

Hawaii Traveler Tips



Aloha!

*Welcome to the
Island of
Kauai*

This guide serves to assist travelers with disabilities and health conditions by providing information about the accessibility of Hawaii's airports and transportation systems. Also included is a list of medical supply companies. Please make direct contact with any of the businesses or services in this guide to obtain additional information. This guide is also available on our website at <http://health.hawaii.gov/dcab>. Information contained in this guide does not serve as an endorsement for these or other business or services and is intended only as a resource.



Lihue Airport

The State of Hawaii, Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Lihue Airport. Visual Display Units are located throughout the Lihue Airport displaying gate departure times and other flight information. Obtain this Access Guide for the Lihue Airport at www.airports.hawaii.gov/lih/services-amenities/persons-with-disabilities. For more information, contact the Visitor Information Program at (808) 241-3912.

Air Travelers With Disabilities

The U.S. Department of Transportation (DOT) offers the following assistance and information for travelers with disabilities. Individuals who experience disability-related air travel problems, would like general information, or have questions on the rights of travelers with disabilities can call the DOT hotline at (800) 778-4838 (V) and (800) 455-9880 (TTY). Information about the Air Carrier Access Act, which prohibits discrimination on the basis of disabilities in air travel and to file a complaint can be found at <https://airconsumer.dot.gov/escomplaint/ConsumerForm.cfm>. The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, can provide information for travelers with disabilities and medical conditions in preparing for airport screenings at "Travelers with Disabilities and Medical Conditions" at (855) 787-2227 or at <https://www.tsa.gov/travel/special-procedures>.

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Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from the airport or airport car rental booth to the vehicle pickup point, or deliver the vehicle to the airport terminal.

Alamo Rent-A-Car (800) 651-1223 (Toll free)

Avis Rent-A-Car (800) 962-1434 (Toll free)

Budget Rent-A-Car (800) 314-3932 (Toll free)

Dollar Rent-A-Car (800) 800-3665 (Toll free)

Hertz Rent-A-Car (800) 654-3131 (Toll free)

National Rent-A-Car (888) 273-5262 (Toll free)

Accessible Van Rentals

The following businesses rent wheelchair accessible vans. Call in advance to make reservations, arrange for pickup of the van, and if needed have hand controls installed in the van.

Wheelchair Getaways of Hawaii

(888) 858-8914 (Toll free)

Website: www.wheelchairgetaways.com

Access to Beaches and Trails

All terrain wheelchairs are available at selected beaches on Kauai. Contact the County of Kauai, Department of Parks and Recreation for information at **(808) 241-4460** or **parks@kauai.gov**.

For information on trails throughout the state, contact the Department of Land and Natural Resources, Na Ala Hele Trails and Access Program at **(808) 587-4175** or <https://dlnr.hawaii.gov/recreation/nah/>

Communication Access

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

Sign Language Interpreters and Other Communication Access Providers

Hawaii Interpreting Services
(808) 394-7706

(808) 692-0595 (Videophone)

Email: info@interpretinghawaii.com

Website: www.interpretinghawaii.com

Isle Interpret

(855) 475-3874 (Toll Free)

(808) 445-9125

(808) 791-0505 (Videophone)

Email: info@isleinterpret.com

Website: www.isleinterpret.com

Medical Equipment

The following medical supply and health care companies sell and rent medical equipment and supportive aids. This listing is not an endorsement for any particular company, business, or product. You can also refer to the phone directory yellow pages under Medical Equipment and Supplies for more listings. Contact the medical supply and health care companies in advance to ensure your equipment needs are ready when you arrive in Hawaii.

Apria Healthcare

Apria Healthcare on Oahu also service Kauai
(808) 485-0178
(888) 492-7742 (Toll free from Kauai to Apria Healthcare on Oahu)
Website: www.apria.com

Gammie HomeCare

(808) 632-2333
(808) 442-0409 (Fax)
Website: www.gammie.com

Hawaii Home Infusion

(808) 245-3787
Website: <https://kauairx.com/hawaii-home-infusion/>

Accessible Parking

The State of Hawaii recognizes valid person with a disability parking placards issued by other states and countries for parking in designated accessible parking spaces. Parking placards may hang from the vehicle's rearview mirror or be placed on the front dash when the vehicle is parked in a designated space.

Service Animals

Contact the Hawaii Department of Agriculture for information on requirements for allowing guide dogs and service animals to enter Hawaii without quarantine.

Hawaii Department of Agriculture

Animal Quarantine Branch

(808) 483-7151

(808) 483-7161 (Fax)

Email: rabiesfree@hawaii.gov

Website: <http://hdoa.hawaii.gov>

Website on quarantine information for service animals:

<https://hdoa.hawaii.gov/ai/aqs/aqs-info/>

Visitor Aloha Society of Hawaii

The Visitor Aloha Society of Hawaii assists visitors who are victims of crime, accident, death in the family, or other adversities while visiting Hawaii.

Visitor Aloha Society of Kauai

(808) 482-0111

Email: daphne.therese@yahoo.com

Website: www.visitoralohasocietyofhawaii.org

Transportation

The County of Kauai operates a public fixed-route and paratransit bus service. All buses are wheelchair accessible. Contact the County of Kauai Transportation Agency for information on bus routes, schedules, hours of operation, and paratransit service at **(808) 246-8110**.

**County of Kauai
Transportation Agency**
(808) 246-8110
(808) 241-6417 (Fax)
Email: TheKauaiBus@kauai.gov
Website: www.kauai.gov/Transportation

SpeediShuttle – Kauai
Accessible vans with portable ramps.
No advance notice required.
(808) 242-7777
Email: kauai@speedishuttle.com



**This guide was prepared by State of Hawaii, Department of Health
Disability and Communication Access Board
1010 Richards Street, Room 118, Honolulu, HI 96813
(808) 586-8121 (V) • (808) 586-8162 (TTY) • (808) 204-2466 (VP) • (808) 586-8129 (Fax)
Website: <https://health.hawaii.gov/dcab/> • Email: dcab@doh.hawaii.gov**

The Hawai'i Department of Health is committed to maintaining an environment free from discrimination, retaliation, or harassment on the basis of race, color, sex, national origin, age, or disability, or any other class as protected under federal or state law, with respect to any program or activity. For more information, including language accessibility and filing a complaint, please contact Acting Non-Discrimination Coordinator Valerie Kato at (808) 586-4400, doh.nondiscrimination@doh.hawaii.gov, or visit HDOH's website at <http://health.hawaii.gov>.



Josh Green, M.D.
Governor of Hawaii

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Kenneth S. Fink, M.D.
Director of Health