

Air Carriers Access Act

Air Carrier Access Act (ACAA), 14 CFR Part 382

The Air Carrier Access Act (ACAA), 14 CFR Part 382, Nondiscrimination on the Basis of Disability in Air Travel, is available to view upon request at all PenAir ticket counters. You may also obtain a copy of this regulation in an accessible format from the Department of Transportation (DOT) by any of the following means:

- 1) For calls made from within the United States, by telephone via the Toll-Free Hotline for Air Travelers with Disabilities at 1-800-778-4838 (voice) or 1-800-455-9880 (TTY),
- 2) By telephone to the Aviation Consumer Protection Division at 202-366-2220 (voice) or 202-366-0511 (TTY),
- 3) By mail to the Air Consumer Protection Division, C-75, U.S. Department of Transportation, 1200 New Jersey Ave., SE., West Building, Room W96-432, Washington, DC 20590, and
- 4) On the Aviation Consumer Protection Division's Web site (<http://www.dot.gov/airconsumer>).

(updated 6.7.17)