

**Nonstop**

**PHL**

*MOVING FORWARD TOGETHER*

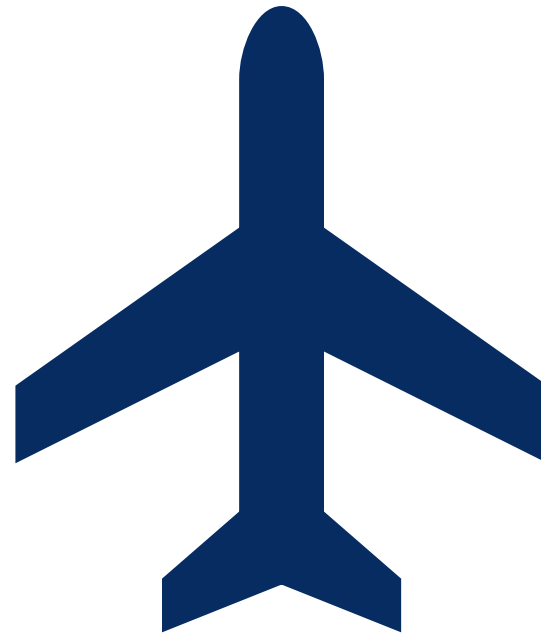
# Wheelchair Services at the Airport



Version 1

# PHL *Access for All* program

This story is part of the *Access for All* program for people with disabilities at the Philadelphia International Airport (PHL). This program can be used to assist you when you are flying to or from PHL.



# If you need assistance through security or the airport, you have options.

1

- You can request a “guest pass” at ticketing to have someone you know assist you through security and to your gate. Not all airlines offer this, but many do!

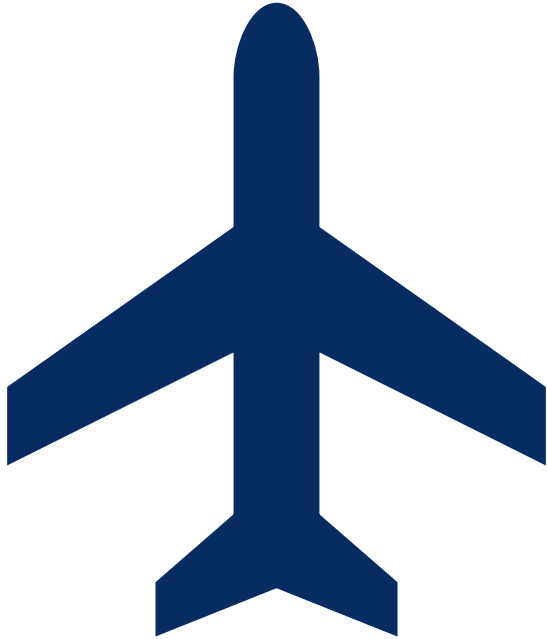
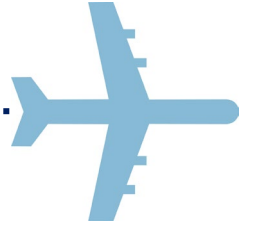
2

- Contact TSA Cares to ask for an assistant through security.

3

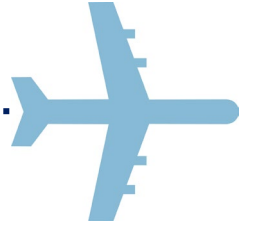
- Call your airlines to request wheelchair assistance or an escort to go with you from ticketing, through security, and to your gate.

# Airlines must provide wheelchair services and guides when needed.

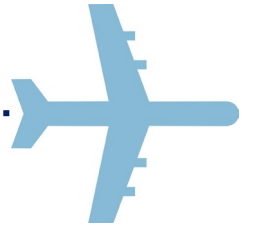




# You can obtain a wheelchair or guide in the ticketing area.

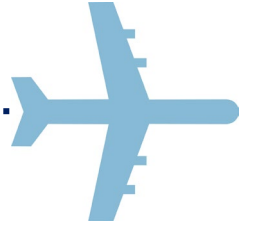


If you cannot stand for 10 minutes, contact your airline in advance for wheelchair assistance.

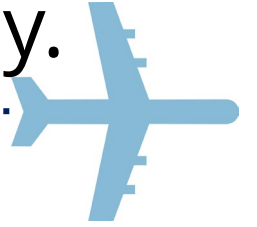




# Wheelchair services are provided by wheelchair attendants, contracted by the airlines.

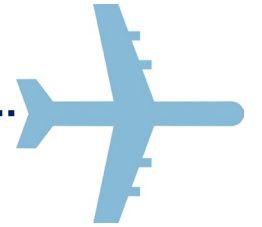


Wheelchair attendants must escort you to the entrance of a bathroom unless it would cause a delay.



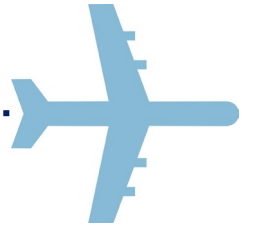


# Airlines are required to assist individuals:



- from ticketing to the gate, through security, and to the aircraft;
- from the arriving flight through the Airport to the connecting flight (if there is a connection);
- from connecting flight to the aircraft; and
- from the arriving flight through the Airport to the baggage claim area, terminal entrance, and to pick-up locations ( i.e., taxi, ground transportation and SEPTA).

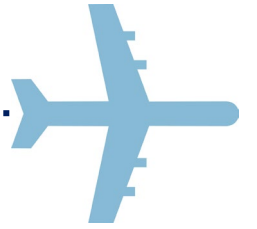
# Attendant assist in all areas of the Airport:



Wheelchair attendants assist at ticket counters, baggage claim, and through security.

Attendants can carry or lift luggage when passengers are unable to due to their disability. If needed, passengers must let wheelchair attendants know that they are not able to carry their luggage.

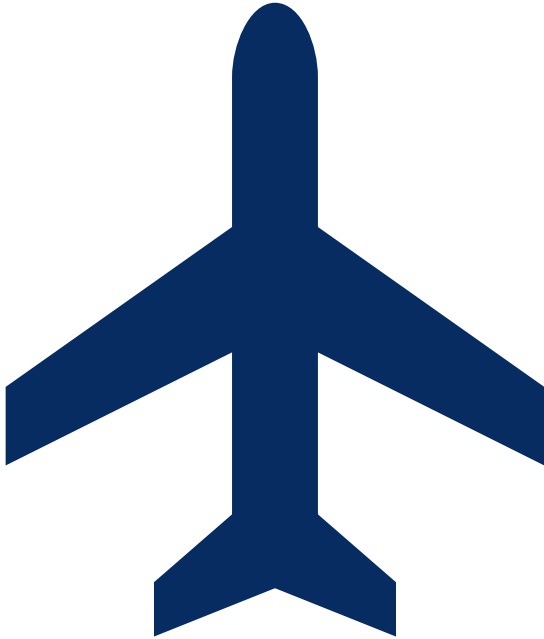
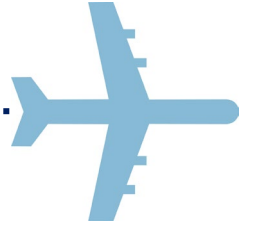
# Wheelchair attendants cannot leave passengers unattended for more than 30 minutes



*Exception:*

Unless the passenger explicitly states that it is okay for the attendant to leave the passenger unattended.

# The following are links to contact your airline to obtain wheelchair assistance.



[Air Canada](#)

[Air Lingus](#)

[Alaska Air](#)

[American Airlines](#)

[British Airways](#)

[Delta](#)

[Frontier](#)

[Jet Blue](#)

[Lufthansa](#)

[Qatar Airways](#)

[Southwest Airlines](#)

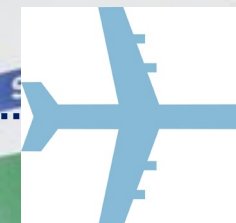
[Spirit](#)

[Sun Country](#)

[United](#)



# Want more info?



You can learn more about accessibility at  
PHL by visiting  
<https://www.phl.org/about/accessibility>

— Saron McKee

PHL Director of Access and Accessible Programs





# Thank you!



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