or more major life activities.

**Phone:** 888-275-8747, Option 3

**Website:** <https://store.usgs.gov/pass/access.html>



### Wilderness Inquiry

**Services:** trips to wilderness locations with integrated adventures incl. for those with physical limitations

**Description:** Wilderness Inquiry believes exploration of the natural world is a right we all share, and they act on that belief. Wilderness Inquiry operates in a manner that facilitates full participation by everyone, including people who come from different physical, cultural, or socio-economic backgrounds. Programs give urban youth, families, and people with disabilities a chance to discover new outdoor experiences.

**Phone:** 612-676-9400

**Website:** <https://www.wildernessinquiry.org/about-wilderness-inquiry/is-wilderness-inquiry-for-you/integrated-adventures-for-persons-with-disabilities/>

## Road Travel

### DMV.org – Drivers with Disabilities

**Services:** information regarding application for parking permits/licenses

**Description:** DMV.org has compiled the information needed to apply for a disabled or handicapped parking permit or license plate in every state. Search listings by state to find out where and how to apply.

**Phone:** See website for state-specific numbers

**Website:** <http://www.dmv.org/disabled-drivers.php>

#### Other useful links:

- DMV office finder: <https://www.dmv.org/dmv-office-finder.php>
- Article regarding use of disability placards out-of-state: <http://www.dmv.org/articles/drivers-with-disabilities-traveling-out-of-state/>

### Rental Car Companies

To inquire about renting a vehicle with hand controls or other accessibility features, it is recommended you contact local and national rental car companies for further information including prices and availability. Below are the **disability-specific links** for a variety of nationwide auto rental companies:

- [Alamo](#)
- [Avis](#)
- [Budget](#) See 'Disability Services' section
- [Dollar](#)
- [Enterprise](#)
- [Hertz](#)
- [National](#)



### **Wheelchair Getaways (formerly Accessible Vans of America)**

**Services:** nationwide wheelchair van rentals

**Description:** Wheelchair Getaways provides quality rental vans with handicap accessible features. The organization consists of a group of independent wheelchair van dealers who are all committed to improving the accessible transportation options for people requiring adaptive equipment for mobility. Offers daily, weekly, monthly and long-term rentals (more than 100 U.S. locations). Wheelchair Getaways is also the supplier of accessible vehicles for U.S. rental car companies including Alamo, Avis, Dollar, Enterprise and Hertz.

**Phone:** 877-275-4915

**Website:** <http://www.accessiblevans.com/>

## **Train Travel**

### **Amtrak – Accessible Travel Services**

**Services:** information for Amtrak travelers with disabilities

**Description:** Amtrak's goal is to provide safe, efficient and comfortable service to all passengers. Amtrak provides additional services to passengers with disabilities.

**Phone:** 800-USA-RAIL (800-872-7245)

**Website:** <https://www.amtrak.com/accessible-travel-services>

## **Travel Agencies**

### **Dignity Travel**

**Services:** travel planning/agent services for accessible travel

**Description:** Dignity Travel provides easy and accessible international tours designed to provide unique experiences while also delivering accessible accommodations, transportation and sightseeing opportunities. Dignity Travel aims to open the world of travel to anyone with chronic illness, difficulties walking, limited distance walking or physical disability. Dignity Tours' intimate group tours strive to make sure that you have a worry-free travel experience, presented in a dignified, fun and adventurous manner. Groups are hosted by one or more Dignity Travel staff members and individual travel companion services may be arranged as needed. There is always a host with the group to assure your travel arrangements go as planned, provide a push of your wheelchair or assist you with any other needs you might have.

**Phone:** 877-337-4272

**Website:** <https://dignitytravel.biz/>



### **Travel for All – Tarita Davenock, Certified Special Needs Travel Advocate (based in Canada)**

**Services:** travel planning/agent services for accessible travel

**Description:** Travel for All and its founder Tarita Davenock believe all travelers should have the opportunity to experience first-hand the wonders of the world, regardless of individual limitations. A part of the travel industry for more than 18 years, Ms. Davenock creates individualized travel plans for persons worldwide that meet each traveler’s personal abilities, level of mobility and personal preferences. You choose when and where, and Travel for All will create what your mind envisions. View the *Momentum* magazine article, ‘Globe Trotting’, which profiles Ms. Davenock:

<http://www.momentummagazineonline.com/traveling-with-ms/>

**Phone:** 888-993-9295

**Website:** <https://travel-for-all.com/>

## **Travel Insurance**

### **U.S. Department of State – Travel & Medical Insurance Resources for Overseas Travel**

**Services:** information/resources for travel & medical insurance, for U.S. based and foreign travel

**Description:** The Department of State maintains a list of private organizations that offer travel insurance services for domestic and international travelers. The entities listed offer travel insurance to cover medical expenses, trip cancellation, lost luggage, and other losses incurred while traveling. NOTE: Listings appear for informational purposes only and do not constitute an endorsement.

**Phone:** Listings for travel insurance are not given over the phone. See website for these listings.

**Website:** <https://travel.state.gov/content/travel/en/international-travel/before-you-go/your-health-abroad/insurance-providers-overseas.html>

## **Vacation Rentals**

**NOTE:** *As accessibility features vary by property, we encourage those who consider using the below resources to use the search option filters to locate room type options, amenities, accessible features, etc., matching your specific needs. We also encourage you to confirm the features of the property with the host before booking.*

### **Airbnb**

**Services:** free access to vacation rentals including homes, condos, villas, cabins, and beach houses

**Description:** Airbnb, based in San Francisco, is a community marketplace for people to list, discover, and book unique accommodations around the world – online or from a mobile phone or tablet. Airbnb connects people to travel experiences, at any price point, in more than 80,000 cities and 190 countries.

**Phone:** 855-424-7262

**Website:** <https://www.airbnb.com/>



**HomeAway, Inc.**

**Services:** free access to vacation rentals including homes, condos, villas, cabins, and beach houses

**Description:** HomeAway, Inc. based in Austin, Texas, is an online marketplace for the vacation rental industry, with sites representing more than two million paid listings of vacation rental homes in 190 countries. Through HomeAway, owners and property managers offer an extensive selection of vacation homes that provide travelers with memorable experiences.

**Phone:** 877-228-3145

**Website:** <https://www.homeaway.com/>

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The National Multiple Sclerosis Society is proud to be a source of information on multiple sclerosis related topics. The information provided is based on professional advice, published experience, and expert opinion, but does not constitute medical or legal advice. For specific medical advice, consult a qualified physician. For specific legal advice, consult a qualified attorney.