



United Airlines Accommodations

(taken directly from the United Airline's website)

Aircraft accommodations

United® has several features to accommodate people with limited mobility, including:

- Selected seats with movable armrests, so customers using wheelchairs can more easily transfer from an aisle into their seats.
- A specially designed onboard wheelchair for use in flight. The wheelchair is used to move about the cabin and go to and from the lavatory. The passenger sits in a regular aircraft seat during flight.
- On some aircraft, a lavatory with an extra-wide door and low threshold, heavy-duty assist bars and other design features make it more convenient for customers with disabilities.

Reservations personnel will be happy to provide you with additional information.

United Airlines will keep working to make air travel more convenient, comfortable, and pleasant-in the air and on the ground-for all of our passengers.

If something goes wrong, let us know

If one of our airport Complaint Resolution Officials (CRO) cannot assist you, please contact us via e-mail by clicking on the "Contact United" link at united.com, or by calling toll free **877-228-1327**.

Wheelchairs

Using United's wheelchair service

Every airport United serves has wheelchairs available, and virtually all of the cities we serve have jet bridges or special equipment to board customers who cannot climb stairs. Also, airports have narrow aisle wheelchairs for customers who require them to reach their seat in the airplane. Our reservations personnel can help you with information and order a wheelchair for points of departure, connection and destination. When you request a wheelchair, we need to know if you are able to walk without assistance and how far, and if you can ascend and descend stairs without assistance. You can request a wheelchair by calling 800-241-6522.

United will check your personal wheelchair free of charge along with luggage. Battery-powered wheelchairs—with dry cell, wet cell, gel cell, or non-spillable electric storage batteries—are acceptable, but certain safety procedures must be followed in preparing the wheelchair for carriage. Reservations personnel will be happy to answer any specific questions.

If you use United's wheelchair service, we will provide an attendant at no charge to assist you in moving through the airport. If an attendant is not wanted, we will, where possible, provide you with a United wheelchair for independent use. You may be required to leave your driver's license as security until the wheelchair is returned.

Using your own wheelchair

We are happy to accommodate customers who prefer to use their own wheelchairs to and from the gate area. You may check your wheelchair at the gate and also request to use it between flights, during lengthy layovers. Where the connecting time between flights is short, you may prefer to use United's wheelchair service to expedite transportation to the connecting flight.

A collapsible wheelchair can be stored in the aircraft cabin. Please note cabin storage space is limited and does vary by aircraft type. So when you arrive at the gate be sure to tell the gate agent. The agent can advise you about stowage options for your flight and ensure that the proper tag is placed on your wheelchair. United's baggage personnel need the tag so they know to bring you



the wheelchair to the arrival gate when you are departing the terminal, or to bring it within the terminal during layovers between flights. Although United employees will make every effort to deliver the wheelchair to the gate promptly, the facilities at the particular airport may slow this process and require some patience.

If you need extra time at the gate to board, you will usually have the opportunity to "pre-board" prior to others in order to be safely and comfortably seated. If you use your own wheelchair at the gate, you may wish to check in and board early so United personnel can prepare and load your wheelchair.

Airport wheelchairs are in great demand during certain travel periods. Our airport personnel will appreciate your patience if you must wait a few minutes for a chair. If you have any questions, concerns or special requests, please contact a United Complaints Resolution Official (CRO) located at any United airport location.

Canes and crutches

Canes and crutches vary in length and their size may dictate where they can be stowed. Telescopic canes may be collapsed and secured in a purse or seat back. The following are other approved areas for canes and crutches:

- An approved closet or baggage stowage area (lavatories are not approved areas)
- Enclosed overhead bins
- Under a passenger seat (if stowed here, the equipment cannot protrude into the aisle or block an emergency row; canes should lie flat on the floor)

Medical oxygen

Arranging oxygen is a partnership between our customer, their physician and United representatives.

Advance planning is required to make oxygen arrangements when traveling. United accepts requests for in-flight therapeutic oxygen anytime **after the reservation is made; provided the request is a minimum of 48 hours prior to travel.**

Oxygen request information

- An oxygen set up is required per flight. United provides in-flight oxygen at a reasonable service charge per oxygen set up. Our Reservations agents will quote fees.
- United provides in-flight oxygen only. If you require oxygen during ground connections, please contact an oxygen vendor or refer to the information below regarding Portable Oxygen Concentrators. We suggest you work with your physician to determine the most appropriate arrangements.
- Only United's oxygen equipment can be used in-flight. Portable Oxygen Concentrators are not permitted for use in-flight, however, they may be used per your physician's direction prior to departure and upon arrival at either your connection or destination city. The passenger or traveling companion is responsible for setting up the concentrators when used during these periods.
- Oxygen is **not** available on United Express® flights.
- For any flight on your itinerary serviced by another carrier, including United code-share flights, please contact that carrier directly to request information on how to make oxygen arrangements. United Reservations or your travel agent will identify these flights for you.

Requesting oxygen

To request oxygen you must complete the following steps:

1. Download and print the [Oxygen request form](#) (97 KB). Please note: You will need the [FREE Adobe Acrobat Reader](#) to view



and print the form.

2. Complete the Passenger section on the [Oxygen request form](#).
3. Have your physician complete the Physician section on the [Oxygen request form](#). It is your physician's responsibility to sign and fax the form to United via the fax number listed on the form.

Information included on the fax is confidential. Your physician's signature is United's authorization to administer oxygen in the prescribed amount. United retains the right to decline boarding to anyone that appears too ill to travel on his/her departure date.

Personal Oxygen Cylinder checked and carry-on baggage guidelines

Transport of a Personal Oxygen Cylinder is permitted as checked or carry-on baggage provided the cylinder is **empty** and packed in a carton. Cylinders containing oxygen require shipment by airfreight with proper packing, markings and labels. Liquid oxygen is not permitted as carry-on, baggage or airfreight.

Contact us

For questions, please contact your local United Reservations center in the U.S. and Canada at 1-800-UNITED-1. For inquiries in locations outside of the U.S. and Canada, please visit [United worldwide contacts](#).

Cognitive and developmental disabilities

United will provide assistance to individuals who may need guidance within the airport. However, an escort is not available to remain with the customer. Passengers who require personal or continuous attended care will need to provide their own attendant.

Medical devices onboard

Whether battery operated or requiring electrical connection, all electrical devices have the potential to interfere with important aircraft systems. The use of personal electronic equipment is also governed by FAA regulations.

Customers who need to use medical devices while onboard must obtain prior approval from United at least 48 hours before departure. We may need special information, including the name and telephone number of your physician.

Where specific medical device needs cannot be accommodated, physicians from United's Medical Department will attempt to discuss alternatives with your physician to help ensure that your trip will be safe and comfortable.

Deaf or hard of hearing

Please let us know if you are deaf or hard of hearing, so we can provide you with information during delays and an individual safety briefing if you wish.

Hearing dogs for the deaf or hard of hearing are also permitted on board with their owners free of charge.

United offers a special TTY reservation service. To make flight reservations using this service, please call 800-323-0170. The phone links your telecommunications device with one in United's reservations office and allows you to send written communications to a trained reservation agent 24 hours a day.

Blind or sight impaired

Federal aviation regulations require that canes be stowed prior to takeoff and landing as a safety measure. When flying, if you need assistance our employees will explain emergency procedures and aircraft surroundings.

Please review the rest of the customers with disabilities section for more information about [canes](#) and [guide dogs](#).



Service animals

Service animals may accompany their owners at no additional cost.

If you are traveling to an international destination or Hawaii, there may be restrictions. Restrictions vary by country, and customers should contact the appropriate [embassy](#) or [consulate](#) at least four weeks before the trip. For travel to Hawaii, customers should contact the Hawaii Animal Quarantine Branch manager directly for quarantine requirements. The 24-hour phone number is (808) 837-8092.