



US Airways Airlines Accommodations

(taken directly from the US Airway's website)

DISABILITIES

The US Airways Disability Team is dedicated to advocating and ensuring a positive travel experience for our customers with disabilities. Call 800-892-3624 for assistance.

Mobility Disability

Special Assistance at the Airport

Curbside Assistance

If you need an airport wheelchair or help with your own wheelchair, please ask the skycap for assistance. Skycaps are available at no charge, although tips are accepted. Please note: Please advise skycaps of any special needs as they do not have the ability to access reservations.

Check-In

Passengers can check in up to four hours in advance of scheduled departure time and request special seating. Inform the ticketing agent of any special assistance you may need. Movable armrests may be helpful for mobility challenged passengers, so ask the agent to accommodate you in a seat with this feature if it's available. If you're traveling with a companion who will be assisting you, ask the agent to ensure that your companion's name is listed in your reservation and that they are seated next to you.

Security Checkpoint

As you proceed through the security checkpoint, don't hesitate to ask screeners for assistance with your mobility aid and carry-on items. Let the screener know your level of ability (e.g. whether you can walk, stand or perform an arm lift) so they can assist you. In addition:

- Inform screeners of any special equipment or devices that you are using and where this equipment is located on your body. This will help the screener to be careful of that equipment if a physical search is necessary.
- Let screeners know if you cannot remove your shoes when additional screening is necessary. Assistance will be provided.
- Ensure that all bags and satchels carried on or under your wheelchair are put on the X-ray belt for inspection.
- Ask the screener to reunite you with your carry-on items and other personal assistance items once the X-ray inspection is completed.



Boarding the Aircraft

If you need extra time to board the aircraft or assistance transferring from a wheelchair to an aisle seat, please inform a US Airways gate agent or flight attendant. Special boarding chairs are available to assist physically challenged passengers to their seats. Remember to provide clear instructions to personnel regarding how you wish to be lifted.

Deplaning the Aircraft

If you need extra time exiting the aircraft, a wheelchair at your destination or transfer point, or assistance departing the aircraft or traveling through the terminal, please notify a flight attendant at least 45 minutes prior to arrival. Please note: Airport wheelchairs are in great demand during peak travel times.

Transporting Wheelchairs and Scooters

Contact US Airways at least 48 hours prior to departure and check-in two hours prior to departure if you are requesting the transportation of a wheelchair or other device that uses a gel cell or wet cell battery or an on-board wheelchair. If room is not available on the flight, your wheelchair will be tagged for special handling and placed in the cargo bin as you board the plane. The wheelchair will be returned to you at the destination gate upon arrival or at a connecting airport.

- Please advise us in advance if you prefer to use your own personal wheelchair at your connecting airport. At Charlotte, Philadelphia, Boston, Fort Lauderdale, Tampa, Orlando, Phoenix and Las Vegas, we have special equipment to expedite the delivery of personal wheelchairs for use during your layover. Time between connecting flights may be insufficient to provide this service if disassembly and reassembly of a personal wheelchair is required. If time is a factor, we recommend taking advantage of our wheelchair service. li>

Wheelchairs, canes or three wheel scooters are not counted towards your baggage allowance.

Please provide clear instructions for disassembly and assembly if you have a battery-powered wheelchair.

- Canes and Walkers - Canes and walkers are permitted as carry-on items when traveling. Walkers must be stowed in the overhead storage compartment when on board the aircraft. Canes may be kept by the passenger at their seat.
- Electric Carts - Electric carts may be available at some airport locations. These carts are used to transport passengers between concourses within the same terminal. Ask a gate agent for assistance when you arrive.
- On-Board Wheelchair - If you are in need of an on-board wheelchair during your flight, please notify US Airways Reservations at 800-428-4322 (TDD/TTY 800-245-2966) 48 hours in advance of your departure and one will be provided for your flight.

Passengers with special needs are permitted to have a drop-off/pick-up party accompany them to/from the gate, in domestic locations. The drop-off/pick-up party should proceed to the ticket counter to receive a pass to advance through security.



In international cities (Mexico, Canada, and Costa Rica) or if airport security at a particular airport prohibits non-ticketed passengers in the gate area, US Airways will assist special needs passengers to or from the gate and provide assistance boarding and deplaning the flight.

REQUIRED CARE ATTENDANTS

Passengers who advise US Airways they fit into one of the following categories will be required to provide their own personal care attendant. The attendant must pay the fare applicable at the time of making a reservation.

A personal care attendant is required for:

- Any passenger who, because of a mental disability, is unable to understand or respond appropriately to safety instructions from US Airways personnel
- Any passenger with a mobility impairment so severe that the person would be unable to assist in his or her own evacuation of the aircraft in the event of an emergency
- Any passenger who has both severe hearing and severe vision impairments, if the passenger cannot establish communication with US Airways personnel so a safety briefing can be given

Medical Disability

Passengers with Diabetes

- Notify the screener that you have diabetes and are carrying your supplies with you. Lancets, blood glucose meters and blood glucose test strips can be carried through the security checkpoint.
- Notify screeners if you're wearing an insulin pump and ask if they will visually inspect the pump since it cannot be removed.
- Insulin pumps and supplies must be accompanied by insulin with professionally printed labels described above.
- If possible, advise screeners when/if you are experiencing low blood sugar and are in need of medical assistance.

Passengers with Pacemakers

- Advise the screener that you have an implanted pacemaker and ask the screener to conduct a pat-down inspection of you rather than you walking through the metal detector or being hand-wanded.
- Though not required, carrying a Pacemaker Identification Card (issued by your healthcare provider) when going through airport security can help avoid delays.

Passengers with Personal Assistance Devices

- Notify screener if X-ray inspection will harm your equipment. Ask for your device to be visually and physically inspected instead.
- You will not be asked to remove your prosthetic device or body brace for it to undergo X-ray inspection. Prosthetic devices and body braces will be visually and physically inspected once you have gone through the metal detector. Private screenings are available.



- If equipment cannot fit through the X-ray machine, the screener will perform a visual and physical inspection of your equipment.
- Crutches, canes, and walkers need to go through the x-ray machine. Collapse canes whenever possible before they are put on the x-ray belt.

Passengers with Hidden Disabilities

- You or your traveling companion can advise screeners of your hidden disability and that you may need some assistance or need to move a little slower than others.
- Notify screeners if you have special equipment that cannot go through the X-ray machine. Request a physical/visual inspection of your equipment instead of an X-ray inspection.
- Notify screeners if you need to sit down before the screening process is completed

Passengers with Portable Oxygen Concentrators

US Airways is in compliance with the policies set forth in the Air Carrier Access Act (14 CFR Part 382). You may print or download a copy of this document. [Download Air Carrier Access Act.](#)

Guidelines and Restrictions

Effective November 2, 2005

Passengers who require medical oxygen may travel with approved portable oxygen concentrators (POCs). US Airways approved POCs are: Inogen One, Airsep Lifestyle, Airsep Freestyle and Sequal Eclipse models. These devices are permitted for use on any US Airways, US Airways Shuttle or US Airways Express flight (except for Beechcraft 1900 aircraft). You must be capable of hearing alarms and seeing alarm light indicators and taking appropriate action in response.

For codeshare flights, contact the operating carrier for rules on traveling with portable oxygen concentrators on other carriers.

Before You Board

Please refer to the [US Airways](#) physician's statement forms for complete details.

- Unit and battery supply are not counted toward free carry-on baggage allowance. Batteries must be packed individually to prevent short-circuiting and damage.
- Ensure that the unit 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.
- Inform the gate agent that you intend to use a portable oxygen concentrator on board the aircraft.
- Carry an adequate battery supply with you in your carry-on luggage. View our timetables page or call our 24-hour Reservations Desk at 800-428-4322 to determine the length of your flight.

During Your Flight



Provide a medical authorization form or doctor's statement to the flight attendant once on board the aircraft. The form will be returned to you. Your POC must fit underneath the seat in front of you or in an overhead bin. You may not be seated in an exit row.

Vision Needs

Special Assistance at the Airport

Curbside Service

Inform the skycaps that you are visually impaired and ask for directions to the ticket counter or your gate. They will assist you to the ticket counter or gate if you desire.

Ticket Counter Service

If you are checking in at the ticket counter, inform the agent of your special needs and ask for assistance if necessary.

Security Checkpoint

Ask the screener to explain the security procedures; describe what will happen next; let you know where the metal detector is located; when you will be going through the metal detector; and, let you know when there are obstacles you need to avoid. In addition:

- Let the screener know when you need someone to escort you through the screening process.
- Notify screener if X-ray inspection will harm the equipment you may be using (i.e. Braille note takers). Ask for your device to be visually and physically inspected instead of X-ray inspection.
- Ask the screener to reunite you with your carry-on items and personal assistance devices once X-ray or physical inspection is completed.
- Ask the screener to verbally direct you toward your gate once the screening process has been completed.

Gate Service

Check in and let the gate personnel know that you are present. Inform the gate agent that you are visually impaired and ask for any assistance you may need in advance.

If you are traveling with a service animal or other equipment, inform the agent.

Boarding the Aircraft



Inform a flight attendant of your visual limitations and feel free to ask for any assistance you may need, such as assistance locating your seat or with the overhead service panel and its functions.

If you have carry-on baggage or equipment, ask the attendant to help you with stowage. If your flight provides a meal or snack, feel free to ask a flight attendant to identify the food on your tray.

Deplaning the Aircraft

If you have a connecting flight, check with a gate agent to see if there will be a gate change. If you need to make a telephone call, please check with a gate agent. TDD/TTY service is available in most airports.

Note for Drop-Off/Pick-Up Party Assisting Passengers with Special Needs

As a customer with special needs you are permitted to have your drop-off/pick-up party accompany you to/from the gate, in **domestic locations**. The drop-off/pick-up party should proceed to the ticket counter to receive a pass to advance through security.

In international cities (Mexico, Canada, and Costa Rica, the Caribbean, Latin America and Europe) or if airport security at a particular airport prohibits non-ticketed passengers in the gate area, US Airways will assist you to or from your gate and make sure your needs are met as you board or deplane your flight.

Hearing Needs

Curbside Service

If you have your paper ticket or electronic ticket receipt, be prepared to show it to the skycap.

Inform the skycap that you are hearing impaired and if you need directions to the ticket counter or gate. The skycap will be able to assist you.

Ticket Counter Service

If you are purchasing a ticket, please inform the agent that you have special hearing needs. If you have your ticket, show it to the agent and explain any special assistance you may need.

Gate Service

Please inform the gate agent that you have hearing limitations. Let the agent know where you will be sitting in the boarding area so that the agent can inform you about any important announcements made before the flight departs.

Boarding the Aircraft

Inform a flight attendant that you have hearing limitations and remind them that you need to be notified of any emergencies or important announcements.



Deplaning the Aircraft

If you have a connecting flight, check with a gate agent to see if there will be a gate change.

In the event you need to make a telephone call, please check with a gate agent. TDD/TTY service is available in most airports.

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Phone Assistance

You may call US Airways at 800-428-4322 for assistance or to receive answers to any additional questions. Assistance is available for our hearing impaired customers (TDD/TTY) by calling 800-245-2966.

SERVICE ANIMALS

Service animals are welcome on all US Airways flights. There is no charge for trained service animals. However, we ask that they meet certain requirements:

- The number and type of service animals are not limited provided they can fit on your lap or in the area directly in front of your seat. Aisles may not be obstructed.
- If the service animal sits on the lap of the passenger, the animal must be no larger than an infant child.
- Please notify reservations if you desire a specific seat to best accommodate your service animal.
- In compliance with safety regulations, customers traveling with a service animal may not sit in an exit row.
- Passengers traveling with an emotional support animal to assist with a hidden disability may require certification from a health care physician.

IDENTIFICATION REQUIREMENTS

You must provide one form of identification for all service animals:

- I.D. card for the animal
- Presence of harness or markings on harness
- Other written documentation stating the animal has been trained to assist a special needs individual
- Credible verbal assurance of the passenger using the animal



HAWAII PET QUARANTINE

Hawaii is a rabies-free state. State law requires that dogs, cats and carnivores complete a rabies quarantine period. US Airways will not accept cabin pets for travel to or from Hawaii. US Airways will only permit service animals and emotional support animals in the cabin for travel to or from Hawaii. The Honolulu International Airport on the island of Oahu is the only port of entry for dogs and cats entering Hawaii.

For information on requirements for allowing service animals and emotional support animals to enter Hawaii without quarantine, please contact the Hawaii Department of Agriculture at the contact information below, or [visit](#) their website.