



Delta Airlines Accommodations

(taken directly from the Delta Airline's website)

Accessibility & Assistance

Accessibility is important to us. Learn about our accessibility features at the airport and onboard our aircraft. Also, find out about all the ways our people are ready to help you get everything you need to get where you're going.

Airport Accessibility

We lease ticket and gate counter space from local airport authorities. We work closely with the airports to ensure that our services are accessible to everyone.

Flight and Gate Information Accessibility

At most of our airport locations, we have monitors displaying flight information for all our passengers. Similarly, most gate areas have electronic displays that indicate specific flight information. Gate agents provide verbal flight information including boarding announcements and any flight irregularity data for all our passengers, including the visually impaired.

Telecommunication Device for the Deaf (TDD)

TDDs are available at most airports and are appropriately marked. Our customer service representatives will be happy to help you find them. Keep in mind that some airport facilities are not under our control, and that the availability of this equipment may vary from location to location.

Security Screening

Airport security screening is required for all passengers. However, a hand search can be performed for people with disabilities, and private screenings are available upon request.

Airport Assistance

Our personnel are available to assist passengers with disabilities in boarding, deplaning and connecting with their flights.



We provide connecting flight assistance for ambulatory individuals who may need help from one departure gate to another. However, we are not equipped to provide full monitoring while waiting at the gate. Should a passenger's condition require this level of attention, the passenger should make arrangements for a traveling companion.

For more information, see [Wheelchair Services](#).

Aircraft Accessibility

Most of our aircraft are subject to federal accessibility requirements for our passengers with disabilities. Depending on aircraft type and age, accessible features of our fleet include movable aisle armrests, wheelchair stowage locations, on-board wheelchairs and, on larger airplanes, wheelchair-accessible lavatories.

Movable Aisle Armrests

Depending on the aircraft, we provide movable aisle armrest seats so passengers who use aisle chairs to board the aircraft can more easily transfer into their seats. The number and locations of movable aisle armrest seats may vary by aircraft type.

If you should find that your seat doesn't have a movable armrest, our gate agent or in-flight personnel will be happy to determine if another seat with a movable armrest is available on that specific aircraft.

Priority Wheelchair Stowage Location

We provide a designated location onboard most aircraft for stowage of one personal wheelchair on a first come, first served basis. Passengers wishing to use this wheelchair stowage location must request this service and take advantage of pre-boarding.

The chair or scooter must fit in a FAA approved storage area and must be of the weight and size that will fit in the onboard location.

Onboard Wheelchair

All of our aircraft have an onboard wheelchair. These wheelchairs are specially designed to fit the aisle of our aircraft and may be used by our passengers to move to and from the lavatory.

While our flight attendants are trained in the operation of this wheelchair and will assist you with its use, they are not required to lift or carry you.



Accessible Lavatories

Many of our larger aircraft have a wheelchair accessible lavatory. This feature is dependent on the size and configuration of the airplane.

In-flight Assistance

Do you have special in-flight needs? Our flight attendants are highly qualified to ensure your in-flight safety and comfort. Our flight attendants can assist you in using the onboard wheelchair and stowing or retrieving carry-on items, identifying food items on your meal tray, and opening packages.

Flight attendants are not permitted to assist with feeding or personal hygiene and lavatory functions. They cannot lift or carry you, and they cannot provide medical services such as giving injections. If your medical condition requires others to provide this type of care, you should travel with a ticketed companion who can see to these needs during the flight.

Reservations Requirements

Naturally, the earlier you make your reservations, the more time we have to prepare for your flight and get ready to meet all of your special needs.

We need 48 hours advance notice and at least one hour advance check-in on the day of departure if you:

- Need [oxygen](#) during the flight (one hour advance check-in at the gate).
- Require the packaging of a wheelchair battery for shipment as checked luggage (one hour advance check-in at the ticket counter).
- Are traveling with a group of ten or more people with disabilities (one hour advance check-in at the gate).

Keep in mind that security screening and pre-boarding processes are likely to require more than an hour advance check-in.

Although we don't require information concerning the extent of your disability, the more facts you can share with us about your travel needs, the better we are able to assist you. Our reservations agents will be happy to discuss your specific requirements when you call. Should you require transfer assistance at a connecting point, let us know so we can arrange for a wheelchair to be available when you arrive.

Medical Certificates

Under certain conditions, you may have to present a medical certificate from a doctor. When you purchase your ticket, tell your reservations agent if you have one of the following conditions:



- You need [medical oxygen](#).
- You have a communicable disease or infection.
- You have a medical condition where there is reasonable doubt that you cannot complete the flight safely without requiring extraordinary medical assistance during the flight.

If you do have one of these conditions, obtain a medical certificate dated within ten days of the flight from a certified medical doctor as follows:

- If you need [medical oxygen](#), the medical certificate must state your need for oxygen and the rate of flow per minute required. There is a charge for onboard medical oxygen services.
- If you have a communicable disease or infection, the medical certificate must state any conditions or precautions we must take to prevent transmission of the disease or infections. The certificate must also state that the disease or infection is not communicable to other people on the flight.

We make every effort to accommodate your travel needs while, of course, also taking into consideration the health and safety of other passengers. See the additional categories under [Special Travel Needs](#) for more information or contact [Reservations](#) with any questions you still have.

Special Concerns

Do you have special concerns or in-flight needs? Here's some information that can help. You can also visit the [Special Needs FAQs](#) for answers to some commonly asked special-needs questions.

Disability Seating

We offer special seating for passengers with certain types of disabilities. Passengers who can have special seating include anyone:

- Who uses an aisle chair to get on the aircraft and can't readily transfer over a fixed aisle armrest.
- Traveling with an attendant helping them during the flight.
- Traveling with a service animal.
- With a fused leg.

Service Animals

We welcome service animals in the aircraft cabin, such as dogs and monkeys trained to assist passengers with mobility, visual, or hearing disabilities.

A service animal must be in the floor space where the passenger sits and may not get in the way of an aisle or any area that needs to remain clear for emergencies. (That's why we can't seat you in the exit row.)



Some locations (Hawaii, Great Britain, etc.) have quarantine laws for animals, or might not permit their entry at all. See [Health Requirements](#) for more information.

We, or your travel agent, will be able to help you find out what the requirements are for your destination. But remember, it's up to you to follow the regulations.

Medicine

You should always carry your medication with you in your carry-on luggage, and never in your checked luggage.

Our airplanes don't have refrigerators onboard, so be sure to plan for that.

If you use needles or syringes to take medication, you must have appropriate medical records with you that show your medical condition and need for the medical procedure, in case security officers have questions, or to satisfy foreign authorities when you're traveling outside the United States. Also, tell our cabin crew if you have used any needles during flight. They'll provide you with a disposal container.

You can't hang intravenous devices from the aircraft overhead, because they might interfere with our emergency oxygen masks.

Onboard Medical Oxygen

We can provide oxygen for you or you can bring your own portable oxygen concentrator. Regardless of which one you choose, you will need to follow these steps:

- Complete your travel plans and purchase your ticket.
- At least 48 hours prior to travel, have your physician complete the [Physician's Statement](#) and fax it to the University of Pittsburgh Medical Center (UPMC) at the number listed on the statement.
- Accept a telephone confirmation from UPMC after they have received the completed Physician's Statement.
- Bring the completed statement from your doctor to confirm the need for oxygen during flight and the required flow rate.

Delta Provided Oxygen Service

We can provide supplemental medical oxygen for a nonrefundable service fee of \$100 per flight with the following restrictions:



- Services are for Delta operated flights only. If your Delta ticketed flight is operated by another airline, contact them directly for their policy regarding medical oxygen requests.
- Delta Connection® carriers do not provide oxygen service.
- We are unable to use aircraft emergency oxygen for medical needs.
- We provide oxygen for in-flight use only, not for use at airport locations. You'll need to make your own arrangements if you need oxygen anytime you're not on the aircraft.

Customer-owned Oxygen Units

We accept the following portable oxygen concentrators on Delta, Delta Connection (excluding American Eagle), and the Delta Shuttle®. If your Delta ticketed flight is operated by another airline, contact them directly for their policy regarding medical oxygen requests.

- Inogen One
- AirSep Lifestyle
- AirSep Freestyle
- SeQual Eclipse
- Respironics EverGo

If you would like to use any of these units, please make note of the following important points:

- The AirSep Lifestyle device must have a sticker affixed to the inside cover stating “RTCA/DO—1600 21 category M Compliant” to indicate that it has been modified for air travel. If your AirSep Lifestyle device does not have this sticker, it will not be accepted for use on board.
- Portable oxygen concentrators can't be used when seated at an exit row or bulkhead seat.
- Portable oxygen concentrators do not count towards your carry-on baggage limit.
- There is a \$25 nonrefundable medical screening fee for each passenger's itinerary. Itinerary changes will require rescreening and an additional \$25.

You will not be able to use other portable oxygen concentrators on board. They will be permitted as carry-on or checked baggage only under the following conditions:

- It must be empty and free of pressure.
- The battery should be removed and packaged separately or
- It should have a recessed battery terminal **and** the packaged battery terminals should not contact any metal objects.

Personal oxygen systems containing liquid oxygen are not accepted on board any Delta or Delta Connection flights.



Assistive Devices

If you need an assistive or non-oxygen-generating life-support device, like a respirator, nebulizer, or ventilator, you can bring it in the cabin for use during the flight, as long as it fits in an FAA approved storage location. You'll need to purchase an extra seat at the lowest available fare if you need it for your equipment.

We can't permit wet-cell batteries in the aircraft cabin for safety reasons. We recommend you use a dry- or gel-cell battery for your equipment, since electrical outlets are not available on our aircraft.

Oxygen concentrators, other than [those we've approved](#), and CPAP machines can be carried but not operated during the flight.

Pregnant Travelers

We don't have restrictions for pregnant women, so you don't need a medical certificate to travel.

However, keep in mind that ticket change fees and penalties aren't waived for pregnancy. If you're traveling after your eighth month, it's a good idea to check with your doctor to be sure it will be ok.

Peanut Allergies

When you notify us that you have a peanut allergy, we'll create a buffer zone of three rows in front of and three rows behind your seat. We'll also advise cabin service to board extra pretzels, which will allow our flight attendants to serve only pretzels within this area.

Gate agents will be notified in case you'd like to pre-board and cleanse the immediate seating area. We'll do everything we can, but unfortunately we still can't guarantee that the flight will be completely peanut-free.

Wheelchair Services

We offer wheelchair services at the airport and on board the aircraft. We are also happy to accommodate most types of personal wheelchairs.



Delta Wheelchair Services

Airport Wheelchairs

We have wheelchairs available for use at airport locations. Request this service when making reservations; and upon arrival at the airport notify one of our passenger service personnel that you require a wheelchair for transportation to the departure gate.

Aisle Chairs

We also have available a specially designed wheelchair for our non-ambulatory passengers to use in reaching their seat when boarding and deplaning our aircraft. We call these special wheelchairs "aisle chairs" or "boarding chairs." We suggest you request this service when making reservations so we can have the equipment available at your departure gate.

Onboard Wheelchairs

Every one of our mainline aircraft has an onboard wheelchair. These wheelchairs are specially designed to fit the aisle of our aircraft and may be used by our passengers to move to and from the lavatory. Our flight attendants are trained in the operation of this wheelchair and will assist you with its use. However, they are not required to lift or carry you. Since this onboard wheelchair is not used outside the aircraft, it will always remain onboard. Arrangements can be made for you to use an airport chair at any connecting point.

Alternative Boarding Devices

In some instances stairways are used for boarding instead of loading bridges. If you are unable to ascend or descend steps, let us know, and we will provide an alternative boarding method.

Delta Electric Cart Service

Electric carts are available at some major airports such as in Atlanta, Cincinnati, Salt Lake City, and New York (JFK Airport). These carts are available for use by our semi-ambulatory passengers who have difficulty walking long distances. The carts will pick-up and drop-off passengers throughout the terminal or concourses.

Personal Wheelchair Services

We transport all types of personal wheelchairs. This includes folding, collapsible, and non-folding manual wheelchairs, electric/battery-powered wheelchairs and electric-powered carts and scooters, one additional wheelchair battery, crutches, braces, or other prosthetic devices on the same flight with the passenger who is dependent on the device.



Give us at least forty-eight hours advance notice, and be sure to check in at the ticket counter at least one hour ahead of departure if you need to check any battery-powered equipment. We need this time to ensure your equipment meets all federal "dangerous goods" handling requirements.

Cabin Stowage

If you have a collapsible personal wheelchair you can ask to have it stowed onboard when you are pre-boarded. We can stow it if it meets the size and weight restrictions for the approved storage space on the aircraft. We limit the number of personal wheelchairs to one personal wheelchair per flight. Not all aircraft stowage locations accommodate all sizes of wheelchairs. Wheelchairs stowed onboard have priority over other carry-on items except those of through passengers.

Checking Your Wheelchair

You can check your wheelchair at the ticket counter or the gate. We appreciate your checking powered equipment that may require disassembly at the ticket counter so we can arrange for proper handling. You may use our wheelchair equipment after checking your personal wheelchair. Detachable items such as seat cushions and footrests can be carried onboard or checked with the wheelchair in the cargo compartment.

We will not need to disassemble your electric/battery-powered wheelchair and will leave the batteries attached if the wheelchair will fit upright through the aircraft cargo compartment door or if it can be stowed upright in the cargo compartment.

If we do need to disassemble the wheelchair, our employees may need instructions. Attach assembly/disassembly instructions and your wheelchair's specific battery type to the wheelchair. For help identifying your specific battery type, see [Batteries](#) below.

You can arrange to have us check your personal wheelchair at the departing gate and return it at the destination gate when you arrive, or at a connecting airport. Let us know in advance if you prefer to use your own personal wheelchair at your connecting airport. However, you should be aware that the time between connecting flights may be insufficient to provide this service during layover, especially if disassembly and re-assembly of your wheelchair is required. If time is a factor, we recommend that you take advantage of our wheelchair service instead.

Batteries

Help us by identifying your wheelchair batteries as either spillable or non-spillable, so that our employees may establish correct federal [Dangerous Goods](#) handling procedures.

Wet-cell batteries are considered spillable, so we need to make special preparations to transport them by air. We have to disconnect the battery and protect the terminals against electrical shorting. We have to remove the battery if we cannot fit your wheelchair equipment upright through the aircraft cargo compartment door.



The battery will be shipped in Delta's battery box to meet all federal "dangerous goods" handling requirements. We cannot transport damaged or leaking batteries by air.

Dry-cell and gel-cell batteries are considered non-spillable and have fewer requirements for handling. We can leave powered wheelchair batteries attached when the equipment fits upright through the aircraft cargo compartment door. Our personnel will disconnect the battery post connectors and wrap each post connector with tape to prevent electrical shorts during shipping.