

TRAVELING WITH DISABILITIES



WELCOME ABOARD DELTA!

Delta – the airline of choice for customers with disabilities.

This brochure outlines Delta's Disability Program and commitment to making your travel experience safe, convenient and accessible with trained personnel and a wide range of services.

As many disabilities are invisible, we depend on you to tell us your needs so we can offer appropriate services. We do not ask about your disability but ask about services that make travel possible for you as a customer with a disability. Services for a customer with a disability are free of charge*. An explanation of services can be found at www.delta.com/disability or by calling Delta at 1-800-221-1212.

* (Services for oxygen or other services that require medical screening will incur charges based on segments flown or equipment used)

Questions or problems while traveling? Contact a Compliant Resolution Official



Delta has specially trained personnel called, Complaint Resolution Officials (CROs) at every airport who are empowered to address concerns of any customer with a disability. CROs ensure federal regulations and Delta policies and procedures are properly implemented. You may ask to speak to a CRO and a representative will come to you while at the airport.

In the event you need to speak to a CRO after you leave the airport, we have Complaint Resolution Officials in our Reservations Offices. You may ask to speak to a CRO and one will be brought to you in person or by phone.

Tell us about your travel arrangements



Don't assume anything. The more information we have about needed services and equipment, the better we can work out a plan to make your trip stress free.

If you are traveling with a wheelchair, let us know:

- Dimensions - Height x Width x Depth
- Weight - (estimated weight okay)
- Disconnection instructions
- Battery type (wet, dry, gel, lithium ion, etc.)

Certain services require advance notice to ensure availability:

- Medical oxygen
- Battery-powered wheelchair on smaller aircraft (70 seats or less)
- Storage of hazardous materials packaging for a wet cell battery
- Accommodation for group (10 or more) of customers with disabilities
- Provision for wheelchair on aircraft without accessible lavatory



Limited Mobility

Assistance is available at delta.com or by calling 800-221-1212 and asking the agent to document your request. Delta's Special Service Request code (SSRs) tracks assistance needs for your entire trip.

Meet-and-assist services with an airport wheelchair or your own include:

- Curb to aircraft
- Connecting city
- Aircraft to baggage claim
- Curb or ground transportation at destination

Transfers on/off aircraft are made in the jetway using transfer chairs. Agents will ask and follow your direction.

Most wheelchairs are checked at the gate, but the choice is yours. If your personal chair is needed at a connecting point, an agent will take it to your arrival gate. At your destination, your personal chair will be taken to the aircraft door or can be picked up at baggage claim.

Delta transports most wheelchairs, including collapsible or rigid frame manual chairs, battery-powered wheelchairs and power scooters. Agents will use a special tag to identify your wheelchair.

DOT Special Permit (more info on delta.com) allows some power wheelchairs to be stowed in the cargo department without disconnecting the battery. To qualify, your wheelchair must have a dry cell battery, no defects or damage, stow in upright position and two methods to prevent accidental chair activation.



Wheelchair Assistance

Free wheelchair assistance is available in every Delta airport in advance or upon request at check-in. While a gratuity for superior service is permissible and appreciated, solicitation of tips is illegal. You can request a wheelchair when you make your reservation, while booking online, or through your travel agent. For more information, visit www.delta.com/disability.

Our goal is to provide timely wheelchair assistance; however, please understand there could be a short wait at hub cities.

Select airports provide electric cart service between gates or concourses. Advance notice is not required.

Preboarding is offered on any Delta flight if you meet all check-in requirements and notify the gate agent. You will be boarded early for convenience and deplaned last for your safety. Eligible wheelchairs can be stowed in the aircraft on a first come, first serve basis.

Delta's intention is to return your wheelchair in the same condition as it was presented to us. Most wheelchairs are tagged/stowed in the baggage compartment and are the last item stowed; first retrieved. Every attempt is made to protect power wheelchairs by stowing in an upright position using FAA approved methods.



Hearing Disability

Once your ticket is purchased, tell us what services (preboarding, etc.) you need so we can document your reservation. If we are notified, trained agents will seek you out and personally update you on flight information.

Most airports utilize Gate Information Display Systems (GIDS) that display schedule changes, seat availability, upgrades and boarding notice. Should schedule changes occur, we will help to reduce any inconvenience.

All airports are equipped with TDD (Telephonic Device for the Deaf) systems. Agents can direct you to the closest phone.



Visual Disability

Once your ticket is purchased, tell us what services (preboarding, etc.) you need so we can document your reservation. If we are notified, trained agents will provide assistance including briefing on safety features and stowage of assistive devices or carry-on items.

Agents will also provide assistance if making connections or upon arrival at your destination. Should schedule changes occur, we will help reduce any inconvenience.

Service/Emotional Support Animal



There is no fee to transport a service or emotional support animal on Delta's domestic system and many of our international destinations.

Documentation is not required for service animals; however, behavior must be consistent with animals in work mode.

Customers with mental health-related disabilities must provide a letter from their mental health professional to verify service, an emotional support animal/psychiatric assistance animal provides. The professional's letterhead must include mailing, email and telephone information. Failure to provide documentation may result in denial of boarding for the emotional support animal. Emotional support animals are expected to respond to the direction of the owner.

Exceptions (contact delta.com or 800-221-1212 for more information):

- Hawaii - must notify Hawaii Department of Agriculture.
- United Kingdom - must comply with British laws for service dogs and cats.
- Other island nations may require quarantine or other restrictions. Contact appropriate embassy or consulate for more info.
- For international travel on partner airlines, please see their websites or contact them for their rules concerning service/emotional support/psychiatric assistance animals.



Assistive Device

Assistive devices, including walkers, respirators, ventilators, canes, crutches or other items used to manage your disability can be brought onboard if able to be stowed in FAA approved location (overhead bins, under seat or select locations).

Certain battery-operated equipment, such as C-Pap and Bi-Pap machines, may not be used during a flight. If using portable oxygen concentrators, review directions at delta.com or call 800-221-1212.

Onboard aircraft with 100 seats or more, Delta provides a stowage location specifically for the first collapsible wheelchair. It is available on a first-come-first serve basis. Assistive devices are a priority over all other bags or equipment.



Medical Oxygen

With 48 hours notice, Delta can provide supplemental oxygen on many domestic and international flights but not on Delta Connection flights. Review directions on delta.com.

Oxygen requests must be screened by Delta's medical provider. A medical certificate verifying you can safely complete travel and confirmation you will not require extraordinary assistance from the flight crew is also required.

FAA regulations only permit the use of equipment designed for aircraft use. Personal oxygen tanks may be purged and transported but not used during the flight. Liquid oxygen systems are forbidden on any aircraft.

Delta does not provide medical oxygen service in airport facilities or when making connections. We recommend discussing the use of a portable oxygen concentrator (POC) with your doctor. Through a special exception with the DOT and FAA, Delta allows certain POCs be used during flight (Inogen One, AirSep Lifestyle, AirSep Freestyle, SeQual Eclipse, Respironics EverGo).

Medications



Never put medications in checked baggage; always place in your carry-on bag. No limits are placed on the amount or type of medications. However, we recommend liquids or gels exceeding the 3-ounce limit be declared to the TSA (Transportation Security Administration). For more information visit, www.TSA.gov.

Delta aircraft are not fitted with refrigerators for medication. Dry ice is considered a hazardous material and customers are limited to 2 Kilograms (kg) per person.

Syringes used to administer medications must be verified by a copy of your prescription stating they are medically necessary to manage your disability. Carry enough syringes to anticipate delays. Delta agents will not assist with administering any medications.

Seating



Customers with disabilities are entitled to any available seat; however, FAA regulations limit exit seats to customers who can perform functions listed in "Exit Seat Regulation 14 CFR 121.585."

Specify seating that accommodates your disability when finalizing your reservation. Customers traveling with service animals or with a fused/immobilized leg are entitled to bulkhead sets. Seats with moveable aisle armrests can also be provided.

Seating may be adjusted due to equipment changes or irregular operations, but every effort will be made to fulfill your needs.



Cognitive Disabilities

Some customers may be easily disoriented while traveling so we will meet and assist them during flights and in making connections. However, we will not stay with a customer while waiting for a connecting flight. If for some reason, you need undivided supervision, please consider traveling with a safety assistant. For more information about safety assistants see www.delta.com/disability.

Customers with cognitive disabilities, in many cases, are fully mobile, only needing assistance through the airport. We do not require wheelchair assistance in order to get this service. In the event that you are told you must accept a wheelchair in order to get to the gate, to your connection or to baggage claim, the curb or ground transportation, please ask for any uniformed agent to bring a CRO to you to resolve your concern.

Allergies



Delta offers a variety of snacks and beverages on most flights. More substantial meals may be available on longer flights. Advance notice is required for special dietary requirements. Inquire about meal options when making reservations.

Allergies can significantly impact a person. Customers may preboard a flight to cleanse the area around their seat. Delta aircraft are fitted with hepa filters that cleanse the air every 2-3 minutes. Agents can also create a buffer zone and restrict distribution of items that may impact the customer.

Delta Connection®



In many markets Delta utilizes Connection Carriers that operate regional jets on shorter routes throughout North America and the Caribbean. Most of these aircraft are boarded and deplaned from the ground. If the aircraft is not met with a jetway, Delta will deploy jet bridges or mechanical lift devices to raise you from ground to aircraft.

Tell us what services you need so we can document your reservation.

International



As a U.S. flagship carrier, Delta is required to comply with Department of Transportation disability regulations regardless of your destination. We encourage you to research the accessibility of your intended destination and contact the embassy or consulate.

