



Travel Resources for People Affected by MS

When you're ready to hit the road, the trails, the skies, or the high seas, get in-the-know first. View our disability-related travel resources in the following categories.

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General Travel Resources

[Centers for Disease Control and Prevention – Travelers' Health](#)

Services: information only

Description: The 'Travelers' Health' page provides information on diseases and vaccinations needed for travel to countries around the world.

Phone: 800-CDC-INFO (800-232-4636); TTY: 888-232-6348

[U.S. Department of State – U.S. Citizen Travelers' Resources](#)

Services: information for traveling abroad only

Description: The Department of State's highest priority is to protect the lives and interests of U.S. citizens overseas. They do this by providing routine and emergency services to Americans at embassies and consulates throughout the world. The Department serves fellow citizens during their most important moments – births, deaths, disasters, arrests, and medical emergencies.

Phone: 888-407-4747 or 202-501-4444

Disability-Specific Travel Resources

[AccessibleGO](#)

Services: Online travel platform for travelers to book accessible travel options

Description: AccessibleGO is a full-service travel platform for people with disabilities providing search, reviews, and bookings of accessible hotels, cruises, transports and destinations worldwide. The site offers information on attractions, itineraries, caregivers, equipment rental, transportation and tour companies for the top U.S. cities, as well as a travel forum for community members to ask/answer questions. Reviews from hotel rooms to landmarks to accessible taxis fuel the power of AccessibleGO by creating a true community that supports one another through critical information. Imagine the security of knowing that countless travelers before you have paved the way for a smooth and pleasant accessible travel experience. Site was created by a person whose parent has MS.

Phone: 888-681-2568

[Scootaround, Inc. – Personal Transportation Solutions](#)

Services: scooter, wheelchair, powerchair and rollator rentals for those traveling North America & Europe

Description: Scootaround is the nation’s leading personal transportation solutions company, offering rental, sales and repair services for scooters, wheelchairs, powerchairs, and rollators at over 2,500 locations across North America & Europe. Once booked, Scootaround can deliver the device to wherever you need it.

Phone: 888-441-7575

[Travelers Aid International](#)

Eligibility: Serves travelers in 22 U.S. states, D.C., and Puerto Rico

Services: Travelers Aid International is a network of social service agencies, airports and train stations offering a safety net to individuals of all abilities in need of assistance to connect with a support system. Members may assist with 1-way bus tickets so those stranded or homeless can return to their families. Some of these Travelers Aid members and others may also provide shelter, transitional housing, local transportation assistance and other programs to help people who encounter crises as they journey through life. Travelers Aid’s airport locations do not provide any financial assistance. All Travelers Aid programs are locally administered and rely on community support to provide services, and the level of service varies widely. Contact Travelers Aid for more information.

If you are in a location that is not served by a Travelers Aid program, contact **2-1-1** (<http://www.211.org/>) for info and referral to similar services offered by other local organizations.

Phone: numbers vary by location

[Wheelchair Travel – Accessible Travel Blog](#)

Services: blog for travelers with disabilities

Description: Founded by globe-trotting triple amputee John Morris, the website provides a blueprint for traveling with a disability. Detailed wheelchair accessible travel guides describe the nature of accessibility in cities across the U.S., South America, Europe, Africa, Asia and the Middle East. Additional guides review travel topics such as accessible hotels, air travel, international travel, train travel and products/services.

Phone: no number listed

Air Travel

[Share Your Air Travel Experiences](#)

NOTICE: The Air Carrier Access Act is a federal law passed in 1986 that prohibits commercial airlines from discriminating against passengers with disabilities and requires certain accommodations. The National MS Society – along with other advocacy organizations – is pursuing ways to improve the air travel experience for people with disabilities. Visit this site to share your air travel experiences.

[Southwest ADA Center](#)

Services: information for those traveling by plane with disabilities; more specifically the details of the Air Carrier Access Act.

Phone: 800-949-4232 **Email:** swdbtac@ilru.org

Also, the Southwest ADA Center has published a **Disability Law Handbook** with information about the ADA, air travel for persons with disabilities and the Air Carrier Access Act. Using the below website, view the handbook online or request a printed copy by mail. For further questions about accessibility in terms of the ADA at airports, contact the ADA Center in your region.

Disability Law Handbook Website: <http://www.southwestada.org/html/publications/dlh/index.html>

(Note: Use the above link to view an online version or to place an order for a copy to be mailed to you.)

Locate Your Regional ADA Center: <https://adata.org/find-your-region>

[Transportation Security Administration \(TSA\) – Traveler with Disabilities and Medical Conditions](#)

Services: information and assistance regarding screenings and what to expect that are relevant to the passenger’s specific disability or medical condition

Description: **TSA Cares** offers a website and helpline specifically for travelers with disabilities, medical conditions or other circumstances, and their loved ones, who want to prepare for the security screening process prior to flying. TSA recommends passengers call the **TSA Cares** helpline 72 hours ahead of air travel with questions about screening policies, procedures and what to expect at the security checkpoint. **TSA Cares** also offers a free disability notification card which may be presented to airport screening professionals.

Phone: Travelers may call the toll-free **TSA Cares Helpline** at 1-855-787-2227 (8:00 am-10:00 pm ET, Mon.-Fri., and 9:00 am-7:00 pm ET on weekends and federal holidays) at least 72 hours prior to travel.

TSA Disability Notification Card: https://www.tsa.gov/sites/default/files/disability_notification_card_508.pdf

[U.S. Department of Transportation – Aviation Consumer Protection](#)

Services: hotline, tips, publication on traveling by air

Description: The proper training and use of access equipment is a requirement of the federal Air Carrier Access Act. Anyone who suspects they’ve been discriminated against due to their disabilities, by an airline or airline employee, should speak to the airline’s on-site Complaint Resolution Officer or file a complaint with the airline and the U.S. Dept. Transportation’s Aviation Consumer Protection Division.

Phone: Travelers may call the ACPD at 202-366-2220. Calls are returned Monday through Friday, 8:30 am to 5:00 pm ET.

Website (for travel tips): <https://www.transportation.gov/airconsumer/air-travel-tips>

Website (for air travel consumer protection publications):

<https://www.transportation.gov/airconsumer/travel-tips-publications>

Website (to file a consumer complaint about topics including flight delays/cancellations; lost, delayed or damaged baggage; discrimination; refunds and ticketing/fees):

<https://www.transportation.gov/airconsumer/file-consumer-complaint>

The **Aviation Consumer Protection Division** also sponsors a **hotline** that provides general information to consumers about the rights of air travelers with disabilities, responds to requests for printed consumer information, and assists air travelers with time-sensitive disability-related issues that need to be addressed in ‘real time’. Hours are 9:00 a.m. - 5:00 p.m. ET, Monday-Friday, except federal holidays. Air travelers who would like DOT to investigate a complaint about a disability issue must submit the complaint in writing or via email. [Click here](#) for details.

Phone: 800-778-4838

Website: <https://www.transportation.gov/airconsumer/toll-free-hotline-air-travelers-disabilities>

[U.S. Department of Transportation – Aviation Consumer Protection and Enforcement – Publication ‘Information for the Air Traveler with a Disability’](#)

Services: information/guide for the air travel with disability

Description: This guide is designed to offer travelers with disabilities a brief but authoritative source of information about the Air Carrier Access rules: the accommodations, facilities, and services that are now required to be available. The guide is structured in much the same sequence as a passenger would plan for a trip: the circumstances he/she must consider pre-travel, what will be encountered at the airport, and what to expect in the transitions from airport to plane, on the plane, and then plane to airport.

Phone: no number listed

[Electronic Code of Federal Regulations \(e-CFR\)](#)

The *Code of Federal Regulations* (CFR) is the official legal print publication containing the codification of the general and permanent rules published in the *Federal Register* by the departments and agencies of the Federal Government. The Electronic Code of Federal Regulations (eCFR) is a continuously updated online version of the CFR. It is not an official legal edition of the CFR.

This site breaks down Part 382: Nondiscrimination on the Basis of Disability in Air Travel. This site breaks down the contents in a Q&A type format making it easier to find the provision you are looking for.

Bus Travel

[Greyhound – Customers with Disabilities](#)

Services: bus service throughout the U.S.

Description: Greyhound Lines, Inc. is the largest provider of inter-city bus transportation, servicing more than 2400 destinations across North America with a modern, environmentally friendly fleet providing safe, enjoyable and affordable travel to nearly 18 million passengers each year. Greyhound offers services to customers with disabilities, including help during boarding/de-boarding, assistance with luggage, and storage/retrieval of wheeled mobility devices.

Phone: Contact the Greyhound Customers with Disabilities Travel Assistance Line at 800-752-4841

[Megabus.com – Customers with Disabilities](#)

Services: bus service throughout the U.S.

Description: Megabus offers affordable, reliable express bus service from ‘city center’ to ‘city center’, for as low as \$1/one-way via the internet having served more than 50 million customers throughout more than 100 major cities across North America since 2006. Single and double decker busses offer free wi-fi, at-seat plug-ins, panoramic windows and a green alternative to travel by car. Megabus provides accessible transportation service to customers with special requirements and assistance to those with walking difficulties, those who use wheelchairs or scooters, and customers with service animals and breathing aids, among others.

Phone: 877-GO2-MEGA (877-462-6342)

Parks and Trails, Accessible Camping, RVing, and Outdoor Adventures

[Americas Parks – StateParks.com](#)

Services: information on state parks across the U.S.

Description: While the most familiar of America’s parks are the State Parks and National Parks, America’s parks operate under a variety of names including; state forests, natural areas, national forests, landmarks, monuments, historic or geologic or memorial sites, recreation trails, preserves, heritage parks, scenic rivers, and fishing piers, among others. StateParks.com collaborates with numerous government agencies, departments and bureaus to bring all of America’s park resources together in one easy-to-find location.

Phone: no number listed

[Go RVing](#)

Services: information and referrals for persons interested in recreational vehicle (RV) travel

Description: For more than two decades, Go RVing has spearheaded the recreational vehicle (RV) and campground industry's campaign to deliver world-class travel and vacation experiences to new and current RVers. Visit the site to find everything for your RV adventure incl. referrals to RV dealers, RV rental companies, RV manufacturers and campgrounds. Site also helps you compare RV models (incl. those for people with disabilities), learn where to go with an RV, and discover what to do with an RV.

Phone: 703-620-6003

[National Park Service – Accessibility](#)

Services: information regarding National Parks and accessibility

Description: The National Park Service (NPS) is committed to making facilities, programs, services, and employment accessible for visitors and employees with disabilities.

Phone: no number listed

Webiste: (accessible search) <https://www.nps.gov/subjects/accessibility/plan-your-visit.htm>

Website (general search): <https://www.nps.gov/findapark/index.htm>

[National Recreation Trails Database](#)

Services: information on trails, such as length, surface, width, etc.

Description: National Recreation Trails (NRTs) provide for numerous outdoor recreation activities in a variety of urban, rural, and remote areas. Over 1,100 trails in all 50 states, available for public use and ranging from less than a mile to 485 miles in length, have been designated as NRTs on federal, state, municipal, and privately-owned lands.

Phone: 530-605-4395

[U.S. Geological Survey – ‘America the Beautiful’, the National Parks and Federal Recreation Lands - ACCESS PASS](#)

Services: information on the Access Pass and application

Description: A free, lifetime pass (plus \$10 handling fee) available to US citizens or permanent residents of the US that have been medically determined to have a permanent disability (does not have to be 100% disability). The pass provides access to pass owner and accompanying passengers to more than 2,000 recreation sites managed by five Federal agencies. At many sites, the Access Pass provides the pass owner a discount on expanded amenity fees (such as camping, swimming, boat launching, and guided tours).

Phone: 888-275-8747, Option 1

[Wilderness Inquiry](#)

Services: trips to wilderness locations for persons with or without disabilities

Description: Wilderness Inquiry's mission is to provide real outdoor adventures for everyone including people who come from different physical, cultural, or socio-economic backgrounds. Adaptive equipment, accessible facilities, trip assistants, and more help to maximize full participation.

Phone: 612-676-9400

Road Travel

[DMV.org – Drivers with Disabilities - Placards or License Plates](#)

Services: information regarding application for parking permits/licenses

Description: DMV.org has compiled the information needed to apply for a disabled or handicapped parking permit or license plate in every state. Search listings by state to find out where and how to apply.

Phone: See website for state-specific numbers

Other useful links:

- Article regarding use of disability placards out-of-state: <http://www.dmv.org/articles/drivers-with-disabilities-traveling-out-of-state/>
- DMV office finder: <https://www.dmv.org/dmv-office-finder.php>

Rental Car Companies

To inquire about renting a vehicle with hand controls or other accessibility features, it is recommended you contact local and national rental car companies for further information including prices and availability. Below are the **disability-specific links** for a variety of nationwide auto rental companies:

- [Alamo](#)
- [Avis](#)
- [Budget](#)
- [Dollar](#)
- [Enterprise](#)
- [Hertz](#)
- [National](#)

[Wheelchair Getaways](#)

Services: nationwide wheelchair van rentals

Description: Wheelchair Getaways provides quality rental vans with handicap accessible features. The organization consists of a group of independent wheelchair van dealers who are all committed to improving the accessible transportation options for people requiring adaptive equipment for mobility. Offers daily, weekly, monthly and long-term rentals (more than 190 U.S. locations). Wheelchair Getaways is also the supplier of accessible vehicles for U.S. rental car companies including Alamo, Avis, Dollar, Enterprise and Hertz.

Phone: 866-224-1750

Train Travel

[Amtrak – Accessible Travel Services](#)

Services: information for Amtrak travelers with disabilities

Description: Amtrak’s goal is to provide safe, efficient and comfortable service to all passengers. Amtrak provides additional services to passengers with disabilities.

Phone: 800-USA-RAIL (800-872-7245)

Travel Agencies

[Travel for All – Tarita Davenock, Certified Special Needs Travel Advocate \(based in Canada\)](#)

Services: travel planning/agent services for accessible travel

Description: Travel for All and its founder Tarita Davenock believe all travelers should have the opportunity to experience first-hand the wonders of the world, regardless of individual limitations. A part of the travel industry for more than 18 years, Ms. Davenock creates individualized travel plans for persons worldwide that meet each traveler’s personal abilities, level of mobility and personal preferences. You choose when and where, and Travel for All will create what your mind envisions.

View the [Momentum magazine article, ‘Globe Trotting’](#), which profiles Ms. Davenock.

Phone: 888-993-9295

[Sage Traveling](#)

John Sage founded the Houston-based Sage Traveling after he suffered a spinal cord injury in 2001 and began using a wheelchair. Upon realizing that there was really no one out there who was providing all the comprehensive information that someone in a wheelchair or with other mobility issues would need to make a trip to Europe, he began creating and setting up his accessible travel company. Sage Traveling is committed to providing customized, truly accessible travel dealing exclusively in travel to European destinations. Sage Traveling will plan your worry-free accessible vacation. They also offer comprehensive, detailed, and organized disabled travel information on accessible European tourist attractions, ports, hotels, and transportation. Sage Traveling makes it their job to understand all the challenges that disabled travelers may encounter during their trip and how to overcome them.

Phone: 888-645-7920

[Wheel the World](#)

Wheel the World is an online travel platform for people with disabilities that seriously love to travel! With destinations around the world, this site offers completely accessible group and individual tours, including transportation, hotels and activities. For individual hotel bookings, WTW uses a unique method of taking the traveler's individual needs and pairing it with specific hotels that meet the needed level of accessibility. Founded by a quadriplegic who loves travel, they know one size does not fit all with wheelchair access. They also offer assistance with booking activities to do, personal care and rental medical equipment while traveling. Used by some of the top US travel influencers, Wheel the World is ready to plan your next adventure!

Phone: 628-900-7778

Travel Insurance

[U.S. Department of State – Travel & Medical Insurance Resources for Overseas Travel](#)

Services: information/resources for travel & medical insurance, for U.S. based and foreign travel

Description: The Department of State maintains a list of private organizations that offer travel insurance services for domestic and international travelers. The entities listed offer travel insurance to cover medical expenses, trip cancellation, lost luggage, and other losses incurred while traveling. NOTE: Listings appear for informational purposes only and do not constitute an endorsement.

Phone: Listings for travel insurance are not given over the phone. See website for these listings.

Vacation Rentals

Note: As accessibility features vary by property, we encourage those who consider using the below resources to use the search option filters to locate room type options, amenities, accessible features, etc., matching your specific needs. We also encourage you to confirm the features of the property with the host before booking.

[Airbnb](#)

Services: free access to vacation rentals including homes, condos, villas, cabins, and beach houses

Description: Airbnb, based in San Francisco, is a community marketplace for people to list, discover, and book unique accommodations around the world – online or from a mobile phone or tablet. Airbnb connects people to travel experiences, at any price point, in more than 80,000 cities and 190 countries.

Phone: 855-635-7754

[VRBO](#)

Services: free access to vacation rentals including homes, condos, villas, cabins, and beach houses

Description: VRBO is an online marketplace for the vacation rental industry, with sites representing more than two **million paid listings** of vacation rental homes all over the world. Through VRBO, owners and property managers offer an extensive selection of vacation homes that provide travelers with memorable experiences.

Phone: 877-202-4291

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