

Barrier-Free Travel Guide for Caregivers

A Step-by-Step Roadmap to Planning a Trip with Your Veteran

Use this guide to ask the right questions, arrange support, and build a trip that works for you.



1 Start With Your Needs and Benefits

- ☐ Write down mobility, medical, sensory, dietary, and pacing needs before you search.
- ☐ Check Beneficiary Travel (BTSSS) eligibility and reimbursement options before departure to any medical Appointment related travel.
- ☐ Connect with local VA social workers and Caregiver Support Coordinators.
- ☐ VA Caregiver Support Line: 1-855-260-3274
- ☐ Ask about HISA and AAE programs when home or vehicle adaptations support travel needs.

3 Ask Before You Book

- ☐ Ask about roll-in showers, suitable doorway widths, accessible staterooms or hotel rooms, pool lifts, and accessible cruise tender operations.
- ☐ Ask the property, cruise line, airline, or tour operator to confirm details in writing.
- ☐ Contact VA Prosthetic and Sensory Aids Service or a local equipment rental provider.
- ☐ Consider a travel power chair, portable ramp, or suction grab bars.

Note: Vendor features are examples, not guarantees. Always confirm accessibility details directly with providers.

2 2. Where Can You Go?

- Mainstream Travel Infrastructure: Major airlines, national rail systems, and hotel brands have widely expanded accessibility, offering priority boarding, lift-equipped transport, and accessible rooms.
- Accessible Cruise & Land Packages: Cruise lines (e.g., Royal Caribbean, Celebrity, Holland America) offer roll-in showers, zero-threshold entryways, and pool lifts.
- Guided Group Tours: Operators like Adventures by Disney feature accessible motorcoaches and paced itineraries.
- Private Accessible Transfers: Specialized transport with lift-equipped vehicles for port and airport transfers.

4 Prepare for Travel Day

- ☐ Notify airlines and cruise lines early about wheelchair escorts, special cabins, mobility devices, and equipment requirements.

Call TSA Cares 72 Hours Before

Phone: (855) 767-2227.

Online Form: tsa.gov/travel/passenger-support

- ☐ Ask about TSA PreCheck fee waivers under the VETTS Safe Travel Act.
- ☐ Leave extra time for transfers, security, boarding, and unexpected changes.

Pack 3-5 extra days of medications and key supplies in carry-on luggage, never in checked baggage.

5 Build with Rest and Flexibility in Mind

- ☐ Plan actual rest days.
- ☐ Keep a backup plan for transportation, equipment, and weather changes.
- ☐ Give yourself room to adjust the itinerary.
- ☐ Keep confirmations, accessibility requests, medication information, and key phone numbers together in one travel folder.

Vacations should be rejuvenating, not an endurance test. Plan for access. Ask specific questions. Enjoy the journey.