

SPECIAL NOTICE

The airport's Disabilities Office has received complaints from travelers experiencing difficulty in taking their **portable dialysis machine** on the plane with them.

Section 382.121(a) of the Air Carrier Access Act (ACAA) requires carriers to permit passengers with a disability to bring assistive devices into the aircraft cabin provided that they comply with applicable safety, security, and hazardous materials rules. Section 382.125(a) requires carriers to stow assistive devices in the baggage compartment if the item cannot be transported in the cabin in accordance with applicable safety, security, and hazardous materials rules.

Assistive devices are not counted against the carry-on or checked baggage limits imposed by airlines. Section 382.121(b) prohibits airlines from counting assistive devices toward a limit on carry-on baggage.

Section 382.123(a) requires carriers to give assistive devices, such as portable dialysis machines, priority for stowage over items brought onto the aircraft by other passengers or crew enplaning at the same airport so long as the passenger with a disability takes advantage of the opportunity to pre-board.

We encourage persons traveling with portable dialysis machines to copy this SPECIAL NOTICE and present it to airline personnel if they encounter difficulty in boarding the aircraft with their portable dialysis machine. If problems persist, tell the gate agent you would like to speak to the Complaint Resolution Officer (CRO). CRO's are airline employees who should know the policies and can resolve the problem for you.