



# Access for all at SEA

## *A Guide for Travelers with Disabilities*

Accessible travel is a top priority for Seattle-Tacoma International Airport (SEA); we want you to have the facilities, services, and information you need to move quickly and safely through the airport.

Whether you're visiting the Pacific Northwest, connecting to another destination or accompanying another traveler, the staff and facilities at SEA are here to help.

## Contact us!

Share your feedback or get support from our SEA Airport Customer Care team:

SEA Airport Customer Care available Monday through Friday from 8 a.m. to 5 p.m. PST.

**Call:** (800) 544-1965

**Text:** (206) 787-5388

**Online:** [www.portseattle.org/listens](http://www.portseattle.org/listens)

**Social media:** @flySEA

**Email:** [SEAcustomer@portseattle.org](mailto:SEAcustomer@portseattle.org)



### Information Desk and Staff

SEA Pathfinders and Volunteers in bright green uniforms are in the terminal to help you.

Two Information Desks are staffed between 7:00 a.m. – 9:00 p.m. daily.

- Pre-Security Information Desk (between TSA Checkpoints 3 and 4)
- Post-Security Information Desk (between Gates A5 and A6)



More info available at  
[www.bit.ly/SEAaccessibility](http://www.bit.ly/SEAaccessibility)

## Adult Changing Tables

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Adult changing tables are available at the N Concourse and International Arrivals Facility.

## American Sign Language

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The SEA Pathfinder customer service team in bright green uniforms have tablets with access to live American Sign Language interpreters. Pathfinders are located at key locations throughout the terminal, including SEA's two main Information Desks.

## Auditory Assistance

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Portable induction loops are available at the Information Desks. Portable induction loops amplify sound for passengers with T-coil hearing aids.

## Sensory Room

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This room is a calming place to take a break if you feel overwhelmed or overstimulated. Every element like finishes, lighting, and furniture were designed to help neurodiverse passengers. Space is limited but available to all passengers. Located at the train station level under the A Concourse.

## Sunflower Lanyards

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Sunflower Lanyards discreetly signal to airport staff and other passengers that they may need additional support, guidance, or patience. The optional lanyards are free to travelers who have a hidden disability and available at the Information Desks.



## Service Animal Relief Areas

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Service Animal Relief Areas are located both inside and outside the terminal.

### Inside

- D Concourse is located on the train station level of the D Gates near the yellow wall
- S Concourse is located on the train station level of the S Concourse near the escalators
- N Concourse is located on the train station level of the N Concourse near the restrooms
- Central Terminal is located across from Hudson New, just before the B Concourse exit

### Outside

- North end relief area 1: outside door #33 by Alaska Airlines (Ticketing level/Departures Drive)
- North end relief area 2: outside door #26 by Alaska Airlines (baggage claim level/Arrivals Drive)
- South end relief area 1: outside doors #00/02 (baggage claim level past Carousel 1)
- Parking level relief area: On the first level of the parking garage near the blue elevators and the cruise lobby exit to transportation

## Social Story

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This social story is a good way for travelers to prepare for their visit to Seattle-Tacoma International Airport. It's written for the autism community, particularly young travelers, though it can be used by anyone who might find it helpful. Filled with photos, simple sentences, sample signage, sensory icons, and more, it helps travelers rehearse their travel journey in advance. Available on the FlySEA App or on the SEA website at <https://bit.ly/SEAautism>

## Transportation

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**Parking** ADA-designated parking spaces are available for General Parking on Floors 1 and 5 and on the 4th floor for Terminal Direct parking. Elevator banks in the garage will help you get to your next stop quickly and easily.

**Accessible Taxi Services** can be requested by contacting ABM Taxi Service at **(206) 432-9030**. Taxis are on the 3rd floor of the parking garage. Passengers needing mobility assistance can request curbside pick-up on the Baggage Claim level by Skybridge 2 near Door 10 and Skybridge 5 near Door 22. Tell your taxi provider that you require mobility assistance to have them meet you by one of these locations.

**App-based Rideshares** pick up passengers who need additional assistance on the airport drives instead of the rideshare area in the garage. When requesting pick up from Uber, Lyft, or Wingz tell the driver that you need to be picked up on the drives instead.

Either you or the driver need to inform the Ground Transportation team by phone at **(206) 787-5906** with the driver's name and license plate number.

**Link Light Rail** - The Train to Plane shuttle is a free cart service to transport you between the airport Link Light Rail station and the SEA Airport terminal. Travelers can take the elevator or escalator from the Link Light Rail Station platform to the garage level 4. Shuttles load near the entrance to the skybridge and operate daily between 5:00 a.m. and midnight.

**3rd Party Shuttles** - Please make arrangements through your Hotel, Motel, Off-Site Parking company for any ADA accommodations.

Get more information on accessible travel at <https://bit.ly/ADASEA>.



**Download the FlySEA App**  
[www.portseattle.org/page/sea-tac-app](http://www.portseattle.org/page/sea-tac-app)

## Technology Resources

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### FlySEA App

Whether looking for the fastest TSA security checkpoint line, accessible routes through the terminal that avoid escalators, traveler alerts, or dining options, the FlySEA App can help. Download the free app for iOS and Android using the free Wi-Fi at SEA.

### OrderSEA Mobile Food App

Crush your cravings and skip the food lines with OrderSEA, a mobile food ordering service that includes delivery to your gate. Place orders at OrderSEA.org or on the FlySEA App, pay securely by phone, and choose pick-up after the TSA security checkpoints or at your gate.

### TSA Cares

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Need assistance through airport security screening from the Transportation Security Administration (TSA)? Prepare for travel 72 hours in advance with TSA Cares, a helpline that helps travelers with disabilities, medical conditions, and other special circumstances. Contact TSAcares at **(855) 787-2227**.

### Vision Assistance

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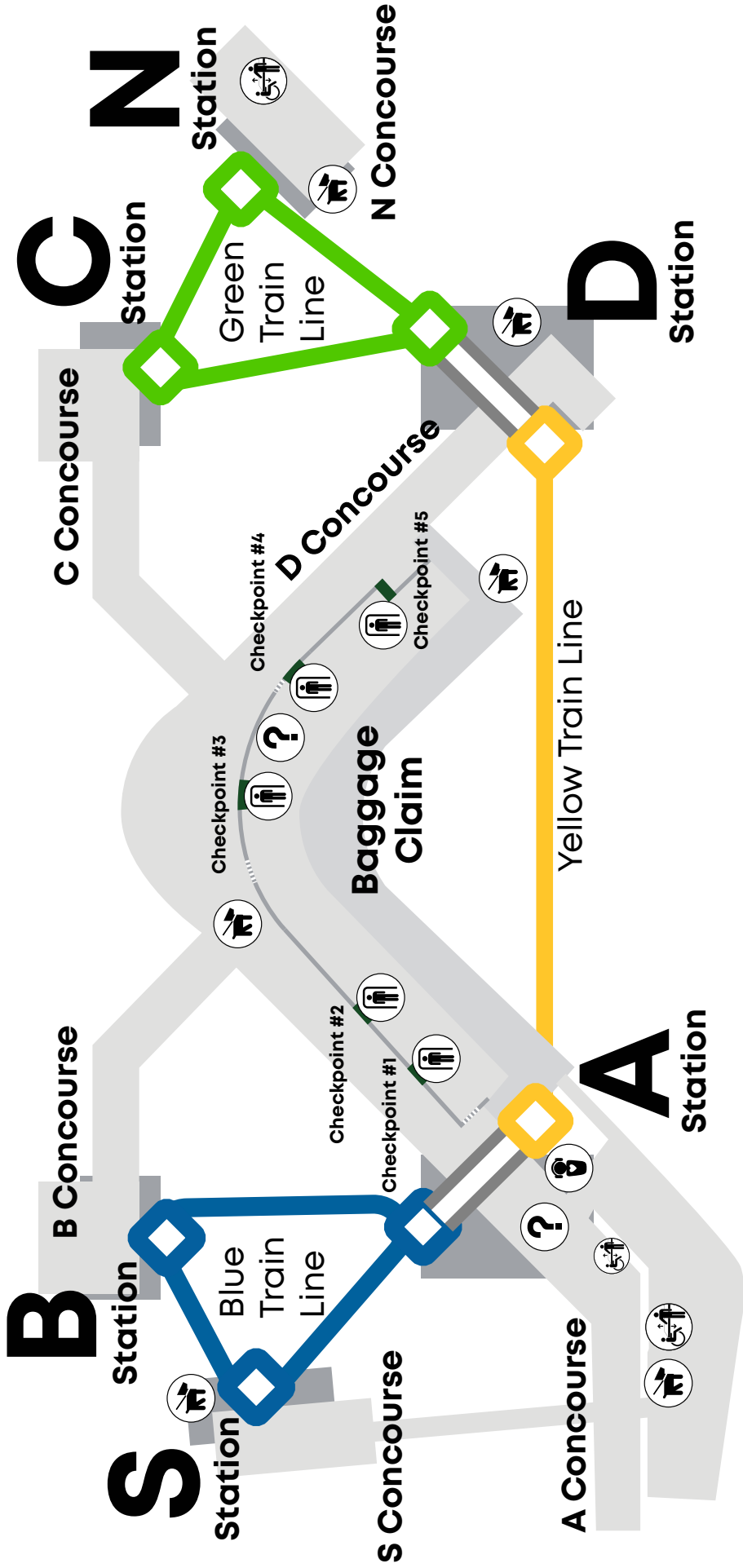
Aira is a live on-demand visual interpretation service to help travelers who are blind or low-vision safely navigate the airport. Aira connects users to live agents via mobile app to navigate every step of the airport. A separate subscription to Aira is required to use the service, but subscribers can use free minutes provided by SEA while on our wifi (SEA-FREE-WIFI).

### Wheelchair Services

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Airlines coordinate wheelchair services from ticket counters to departure gates, and from arrival gates to the baggage claim. Contact your airline directly to make a reservation before you come to the airport.

**For additional wheelchair services from the garage, Link Light Rail, or drives to the ticketing counter, you can contact Prospect at 206-246-1550.**



**Information Desks**  
A Concourse and Pre-Security between checkpoints 3 and 4

**Sensory Room**



**Terminal Service Animal Relief Areas**  
Central Terminal, D and N Stations, S Concourse, IAF



**Adult Changing Tables**  
N Concourse Family Room, IAF



**Security Checkpoints**



**Security Exits**