



**MHT**

# ACCESSIBILITY AT THE AIRPORT



### **TSA CARES**

TSA Cares is a helpline that provides travelers with disabilities, medical conditions and other special circumstances additional assistance during the security screening process. Call 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint.



**1-855-787-2227**

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### **LIFT-EQUIPPED BUSES**

All shuttle buses servicing Manchester-Boston Regional Airport long term parking lots are wheelchair accessible. All drivers are fully trained in the operation of the lift equipment.

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### **PARKING**

Parking for the disabled is available in all Manchester-Boston Regional Airport Parking Facilities.

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### **ANIMAL RELIEF AREAS**

Manchester-Boston Regional Airport travelers who are accompanied by service or other domestic animals have the convenience of two Service Animal Relief Areas while at the airport – one pre-security and one post-security, near Gate 6.

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### **SERVICE DOGS & TSA**

TSA passenger screening canine teams may be operationally deployed at the airport, especially near checkpoints. The canines are working animals that are trained to detect traces of explosives concealed on passengers or their belongings. Passengers traveling with animals are asked to use a checkpoint where the working dogs are not assigned at a particular time. Passengers traveling with service animals may continue to use the checkpoint with working dogs.



## SERVICES FOR THE VISUALLY IMPAIRED

Services are available for MHT customers for blind and low vision by accessing technology through the Aira network- free of charge. Customers can connect with professional agents who act as visual interpreters by downloading the app or calling:



**1-800-835-1934**

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## FAMILY RESTROOMS

Manchester-Boston Regional Airport has 4 family restrooms in the terminal building. There are two located on the first floor before security, one is behind the main staircase and the second is located near baggage claims 1 and 2. On the second floor, post security there are two family restrooms, one is between Gates 6 and 7, and the second is next to the business center near Gates 1 through 4.

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## WHEELCHAIR SERVICE

Airlines provide wheelchair service for passengers. Airlines ask that passengers request service at time of reservation. For those needing to make arrangements and have already booked travel, please contact your airline. Wheelchair providers vary by airline.

ABM provides wheelchair service for Southwest; arrangements can be made by calling the airline:



**1-800-435-9792**

Huntleigh provides wheelchair service for American Airlines, Delta and United, arrangements can be made by calling your airline at:



**American Airlines: 1-800-428-4322**



**Delta: 1-800-221-1212**



**United: 1-800-864-8331**

## ADA

### THE AMERICANS WITH DISABILITIES ACT

#### *Manchester-Boston Regional Airport Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 Complaint Procedure*

The Americans with Disabilities Act (ADA) states that a public entity is required to inform the public of the protections against discrimination afforded to them by Title II of the ADA, including information about how Title II requirements apply to its particular programs, services, activities and benefits (28 CFR §35.106). Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in any program, service or activity that receives Federal funds. Manchester-Boston Regional Airport receives such funds for airport construction and other programs and services through the Federal Aviation Administration (FAA).

A public entity that employs 50 or more persons is required by the ADA to adopt and publish procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the ADA. Manchester-Boston Regional Airport's procedure is described on our website, and can be found at this link ([link to page with form](#)).

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## Questions?

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