

- Overview

The Department of Transportation (DOT) has issued Part 382, regulations that address the subject of Nondiscrimination on the Basis of Disability in Air Travel. Part 382 does not replace or overrule any existing FAA regulation.

- Definitions**Individual with Disabilities**

Any individual who has a physical or mental impairment that, on a permanent or temporary basis, substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

Qualified Individual with Disabilities

An individual with disabilities who validly obtains a ticket, comes to the airport for the flight, and meets non-discriminatory contract of carriage requirements that apply to everyone.

Non-Ambulatory

A passenger who is unable to board, deplane, or move about the aircraft unassisted.

- Personal Attendants

Except in limited cases, a passenger with disabilities cannot be required to travel with an escort or personal attendant. An escort or personal attendant may be required for a passenger with a disability if the attendant is essential for safety reasons, such as:

- A passenger with a mental disability who is unable to understand and respond to safety instructions from crewmembers,
- A passenger with a mobility impairment and who is unable to assist in his/her own evacuation of the aircraft, or
- A passenger with both a severe hearing and vision impairment who cannot establish some means of communication with inflight personnel to permit the transmission of the required safety briefing.

If the passenger declines to provide a personal attendant, Eastern may still require an attendant, but may not charge the attendants for his/her transportation.

Eastern and its employees will follow all guidelines set in place by the Nondiscrimination on the Basis of Disability in Air Travel Act. For more information on the Nondiscrimination on the Basis of Disability in Air Travel Act, see link below:

<http://airconsumer.dot.gov/rules/382short.pdf>