Wheelchair assistance and mobility services

If you’re traveling with a mobility disability, your own wheelchair or mobility device, or need to request wheelchair services, we’re here to assist you throughout your journey.

**Bringing a wheelchair**

It’s free to check your wheelchair or mobility device in addition to your checked bags. **This includes manual and electric wheelchairs, scooters, walkers, canes, and crutches.** They can be folding, non-folding, or collapsible.

While it’s free to bring your mobility device, for the best experience you should let us know you have one before you even get to the airport. How you do that depends on whether you’ve booked a flight yet.

**How to choose the right flight**

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Search for a flight on united.com or the United app.

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When you see your search results, select the wheelchair filter option.

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Enter the dimensions of your chair and we’ll label which flights it’ll fit on.

Find this link: <https://www.united.com/en/us/fly/travel/accessibility-and-assistance/wheelchair-assistance.html#bringingwheelchair>

### hecking your wheelchair is easy

#### Get to the airport early

We recommend an hour before your [minimum required check-in time](https://www.united.com/ual/en/us/fly/travel/airport/process.html).

#### Speak with an agent

You can check your wheelchair at the ticket [counter](https://www.united.com/en/us/fly/travel/airport/check-in-counters.html) or the gate.

#### Check your wheelchair

Once your chair is checked, you can use our wheelchairs at the airport.

### Traveler pro tip

Our ground crew looks for written instructions when loading and unloading wheelchairs. You can create your own or fill out our [wheelchair information form](https://www.united.com/web/en-us/content/travel/specialneeds/disabilities/custwheelchair-form.aspx?POS=US&POS=US) and attach it to your chair. We’ll only take off the removable pieces of your wheelchair if you give us permission in your written instructions.

## Wheelchair services

If you need a wheelchair either onboard your flight or at the airport, and you’ve already purchased your ticket you can request one ahead of time in [My Trips](https://www.united.com/en/us/manageres/mytrips). You can also do this in the traveler information section when you book. Then, pick up the wheelchair you’ve requested at the ticket counter or wheelchair assistance center in the lobby.

## Other mobility services

If you have limited mobility, whether you need a wheelchair or not, we have additional services available to you. Before your flight, a flight attendant will ask if you’d like a safety demonstration. They’ll also talk to you about any needs you may have.

# During your flight we can also help you with any of the following:

* **Getting to and from your seat**
* **Accessing your carry-on bags**
* **Opening food packages and drinks**

We will not assist you in the bathroom, with medication, or feed you.

If you can’t leave the plane on your own during an emergency we recommend you travel with a friend, family member or caregiver who is able to help.

## What accessible boarding options are available for my flight?

Many of our planes have movable armrests to allow you to easily transfer from an aisle wheelchair to your seat. Where these armrests are [depends upon the type of plane you're on](https://www.united.com/ual/en/us/fly/travel/special-needs/disabilities/ua-accessibility.html). If your seat doesn't have a movable aisle armrest, speak with a gate agent or a flight attendant and they will see if a more accessible seat is available.

Additionally, some domestic and international airports may use stairs for boarding and exiting the plane rather than bridges. At these airports there are alternative options available, including lifts and stair chairs.

## Do I have to pay extra to fly with a wheelchair?

It’s free to check up to two wheelchairs, scooters or mobility devices, including sports wheelchairs and [personal medical equipment](https://www.united.com/ual/en/us/fly/travel/special-needs.html), in addition to your checked bags. We recommend any mobility device not needed for assistance to your gate be checked in the airport lobby.

[Bag charges do apply](https://www.united.com/en/us/baggage-calculator/any-flights#over) for checking additional wheelchairs or mobility devices.

## Is there a weight limit for my wheelchair?

If your wheelchair is under 250 pounds it can be stored in cargo on most planes. However, if your chair weighs more than this we might not be able to fly it depending on the type and size of plane you’re on. We reserve the right to deny boarding to your wheelchair if its weight presents operational or safety concerns.

## Where can I get help with my wheelchair at the airport?

We have wheelchair assistance centers at certain airports. You can also ask any United agent at the ticket counter for assistance.

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| **Airport** | **Wheelchair assistance location** |
| **Chicago O'Hare** | Terminal 1, door 1G |
| **Denver** | Terminal West, level 6, between doors 606-608 |
| **Houston Intercontinental** | Terminal C, level 2, near Gate B77\* |
| **Los Angeles** | Terminal 7, between doors L2-10 |
| **New York/Newark** | Terminal A, departure level, door 6 Terminal C, level 2, door 4 |
| **San Francisco** | Terminal 3, door 11 |
| **Washington Dulles** | Main Terminal, door 4B |

\*The wheelchair assistance location at Houston Intercontinental is after the security checkpoint. You can also get assistance with your wheelchair in the lobby by speaking to an agent at the ticket counter.

## Can I use my own wheelchair at the airport?

You can wait until you get to the gate to check your wheelchair. Your chair can also be returned to you at the gate after you land instead of at baggage claim. Just let a gate agent know before boarding.

If you have a connecting flight and would like to use your personal wheelchair during your layover, let us know before boarding your first flight of the day. And be sure to allow enough time to re-check your wheelchair at the gate for your next flight.

## How will my manual wheelchair be transported?

All planes have dedicated space to store at least one adult-sized wheelchair in-cabin when folded or collapsed. If your wheelchair doesn't fit properly, it will be stowed in the cargo area.

Your wheelchair can be checked at the ticket counter or gate as cargo as well. We request all travelers [attach instructions to checked wheelchairs](https://www.united.com/ual/en/us/fly/travel/accessibility-and-assistance/wheelchair-form.html) so ground personnel handles your equipment properly. Detachable pieces, like seat cushions, sideguards and footrests, can be brought on the plane as carry-on or stowed with the chair in cargo.

## How will my electric wheelchair be transported?

Electric wheelchairs must be checked at the ticket counter or gate and transported as cargo. We request all travelers [attach instructions to checked wheelchairs](https://www.united.com/web/en-us/content/travel/specialneeds/disabilities/custwheelchair-form.aspx) so ground personnel handles your equipment properly. These instructions should include information about the type of battery your wheelchair uses and will affect how your chair is transported.

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| --- | --- |
| **Battery type** | **Instructions** |
| **Wet-cell batteries** | If your wheelchair cannot fit upright through the cargo door, we must remove the battery and transport it in a special battery box to meet federal dangerous goods handling requirements. If the battery is damaged or leaking, it cannot be transported. |
| **Dry- or gel-cell batteries** | If your wheelchair cannot fit upright through the cargo door, it will be loaded on its side with the battery attached, and then placed upright once inside the cargo hold. We’ll need confirmation the wheelchair cannot be accidentally turned on before loading or the battery cables will need to be disconnected. |
| **Lithium-ion batteries** | If the battery is in a protective casing, then the chair will be loaded upright or on its side, and then placed upright once inside the cargo hold with the battery attached. If this isn’t the case, the battery must be removed and stored in your carry-on. You must also let a flight attendant know you’ve brought the battery on board. |

If you aren't sure what type of battery your wheelchair uses, we recommend checking the battery itself as they are required by law to be labeled clearly. Most wheelchairs utilize a gel-cell battery.

## What if I have to take a more expensive flight so my wheelchair can fit?

If you use the wheelchair filter when you book a flight and have to take a more expensive one for your wheelchair to fit, you can be refunded the price difference. Your flights must meet the following criteria to qualify for a refund:

* 1. Both flights mut be operated by United or United Express.
  2. Both flights must have the same origin and destination.
  3. Both flights must be non-stop or both flights must have connections.

You can [request a refund](https://www.united.com/en/us/refunds) after you’ve completed your trip. Include the following in your request:

* 1. The dimensions you entered for your wheelchair while searching for your flight.
  2. A screenshot showing the cost of the flight you weren’t able to take with your wheelchair. Your screenshot must include the dates and the base fare.
  3. A copy of your receipt for the flight you were able to take.

How you take a screenshot depends on the device you have. All screenshots must be clear and easy to read.

## Will you tilt my wheelchair while loading it in cargo?

Sometimes we have to tilt wheelchairs to load them on our planes, but we try to avoid this if we can. When booking your flight, use the wheelchair filter to only view planes that will fit your wheelchair through the cargo door without tilting.

If your wheelchair can’t fit on the plane without tilting, contact our Accessibility Desk at 1-800-228-2744 for assistance. Please note, wheelchairs with wet-cell batteries cannot be tilted during transport for safety reasons.

We may slightly tilt or maneuver your wheelchair during loading or unloading if we’re comfortable we can without damaging it or injuring our employees. Tilting a wheelchair may cause damage to the chair. Please check your owner’s manual and your wheelchair warranty for more information before traveling.

## What if my wheelchair is lost or damaged?

If your wheelchair is lost or damaged, you must provide the following information to our Assistive Device Desk at 1-866-261-2395 or [assisteddevice@united.com](mailto:assisteddevice@united.com):

* 1. Proof the item was lost, such as a baggage incident report number
  2. Your itinerary
  3. Bag tag
  4. Proof of purchase or ownership of the wheelchair
  5. The model and serial number for your wheelchair
  6. The type of wheelchair

#### Damaged wheelchairs

All wheelchairs will be inspected, and pre-existing damage documented, when checked in. If we're able, we'll make repairs to damaged wheelchairs or assistive devices so we can return it to you in the same condition it was in when you checked it.

#### Submitting a claim

All claims for the destruction, loss, damage or delay of a wheelchair or other assistive device are subject to any limitation or defense recognized by a court with proper jurisdiction over the claim. Carrier baggage liability limits don't apply to claims for lost, damaged or delayed wheelchairs or other assistive devices on flights within the United States, and on flights to and from Canada. The notice and claim requirements, however, do apply.