

Americans with Disabilities Act (ADA) FAQ Series

Car Rental

Q: Are rental cars companies required to follow the ADA?

A: Yes, rental car companies are considered a “public accommodation” and are covered under Title III of the ADA.

Q: I tried to rent a car and the company said that they do not rent cars to drivers with a disability. Is this an ADA violation?

A: Yes, a rental car company cannot discriminate against individuals with disabilities by refusing to rent them a car.

Q: I do not have a driver’s license due to my disability. Can I still rent a car?

A: Yes, you can still rent a car if accompanied by a licensed driver who meets the minimum qualification requirements. In addition, the company must waive all additional driver fees.

Q: Do rental car companies have to provide cars with adaptive driving equipment? What kind of equipment can I request?

A: Rental car companies must provide cars with adaptive driving devices whenever possible. Requests may include hand controls, spinner knobs, left foot accelerators, or pedal extenders.

Q: I tried to rent a car with adaptive equipment online, but there is not an option to rent a car with adapted equipment. Is this an ADA violation?

A: No, with many rental car companies, you may have to call to request the car. Look at the rental company’s website for instructions on how to rent an adapted vehicle.

Q: I tried to rent a specific type of car, but the company told me that they cannot accommodate adaptive equipment in that type of vehicle. Is this an ADA violation?

A: No, companies do not have to provide adaptive driving equipment on all types of vehicles. However, companies should use their best efforts to accommodate the type of vehicle requested, unless the equipment cannot be safely installed. If the type of car requested is not available, the company should provide an upgrade to the next type of vehicle available at the same rate.

Q: The rental car company has a shuttle service but told me that they will not provide an accessible shuttle. Is this an ADA violation?

A: Yes, if the rental car company offers shuttle services, the company must provide an accessible shuttle or equivalent accessible option for pick-up and drop-off services. An equivalent service is one that has the same schedule, response time, and hours of availability.

Q: I tried to rent a car in-person for immediate pick-up. Other customers can rent a car at the location, but the company said they require 48 hours' notice for cars with adaptive equipment. Is this an ADA violation?

A: No, rental car companies are not required to have vehicles with adaptive equipment immediately available. Depending on the location, some customers may be able to rent a car at major locations with as little as 8- or 24-hours' notice. However, smaller locations may require more time to accommodate the request.

Q: I am traveling to another state. Can I use my out-of-state-disability parking placard for the rental car? Can I park in metered parking spots for free?

A: In almost all states, you may use an out-of-state disability parking placard. In some states, you can also apply to the appropriate state department of motor vehicles for a travel parking placard, like California. It is important to note that some states do not offer free metered parking with an out-of-state disability parking placard, like Illinois, or may not offer free parking in all areas, like New York City. Check the city and state's requirements prior to traveling.

Q: Do any states have disability access laws about renting cars?

A: In 2022, Colorado passed a law requiring rental car companies to provide adaptive equipment when requested online, over the phone, or with in-person reservations. In addition, companies must provide the car within a certain period of time. If the car is rented at the Denver International Airport, the car must be provided within eight hours of a trained employee being on duty. Other locations may only require 48-72 hours' notice, depending on how far the location is from Denver, Colorado.

Q: What should I do if I think a rental car company discriminated against me?

A: The rental car company's actions may be in violation of local or state laws. Check whether the city, county, or state has antidiscrimination laws that may apply. To learn more information about state or local laws, contact the region's ADA Center. The list of regional centers can be accessed on the [national network's website](#).

You can also file a complaint with the Department of Justice:

1. [Online](#)

2. By mail: [Fill out the ADA Complaint Form](#), or send a letter containing the same information, and mail to:

**U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Washington, DC 20530**

3. Fax: [Fill out the ADA Complaint Form](#), send a letter containing the same information, and fax it to (202) 307-1197.

*Remember to keep a copy of your complaint and the original documents for your records.

Need more information?

You can reach the Department of Justice, Civil Rights Division by phone at:

1-855-856-1247 (toll free)
(202) 514-0716 (TTY)

Talk to an ADA Specialist or call the ADA Information Line at:

(800) 514-0301 (voice)
(800) 514-0383 (TTY)