

As many people with a disability or medical condition know, traveling (particularly by air) can be a difficult experience, especially if you do not travel often. However, it doesn't need to be, and we hope the following information will make your upcoming journeys successful and comfortable.

## Before you go

Before leaving to travel to a colloquium or other Capella-related event, take the following steps to ensure your experience is as smooth as possible:

- Contact the hotel to ensure they have an accessible room available for you.
- ASK QUESTIONS! Not all "ADA rooms" are the same. If you have specific needs, make sure to ask the hotel staff if they have exactly what you need. If they are unsure, politely ask them to find out the information or request to speak with a manager.
- Research the security guidelines for your specific airline to get an idea of what to expect.
- Notify your airline or travel agent of any assistance you may need at the airport.
- Contact the Capella Disability Services office (DisabilityServices@capella.edu) to request any necessary accommodations.

## Airport security

9/11 has changed the face of airport security, but that doesn't mean that getting through the line at the airport has to be confusing or scary. Here are a few tips the Transportation Security Administration (TSA) has outlined to make your trip through airport security as easy as possible.

- If you require an assistant to accompany you through security to your gate, obtain a gate pass at the airline counter for your companion before going to the security checkpoint.
- The limit of one carry-on bag and one personal item (purse, briefcase, etc.) does not apply to medical supplies, equipment, mobility aids, or assistive devices used by or carried by a person with a disability.

- Pack all medications in a separate bag to facilitate the inspection.
- All supplemental oxygen will need to be screened, so check with your doctor to ensure brief disconnection will be safe for you.
- If a personal search is required, you may choose to remain in the public area or go to a private area for the screening. If you are traveling with an assistant, they are allowed to assist you in the screening, but then must be re-screened themselves.
- You are allowed to remain in your wheelchair if you indicate that you are unable to stand and/or walk through the metal detector.
- If you have additional or specific concerns you can visit the TSA website ([www.tsa.gov](http://www.tsa.gov)).

## Not all airlines use the same rules

Your airline may have special restrictions, such as the types of batteries allowed to power an electric wheelchair, or the oxygen tanks allowed. Here are links to the information for travelers with a disability or medical condition for some of the major U.S. airlines:

[American Airlines](#)

[Southwest Airlines](#)

[Delta Airlines](#)

[United Airlines](#)

[Continental](#)

[US Airways](#)

[Northwest Airlines](#)

## When you arrive

After landing, if you need assistance navigating through the airport or collecting your baggage, many airlines have personnel to help you with this. Again, always notify the airline in advance of your needs. If you need accessible transportation from the airport to your hotel, arrange this in advance. Super Shuttle ([www.supershuttle.com](http://www.supershuttle.com)) currently serves more than 20 U.S. airports and can provide accessible vehicles if requested in advance.

## Transportation other than flying

If you don't like to fly, or live near the event, you may elect to travel by car, bus, or train. Amtrak ([www.amtrak.com](http://www.amtrak.com)) is currently the major passenger train provider while Greyhound ([www.greyhound.com](http://www.greyhound.com)) is the primary cross-country bus service. Service animals, portable personal oxygen, and other supports are allowed on both Amtrak and Greyhound, but both companies ask that you give them advance notice. Both Amtrak and Greyhound also have size restrictions on wheelchairs and other mobility equipment, so check with the company when booking your reservation.

## Service animals

Capella University recognizes the need for service animals to assist some learners with disabilities. In accordance with the Americans with Disabilities Act (ADA), people with disabilities may bring service animals into residency/colloquium program sessions and other university-sponsored events.

Capella learners must contact the university Disability Services office prior to a residency/colloquium event in order to ensure that proper arrangements are made to accommodate both the learner and the animal. The learner may be asked to provide verification of the disability and training certification of the service animal. Please refer to iGuide for the full policy on service animals.

## Other travel needs

For those who have food allergies or special diets, Capella makes every effort to provide meals that everyone can enjoy. If you have special dietary needs, please contact [DisabilityServices@capella.edu](mailto:DisabilityServices@capella.edu) before attending a Capella-sponsored event so we can make arrangements for you.

If you need any other accommodations such as a scooter, sign language interpreter, or electronic version of materials, please be sure to contact the Capella Disability Services office well in advance of your travel. We will make every effort to accommodate your needs while attending a Capella-sponsored event such as colloquium or commencement.

## General advice

Throughout the years, legislation has opened many travel doors for people with disabilities. However, you should never assume that anything will be fully accessible to your specific needs. Always plan ahead, ask lots of questions, and be flexible with those who may not be familiar with your particular needs. Please feel free to contact [DisabilityServices@capella.edu](mailto:DisabilityServices@capella.edu) with questions or refer to one of the links provided below. Happy travels!

## Additional resources

Access-Able Travel Source  
<http://access-able.com/>

New Horizons—Information for the  
Air Traveler with a Disability  
<http://airconsumer.ost.dot.gov/publications/horizons.htm>

Society for Accessible Travel & Hospitality  
<http://www.sath.org>