



MHT

# ACCESSIBILITY AT THE AIRPORT

## At the Airport

# Accessibility

## TSA Cares

TSA Cares is a helpline that provides additional assistance during the security screening process to travelers with disabilities, medical conditions and other special circumstances.

Please call 72 hours prior to traveling with any questions about screening policies, procedures and what to expect at the security checkpoint.

[855-787-2227](tel:855-787-2227)

## 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.

## Parking

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

## Service 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.

## 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 service animals may continue to use the checkpoint with working dogs.

## Aira Explorer for the Blind and Low-Vision

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 [800-835-1934](#).

## Aira ASL for the Deaf and Hard-of-Hearing

MHT is pleased to expand its partnership with Aira to include Aira ASL for the Deaf and hard-of-hearing community. Aira ASL is an app providing free, on-demand, remote American Sign Language (ASL) interpreting for the Deaf and hard-of-hearing community to enhance the ease and efficiency of communication. [Download the app](#) and use anywhere on Airport property to connect free of charge with a professional sign language interpreter.

## Family Restrooms

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

## 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.

Arrangements can be made by calling your airline or visiting their website at:

- American Airlines [800-428-4322](#)
- Avelo Airlines [346-616-9500](#)
- Breeze Airways [Visit Website](#)
- JetBlue Airways [Visit Website](#)
- Southwest Airlines [800-435-9792](#)
- Sun Country Airlines [Visit Website](#)
- United Airlines [800-864-8331](#)

## 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](#).

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