



## American Airlines Accommodations

(taken directly from the American Airlines' website)

### Booking Your Reservation

#### On AA.com

On AA.com, you can record your request for assistance from among the following selections:

#### Wheelchair Assistance (one of three options):

- Passenger can walk but requires wheelchair for distance to/from gate (see agent for wheelchair)
- Passenger can walk but needs assistance up/down stairs. A Special Assistance Coordinator will contact the passenger to make arrangements.
- Passenger cannot walk and needs assistance to seat on plane. A Special Assistance Coordinator will contact the passenger to make arrangements.

#### Therapeutic Oxygen

Passenger needs therapeutic oxygen provided inflight. A 48-hour notice is required, and a Special Assistance Coordinator will confirm the availability of this request. A \$100 fee is required per flight segment.

**A 72-hour advance notice is required for cancellations of therapeutic oxygen to ensure reusability of the oxygen unit. The fee(s) paid may be applied toward future travel only if this service is canceled at least 72 hours in advance.**

#### Visually Impaired

Passenger is visually impaired and needs guidance assistance.

#### Hearing Impaired

Passenger is hearing impaired and needs assistance.

#### On Other Travel Websites

If your reservation was booked on a website other than AA.com, you may make arrangements for special assistance by calling AA Reservations directly at 1-800-433-7300 or TDD 1-800-543-1586.

#### Advance Notice Needed

We recommend that all of our customers make their reservations as far in advance as possible. While we do not require disclosure of the nature or extent of your disability, the more information we have concerning any special assistance you may require, the more prepared we are to meet your needs during your trip.

We require at least 48 hours advance notice and that you arrange for the services below when making your reservation:

- Therapeutic Oxygen
- Portable Oxygen Concentrator usage (see [below](#) for details)
- Travel with a group of ten (10) or more people with disabilities



**Note: A 72-hour advance notice will be required for cancellations of therapeutic oxygen to ensure reusability of the oxygen unit.**

Please let us know if you:

- Require a wheelchair
- Need assistance getting into and out of the aircraft seat
- Require adjacent seating for yourself and your personal care attendant
- Are traveling with a service animal
- Travel with a battery-powered respirator or ventilator
- Have any other special requirement
- Will need disassembly and battery packaging for your mobility assistive device

#### Special Assistance Coordinators

Within our Reservations Department, an exclusive team called Special Assistance Coordinators operates to help facilitate your travel. Specially trained in American Airlines and American Eagle policies and procedures, they document your reservation with information concerning your service requests to help prepare our airport staff. In certain circumstances, they will contact you by telephone before you travel. For this reason, it is helpful to have a valid, complete contact phone number available within your reservation.

Although not required to do so, our customers with disabilities advise us that pre-arranging for special assistance helps travel proceed more smoothly. Assistance from a Special Assistance Coordinator is arranged for at the time of booking with an AA Reservation Representative or with your Travel Agent upon identification of your support service request.

#### Prereserved Seating

For customers with a disability who are traveling with another individual who is assisting them inflight as an attendant, seats can be arranged side by side. For those who use an aisle chair to access their seat and cannot readily transfer over a fixed armrest, there are many seats with moveable aisle armrests. Also, if you have a fixed or immobilized leg, please advise us so we may assign you a bulkhead seat if you desire one. If you are traveling with a service animal and desire to be assigned to a bulkhead seat, please advise us when you make your reservation.

Customers without a service animal or a fixed or immobilized leg may also prereserve bulkhead seating. Priority is also given to our customers with disabilities for available bulkhead seating on the day of departure. We recommend that you indicate your seating preference when you make your reservation.

**Please contact Reservations at 1-800-433-7300 to request the bulkhead seat.**

#### Therapeutic Oxygen

##### **Advance Notice Required**

American Airlines makes supplemental oxygen available to customers during flight, provided reservations and arrangements for the oxygen are made at least 48 hours in advance. This notice is necessary so that we may confirm availability and position the oxygen cylinder(s) at your point of boarding prior to your arrival. We also



recommend confirming your reservation and arrangements.

### **Medical Certificate**

If you require oxygen, your physician must approve your travel and you must provide us a copy of the medical certificate. Also, because therapeutic supplemental oxygen is a medical product, a signed statement from your physician, advising liter per minute flow rate is required. You must keep this medical statement with you at all times.

Flow rates from 0.5 to 6 liters per minute are available. Please call any American Airlines reservations number and indicate that you will need to travel with oxygen. Someone from our Special Assistance Coordinator desk will call you and discuss your arrangements.

### **Air Carrier Owned Oxygen Supply (Inflight Only)**

The Federal Aviation Administration (FAA) requires that oxygen on airplanes be dispensed from approved containers available through the airline only, so you may not use your own. If you require oxygen at the airport before departure, during your connection or at your destination, you will need to make separate arrangements. American Airlines is authorized to dispense oxygen during flight only.

There is a charge for this service and therapeutic oxygen is not available on American Eagle.

### **Portable Oxygen Concentrators**

Customers needing medical oxygen can travel on American Airlines, American Eagle and AmericanConnection using approved portable oxygen concentrator (POC) during all phases of flight, provided the conditions listed below (under "Travel Requirements and Restrictions") are met.

### **Approved Portable Oxygen Concentrators (POCs)**

Only the following POCs are allowed for use onboard our aircraft:

- Inogen One
- AirSep Lifestyle displaying an RTCA sticker
- AirSep FreeStyle
- SeQual Technologies Eclipse
- Respironics Inc. EverGo

Note: FAA Regulations forbid the carriage of other personal oxygen units including units which contain compressed or liquid oxygen. Compressed and liquid oxygen are classified Hazardous Materials.

### **Travel Requirements and Restrictions**

Once travel plans are confirmed, please contact reservations at least 48 hours in advance to let us know you will be using one of the approved portable oxygen concentrators.

However, more advanced notice may be needed to meet all necessary requirements. We will verify that you have an adequate battery supply for your trip based on a calculation of your flight time including an added reserve and your oxygen flow rate which is listed on your medical certificate.



To obtain the medical certificate, see the [Physician's Statement for Air Travel](#)<sup>†</sup> (PDF file size: 13K) for complete details and to print a statement for completion by your physician.

The Physician's Statement must state...

- Customer must be capable of hearing the portable oxygen concentrator alarms, seeing the alarm light indicators, and be able to take the appropriate action in response to these warnings, or travel with a companion capable of doing so.
- That the user of the device has the physical and cognitive ability to see, hear, understand, and take appropriate action in response to the device's aural and visual cautions and warnings.
- That oxygen use is medically necessary for all or a portion of the duration of the trip and must be specific to which portion if required oxygen use is not continuous.
- The required oxygen flow rate in liters per minute (LPM), corresponding to the pressure in the cabin of the aircraft under normal operating conditions.

Customer must provide their [Physician's Statement for Air Travel](#)<sup>†</sup> (PDF file size: 13K) to airline personnel upon request.

Customer must inform airline personnel upon check-in that he or she intends to use a portable oxygen concentrator on board the aircraft.

Customer must ensure that their POC is free of oil, grease or other petroleum products and is in good condition free from damage or other signs of excessive wear or abuse.

Customer is responsible for traveling with a sufficient supply of batteries to last the entire journey, per their oxygen requirements, including the duration of the flight, all ground time (before and after flight and during connections) and for unexpected delays (25% extra battery supply plus at least one extra hour of battery supply). All batteries must be transported in carry-on (not checked) baggage and must be packed in a manner that protects them from damage or short circuits. Your portable oxygen concentrator, as well as the baggage containing the batteries, is exempt from the normal carry-on limitation of one piece plus a personal item. Once travel plans are finalized, please contact [reservations](#) to advise us you will be using a POC during flight. Reservations can also assist you with determining your total anticipated travel time. Based on the users total travel time, a reserve amount for unanticipated delays, and the devices battery run time, a minimum numbers of batteries required will be determined.

Customers intending to use their POC during flight that arrive at the airport with an insufficient number of batteries may be denied travel.

If connecting to another airline or codeshare flight, customers must contact the operating carrier or other airline for their rules on traveling with portable oxygen concentrators.

### **During Flight**

- Your POC must fit underneath the seat in front of you



- POC users may not sit in an emergency exit seat or bulkhead seat
- POC users may not sit in any seat that blocks another passenger's access to the aisle
- Customers may use their POC while moving about the cabin as long as the "Fasten Seat Belt" sign is not illuminated

### **Aircraft Power Ports**

- Customers using a POC onboard are required to bring a supply of batteries adequate for powering the device the entire time it is in use
- Some American Airlines aircraft are equipped with DC power ports, however, due to different aircraft types, configurations, and seating arrangements, the availability of a power port and continuous power flow to a power port cannot be guaranteed
- In the event a power port is available at your seat, it may only be used during flight and may not be used during taxi, takeoff, and landing
- Use of a power port requires a DC power accessory obtained from your POC manufacturer

### **Special Meals**

American offers special meals to meet specific dietary needs at your request on select flights. Since meals are not served on all flights, check with your travel agent or the airline to be sure that a meal is offered on your flight. Many frequent flyers bring light snacks or sandwiches on board with them. This is also a good idea in the event that your flight encounters a weather or other delay. For more information, visit our [Special Meals](#) page.

### **Peanut Allergy**

American recognizes that some passengers are allergic to peanuts. Although we do not serve peanuts, we do serve other nut products and there may be trace elements of unspecified peanut ingredients, including peanut oils, in meal and snacks. We make no provisions to be peanut-free. Additionally, other customers may bring peanuts on board. Therefore, we cannot guarantee customers will not be exposed to peanuts during flight and strongly encourage customers to take all necessary medical precautions to prepare for the possibility of exposure.

### **Medications**

All customers are entitled to bring one carry-on item with them into the cabin. We recommend that you include any medications you require in your carry-on luggage. You should NEVER put your medications in checked luggage. Our aircraft do not have refrigerators onboard. Also, if you use needles to inject medication, checkpoint security policy is that you must have in your possession medication requiring the use of a needle or syringe that has a professionally printed label identifying the medication or a manufacturer's name or pharmaceutical label.

### **Assistance Level and Type**

#### **Assistance Level**

Every person with a disability is different and you are the best judge of the service you require. American and



American Eagle employees are trained to assist our customers with disabilities. If we are doing more or less than you need, please let us know. American and American Eagle have specially trained employees at every airport to answer your questions or resolve an issue. American also has a centralized internal corporate resolution staff to assist airport personnel, available by telephone 24 hours a day.

### **Assistance Type**

American and American Eagle offer a wide variety of special assistance, most commonly:

- TDD reservation services
- Assistance from the ticket counter to the aircraft
- Assistance to connecting flights
- Courtesy wheelchairs
- Braille Safety Briefing cards

TDD (Telecommunication Device for the Deaf)

Dial Toll Free 1-800-543-1586

Airport and Boarding Assistance

### **Airport Assistance**

#### **If you have a hearing disability**

Airports are noisy places. Large, open spaces and crowds make it difficult for people to hear and communicate. For that reason, airports feature signage designed to help with navigation. Visual information concerning flight status appears in the way of updated Departure and Arrival screens throughout airports and information screens behind all gate counters. Please advise an agent working your flight that you have a hearing disability so that they may alert you to important flight information.

#### **If you have a vision disability**

Please request assistance if you have a vision disability. An American Airlines or American Eagle agent will assist you to the ticket counter or help you to your gate. If you would like a courtesy wheelchair upon arrival, this may be arranged in advance when you make your reservation or requested at the airport. If you seek arm assistance or directions only please indicate this when making your reservation, or to an airport representative.

#### **If you have a mobility disability**

- **Airport Electric Carts**  
Some airports have electric carts to assist customers in covering distances quickly. These vehicles operate continuously, are available for all customers, and may not be prereserved.
- **Airport Courtesy Wheelchair Assistance**  
Airport courtesy wheelchair service is available to transport you to your departure gate and during your connection, if applicable. Although you can arrange to claim your chair at the connecting city, we recommend that it be checked through to your final destination. The additional time required to claim



and recheck your chair at the connecting city may compromise your ability to make your connection. Please let us know if you will need this assistance when making your reservation.

It is also a good idea to remind the airport agent that you will need a wheelchair or other mobility assistance at your destination or connecting city. Although not required, advance notice and confirmation of arrangements helps us to provide you with timely service.

### **Boarding Assistance**

Upon request, preboarding assistance will be provided to you, allowing you the opportunity to be seated prior to general boarding. Please advise the agent if you desire preboarding due to your disability.

### **Airport Inflight**

- **Braille Safety Cards**

Every American Airlines and American Eagle aircraft has Safety Briefing Cards printed in Braille and large print for our customers who have vision disabilities.

- **Captioned Safety Video**

Where aircraft safety briefings are administered by video, open captioning is provided as standard for our customers with hearing disabilities.

- **Individual Safety Briefings**

Individual safety briefings are given to any customer who requests them. Included in the briefing is an explanation of exit locations, as well as communication regarding the most efficient and appropriate way to provide assistance.

- **Stowage of Carry-on items**

Assistance with loading and retrieval of carry-on items and small assistive devices stowed onboard the aircraft is furnished upon request.

- **Onboard Wheelchair**

Flight attendants will provide assistance to customers in getting from their seats to the aircraft lavatory and back during flight by using the onboard wheelchair. Every jet aircraft has a collapsible chair available, custom-designed for onboard use. Customers must be semi-ambulatory and able to transfer themselves into and out of these chairs.



## **Aircraft Accessibility**

### **Moveable Aisle Armrests**

Maneuverability and increased personal space is very desirable onboard aircraft. For that reason, American's high proportion of moveable aisle armrests within the main cabin of every jet in the fleet is particularly important for our customers with disabilities.

Select from among the aircraft types listed below to determine the location of moveable aisle armrests, accessible lavatories and other onboard information

[Airbus A300-600](#)

[Boeing MD-80 Configuration 1](#)

[Boeing MD-80 Configuration 2](#)

[Boeing MD-80 Configuration 3](#)

[Boeing 737-800](#)

[Boeing 757 Configuration 1](#)

[Boeing 757 Configuration 2](#)

[Boeing 767-200](#)

[Boeing 767-300 Configuration 1](#)

[Boeing 767-300 Configuration 2](#)

[Boeing 777 Configuration 1](#)

[Boeing 777 Configuration 2](#)

### **Accessible Lavatories**

All widebody (two aisle) aircraft feature at least one wheelchair-accessible lavatory onboard. All Boeing 737 aircraft have two accessible lavatories.

## **Service Animals**

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American Airlines and American Eagle welcome service animals used by persons with disabilities. An animal may accompany a customer with a disability in the aircraft cabin, provided the animal can be accommodated without obstructing an aisle. Service animals may not block an aisle or other area used for emergency evacuations.

There is no fee for service animals used by customers with disabilities. A harness, tag or vest indicating status as a service animal will be helpful in distinguishing them to airport personnel. However, credible verbal assurance that the animal is providing a service to assist with a disability will suffice should an inquiry be made.

Emotional support service animals are service animals that provide emotional support to an individual with a mental health-related disability. Per the Department of Transportation, we require appropriate documentation to permit emotional support animals to travel in the passenger cabin.

**Advance notice is strongly recommended to ensure all paperwork is in order.** Specifically, we require a letter on letterhead from a mental health care professional (physician or psychologist) stating the following:



- that the passenger has a mental health-related disability
- a mental health-related disability (any individual who has a mental impairment that, on a permanent or temporary basis, substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment)
- major life activities (functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and walking)
- that the person providing the documentation is a licensed mental health care professional or physician
- that the passenger is under his or her professional care for the mental health related disability for which the passenger needs an emotional support animal
- and that having the animal travel with the passenger is necessary to the passenger's mental health and/or treatment or to assist the passenger with his or her mental health-related disability

All of the above specific criteria must be provided to accept your emotional support animal for travel in the passenger cabin. **To make arrangements for the transportation of an emotional assist animal, please call Reservations at 1-800-433-7300 and ask to speak with a Special Assistance Coordinator.**

Quarantine restrictions may apply. Your reservations agent or travel agent will be happy to check destination regulations for you.

### **Wheelchairs and Other Mobility Assistive Devices**

American Airlines and American Eagle accept motorized and non-motorized mobility assistive devices for transport. When necessary, we will disassemble and reassemble wheelchairs or other assistive devices for our customers when they travel. It is helpful to us if you provide written instructions to assist us in this process.

### **Carry-On Assistive Devices**

Canes, walkers, CPAP machines and other assistive devices capable of being collapsed small enough to fit into approved overhead and under seat stowage areas are welcome and do not count toward your carry-on item limit. They must be small enough to be stowed in such a manner as not to protrude into any seating row floorspace or main aisle. Items such as seat cushions, detachable control boxes, armrests or footrests may also be carried on board with you.

### **Onboard Wheelchair Storage**

American Airlines (and American Eagle jet aircraft) has a designated closet space in the cabin of each aircraft to accommodate one collapsible wheelchair. In most cases, more than one wheelchair can be accommodated, provided the space is available. This space is available on a first-come, first-served basis. Additionally, some wheelchairs can collapse to fit either in an overhead bin or beneath a seat.

Non-collapsible wheelchairs or scooters are acceptable as checked luggage. These items may be checked in at either the ticket counter or the departure gate.

### **Wheelchair Check-In**

Non-collapsible wheelchairs and other mobility assistive devices are accepted as checked baggage. These items can be checked in at the main ticket counter or at the departure gate. We ask customers with battery-



powered wheelchairs to check in at the main ticket counter at least one hour prior to departure to ensure proper boarding of the chair. We make every effort not to disassemble a wheelchair or scooter; however, the small size of some airplane cargo doors and the contents of some batteries require disassembly. For that reason, it is helpful to have the assembly and disassembly instructions with you, as well as any specialized tools that may be required.

### **Wheelchair Batteries**

For safety reasons, we must examine all batteries to determine proper handling. For all batteries not labeled by their manufacturer as 'non-spillable', and for wheelchairs which cannot be loaded, stowed, secured, and unloaded in an upright position at all times, removal and airline dangerous goods packaging procedures apply.

For disabled passengers, there is no charge for transporting wheelchairs or for the use of courtesy wheelchair services.

### **Cognitive and Developmental Disabilities**

American will provide assistance to individuals with cognitive and developmental disabilities in enplaning and deplaning, and in making flight connections between gates when applicable. An escort is not available to remain with or supervise the customer while in the terminal or in flight.

We recommend that passengers requiring such assistance inform us of this need when making their flight reservations. At the airport, passengers requiring this assistance should be identified to a ticket counter or gate agent.

Passengers who require personal or continuous attending care or who are unable to follow safety instructions from our personnel must provide an attendant to travel with them.