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§ 382.83 Through what mechanisms do carriers make seating accommoda-
tions?

(a) For a passenger who uses an aisle chair to access the aircraft and who
cannot readily transfer over a fixed aisle armrest, you must provide a seat
in a row with a movable aisle armrest. You must ensure that your personnel
are trained in the location and proper use of movable aisle armrests, includ-
ing appropriate transfer techniques. You must ensure that aisle seats with
movable armrests are clearly identifiable.

(b) You must provide an adjoining seat for a person assisting a passenger
with a disability in the following circumstances:

(1) When a passenger with a disability is traveling with a personal
care attendant who will be performing a function for the individual during the
flight that airline personnel are not re-
quired to perform (e.g., assistance with
eating);

(2) When a passenger with a vision impairment is traveling with a reader/
assistant who will be performing func-
tions for the individual during the
flight;

(3) When a passenger with a hearing impair-
ment is traveling with an inter-
preter who will be performing func-
tions for the individual during the
flight; or

(4) When you require a passenger to
travel with a safety assistant (see
§ 382.29).

(c) For a passenger with a disability traveling with a service animal, you
must provide, as the passenger re-
quests, either a bulkhead seat or a seat
other than a bulkhead seat.

(d) For a passenger with a fused or
immobilized leg, you must provide a
bulkhead seat or other seat that pro-
vides greater legroom than other seats,
on the side of an aisle that better ac-
commodates the individual’s disability.

§ 382.83 Through what mechanisms do
carriers make seating accommoda-
tions?

(a) If you are a carrier that provides
advance seat assignments to pas-
sengers (i.e., offer seat assignments to
passengers before the day of the flight),
you must comply with the require-
ments of § 382.81 of this Part by any of
the following methods:

(1) You may “block” an adequate
number of the seats used to provide the
seating accommodations required by
§ 382.81.

(i) You must not assign these seats to
passengers who do not meet the cri-
teria of § 382.81 until 24 hours before the
scheduled departure of the flight.

(ii) At any time up until 24 hours be-
fore the scheduled departure of the
flight, you must assign a seat meeting
the requirements of this section to a
passenger with a disability meeting
one or more of the requirements of
§ 382.81 who requests it, at the time the
passenger initially makes the request.

(iii) If a passenger with a disability
specified in § 382.81 does not make a re-
quest at least 24 hours before the
scheduled departure of the flight, you
must meet the passenger’s request to
the extent practicable, but you are not
required to reassign a seat assigned to
another passenger in order to do so.

(2) You may designate an adequate
number of the seats used to provide
seating accommodations required by
§ 382.81 as “priority seats” for pas-
sengers with a disability.

(i) You must provide notice that all
passengers assigned these seats (other
than passengers with a disability listed
in § 382.81 of this Part) are subject to
being reassigned to another seat if nec-
essary to provide a seating accommo-
dation required by this section.

(ii) You may provide this notice
through your computer reservation
system, verbal information provided by
reservation personnel, ticket notices,
gate announcements, counter signs,
seat cards or notices, frequent-flier lit-
erature, or other appropriate means.

(iii) You must assign a seat meeting
the requirements of this section to a
passenger with a disability listed in
§ 382.81 of this Part who requests the
accommodation at the time the pas-
senger makes the request. You may re-
quire such a passenger to check in and
request the seating accommodation at
least one hour before the standard
check-in time for the flight. If all des-
ignated priority seats that would ac-
commodate the passenger have been as-
signed to other passengers, you must
reassign the seats of the other pas-
sengers as needed to provide the re-
quested accommodation.
§ 382.87 What other requirements pertain to seating for passengers with a disability?

(a) As a carrier, you must not exclude any passenger with a disability from any seat or require that a passenger with a disability sit in any particular seat, on the basis of disability, except to comply with FAA or applicable foreign government safety requirements.

(b) In responding to requests from individuals for accommodations under this subpart, you must comply with