An airplane flies overhead.

A shot of a bustling airport.

Noah: Flying is always stressful,

but having an accessibility device

can add a new layer of complications

and make the process even more stressful.

Hi, I'm Noah Seidel and I've been flying a lot lately.

Noah speaks directly to the camera from an office overlooking the city.

The Air Carrier Access Act is supposed to

provide accommodations and prevent

discrimination against people with disabilities.

And while the law protects our right to air travel,

it does not mean we're always treated well.

On one of my last flights, I got home to find

my wheelchair had been taken apart and left that way.

After posting the image on Facebook,

I was blown away by fellow people with disabilities

posting their bad travel stories.

Noah's Facebook post appears on screen and scrolls to show dozens of comments.

Dorian: My name is Dorian Taylor.

Dorian, who uses a wheelchair, is interviewed in a backyard.

I had a wheelchair broken by an airline recently,

the frame was cracked

and we don't actually know how it was cracked.

Nathan: My name's Nathan Loose, I'm a

C3-C4 Quadriplegic,

paralyzed from the shoulders down.

Nathan, who uses a power wheelchair, is interviewed in a courtyard.

I think the airlines need to understand the,

how different chairs are operated.

They have a real difficult time

when they're trying to put those

in the back of the plane without knowing

how to put a chair into neutral.

Dorian.

Dorian: I would say I don't think our

mobility devices are mishandled out of

malicious intent.

I just think people don't understand

how important they are.

Noah.

Noah: Each airline is required to have

a complaint resolution official available

in person or via phone at the airport

to resolve complaints,

and the U.S. Department of Transportation

staffs a hotline to answer questions in real time.

Passengers can also write a complaint

and mail it or send it electronically

to the airline within 45 days.

Ziggy: Hi, my name is Ziggy Norburg.

Ziggy, who uses a wheelchair, is interviewed outside.

It's a kinda, you gotta strike a balance

between advocating for yourself

and realizing that like, somethings gonna happen.

Something's gonna go wrong,

something's not gonna be how you expected.

Grady: Hi, my Grady Thompson.

Grady, who uses a power wheelchair, is interviewed at the airport.

Make sure when you're booking your flight,

that you let the airline know that you use a wheelchair.

If you bring a power wheelchair,

make sure you know what type of battery it has,

because the airline will likely ask.

Also, if it's not too difficult,

try to take off some of the removable parts

like the headrest or seat-back cushion

and bring them on board the airplane.

Dorian.

Dorian: When you break or damage a wheelchair,

and you mishandle a wheelchair,

you're not, it's not

just an inanimate object

that you're mishandling, you're taking away

a person's autonomy and freedom

because they might, they don't have

the independence when they get home

that they once had

because that chair is damaged.

Noah.

Noah: People with disabilities should feel

comfortable flying on airplanes

without having to worry about

if their equipment is gonna be broken.

If you have stories about bad experiences

with an airline, share them using the hashtag

#RightToFly and #DisabledAndFlying.

(airplane buzzing)

Written and directed by Noah Seidel.

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