

The Comprehensive Accessibility Guide for Persons with Disabilities at Terminal 3, Ben-Gurion Airport

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Access Israel

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ACCESSIBLE DOCUMENT

Class Action Fund

רשות שדות התעופה בישראל
ISRAEL AIRPORTS AUTHORITY

The Comprehensive Accessibility Guide for Persons with Disabilities at Terminal 3, Ben-Gurion Airport

This guide has been produced by Access Israel, the leading organization advancing accessibility for persons with disabilities nationwide, with the generous support of the Class Action Fund. It brings together all essential information to assist persons with disabilities - and their accompanying family members - as they make use of Terminal 3 of the Israel Airports Authority on their way to their flight.

The guide is organized into the following sections:

1. Information on accessibility arrangements at Terminal 3, presented in accordance with the passenger journey
2. Accessibility information by type of disability
3. Information by airline
4. Additional reference materials
5. Contact details



Section One - Information on Accessibility Arrangements in the Terminal According to the Passenger Journey

Key Points Before Arriving at the Terminal

- If you are a person with a disability, we recommend that either your travel agent or you personally confirm with your airline that it is fully informed of your disability, understands your specific needs, and has arranged in advance the appropriate assistance and accompaniment through one of the authorized ground-assistance providers operating in the terminal (details provided below).
- We encourage you to review this guide in full.
- In special cases - such as organized groups of persons with disabilities, medical conditions, or the need to travel with medical equipment or specialized assistive devices - advance coordination with the airline is required. Additional details appear later in this guide.
- It is advisable to complete any procedures that can be handled online prior to arriving at the airport.
- If traveling with a foreign caregiving companion, please ensure in advance that work-visa arrangements for the destination country are in order, as well as the re-entry authorization into Israel from the Ministry of the Interior.

General Overview of the Terminal Layout

- **General Structure of Terminal 3** - Terminal 3 is a large, modern facility designed to serve all departing and arriving passengers on international flights. The terminal comprises three floors, divided into several main areas, each fulfilling a distinct role within the travel process:
- **Departures Area** - located on the upper level (Level 3 and Level G) - This area contains all flight-document inspection stations, airline check-in counters, baggage-drop facilities, and security screening. There are three entrances- 31, 32, and 33. Adjacent to Entrance 32 is a designated meeting point for passengers requiring assistance. On the same floor, a dedicated lounge for passengers with disabilities provides a centralized location for accessing comprehensive assistance services. This hall also includes an Information and Service Center, as well as a commercial district with shops and dining options.
- **Arrivals Area** - located on the lower level (Level G - Ground Level) - Upon landing, you will proceed through Passport Control, collect your baggage from the baggage-claim carousels, and -within the same space - retrieve any duty-free purchases. From there, you will exit into the Welcome Hall. The arrivals hall features an information desk along with additional shops and restaurants.
- **Transportation and Parking Area** - Outside the terminal, at ground level, accessible taxis are available. To the left of the exit, you will find access routes leading to the train station and to accessible bus services.



- **Level (Level 3) -** Here you will find the main entrance doors, the central Information and Service Desk, service stations for passengers requiring assistance, and the airline check-in counters. This is where the check-in and baggage-drop process begins.
- **Security Screening and Passport Control** - Before check-in, passengers undergo an initial security interview. After check-in, hand luggage is screened. You will then proceed through the security-screening area followed by Passport Control. Dedicated, marked lanes and accessible stations are available for passengers with disabilities.
- **Buggy Service -** Following Passport Control, at the beginning of the descent toward the Duty-Free Area, passengers with physical disabilities or visual impairments may receive mobility assistance to reach the Duty-Free Area or their designated boarding gate.



- **Duty-Free Area and Boarding Gates** - After Passport Control, you will enter the Duty-Free Area, which includes restaurants, cafes, shops, waiting lounges, and banking services. Four concourses extend outward from the center of the Duty-Free Area, where the boarding gates are located.
- **Terminal Accessibility -** The terminal has been made fully accessible in accordance with Israeli accessibility legislation.
- The accessibility measures implemented include: full accessibility of the official website; designated accessible parking spaces; accessible pedestrian routes and signage; elevators; accessible information counters; accessible restrooms; accessible seating areas; accessible furnishings; accessible automated service devices; and a range of technological aids supporting both hearing and visual accessibility - among additional accommodations.
- **Accessible Transportation Options to the Terminal** - Access to the terminal is available via private vehicle, taxis, buses, and trains.



- **Taxis at Terminal 3** - A designated taxi stand is located on the ground floor, adjacent to the Eastern Exit 03. Taxi services operate through the Gett application. Accessible taxis equipped with a wheelchair ramp may be ordered through the app, at the taxi-ordering kiosks inside the terminal, or directly through the on-site dispatcher.
- **Israel Railways** - Israel Railways operates a train station at Ben-Gurion Airport (TLV), located directly beneath Terminal 3. The station provides rail connections linking the airport to major cities across Israel. In addition, a complimentary internal shuttle service operates between the train station at Terminal 3 and Terminal 1

Train operating hours:



- **Eastern Entrance**
  Entrance:
  Sunday-Thursday: 24 hours
  Friday: 06:00-15:00
  Saturday night: Closed

- **Ticket Office:**
  Sunday-Thursday: 06:00-22:00
  Friday: 06:00-14:00
  Saturday night: Closed

- **Western Entrance**
  Entrance:
  Sunday-Thursday: 24 hours
  Friday: 00:00-15:00
  Saturday night: 20:10-00:00
  Ticket Office: Closed

Contact Methods for Coordinating Travel for Passengers with Disabilities

Via the Israel Railways website, using the dedicated travel-coordination service for passengers with reduced mobility

By phone: National Service Center at *5770 (extension 2).

WhatsApp Customer Service: +972-52-3273570, Sunday-Thursday, 08:00-17:00.

By fax: +972-3-6104337. Please include a fax number for receiving a reply.
The coordination center operates Sunday-Thursday, 24 hours a day, and on Fridays from 24:00-17:00.
On Saturday nights and holidays: from 30 minutes after the end of Shabbat/holiday until 24:00.

On Facebook: "Israel Railways - Online," Sunday-Thursday, 06:00-20:00; Friday, 06:00-14:00.

Upon completion of the coordination process, a confirmation message containing your travel details will be sent to your mobile device.

Parking at Terminal 3



Terminal 3 offers both short-term and long-term parking facilities, each of which includes designated accessible parking spaces in compliance with legal requirements, for both standard vehicles and vehicles equipped with wheelchair lifts.
It is important to remember that an accessible parking permit may be used only when the eligible individual is present in the vehicle.

Short-Term Parking

- Short-term accessible parking spaces are available in the Keren Parking Lot and the Pardes Parking Lot.
- These lots are located closest to the terminal – approximately 100 meters away.
- The parking areas provide accessible routes, marked accessible parking bays, and large, accessible elevators.
- Holders of a disability parking permit are entitled to five hours of complimentary parking.
- To receive the discount: Drive to the exit barriers in any lane, press the assistance button (intercom) on the payment machine, or call the control center from your mobile phone at +972-3-9752550, extension 4. As instructed by the operator, present your disability parking permit at the designated location. Following a brief verification of the permit details, vehicle information, and parking duration, the fee exemption will be granted and the barrier will open for exit.

Long-Term Parking

- Access the long-term parking lots by following the signage along the approach roads to Terminal 3.
- These lots include accessible pedestrian routes, with clear pathways into and out of the parking areas and toward the bus or shuttle stations. Shuttle buses and internal shuttles are accessible for passengers with visual or hearing impairments and include a ramp to accommodate a wheelchair or mobility scooter. Drivers are available to assist upon request. Buses operate approximately every 15 minutes.
- Holders of a disability parking permit are entitled to up to five hours of complimentary parking.
- To receive the discount: Drive to the exit barriers in any lane, press the assistance button (intercom) on the payment machine, or call the control center from your mobile phone at +972-3-9752550, extension 4. After a brief verification of the permit, vehicle details, and parking duration, the operator will authorize the exemption and open the barrier for exit.
- For additional information, you may contact Parking Control at +972-3-9752550

Gate 32 - Meeting Point for Passengers Requiring Assistance

A designated entrance for passengers with disabilities - either with an official disability certificate or with a temporary mobility limitation. All passengers requiring assistance must coordinate their terminal escort and support services in advance with their travel agent and airline, including seating arrangements on the aircraft and any additional required accommodations.



- Gate 32 includes a registration desk, trained assistance agents, an accessible waiting area, and wheelchairs available for use. A hearing induction loop system is installed for passengers with hearing impairments.
- Gate 32 is located on Level 3, the central entrance level.
- The Assistance Desk is positioned on the right-hand side immediately upon entering the hall.

Information and Service Center

- Service counters are located in two areas: one on Level 3, opposite Gate 32 in the Departures Hall, and the other on the ground floor in the Baggage Claim area adjacent to the Duty-Free zone.
- A hearing induction loop system is available for persons with hearing impairments.
- The counters are lowered standing-service stations, designed for improved accessibility.

Passenger Assistance Lounge

- The lounge is located on Level 3, adjacent to McDonald's.
- A passenger requiring assistance may proceed directly to the lounge or first arrive via Gate 32.
- Within the lounge, passengers receive comprehensive assistance with the flight check-in process, security interview, baggage handling, and continued escort through hand-luggage screening, Passport Control, the Duty-Free Area, and onward to the boarding gate.



- The lounge is fully accessible in terms of mobility: it includes accessible seating, lowered and wheelchair-adjusted service desks equipped with induction loops, an accessible scale, accessible signage, and accessible restrooms. In addition, accessible automated equipment is available, and all staff are trained in providing accessible service.
- Escort from the lounge is provided by the authorized assistance companies and may include both human support and mobility aids, such as a wheelchair, and subsequently buggy transportation for passengers with reduced mobility or visual impairments. Assistance personnel have undergone specialized accessibility training.

Hand-Luggage Screening Station



- The hand-luggage screening hall includes a designated screening lane for passengers requiring assistance.
- Directional signage clearly guides passengers to the accessible queue.
- Medical documentation requirements:
  - Passengers with a cardiac pacemaker are required to present an official pacemaker certificate issued by the hospital, stating the name of the implant recipient, the date of implantation, and the name of the medical institution. Alternatively, a document from the treating physician that includes these details may be presented.
  - Passengers with internal implants who are medically unable to pass through the magnetometer must present official supporting documentation from the hospital listing the name of the implant recipient, the date of implantation, and the name of the medical institution. Alternatively, a document from the treating physician containing these details may be presented.
  - Passengers arriving with wheelchairs or with metal prostheses will undergo a manual security inspection

Passport Control



The area is fully accessible. It includes lowered automated passport stations as well as lowered manned counters, all accessible for wheelchair users and equipped with induction loop systems for persons with hearing impairments. Both types of accessible counters are clearly marked with the International Symbol of Accessibility.

Route to the Duty-Free Area and Boarding Gates

Passengers requiring orientation assistance, mobility support, or help with carrying luggage will receive assistance up to the Duty-Free Area or directly to their boarding gate. After Passport Control, at the beginning of the descent, mobility assistance is available in the form of a wheelchair or a buggy (golf-cart–style vehicle) for passengers who have difficulty walking. Note: The buggy is not designed to transport passengers seated in wheelchairs who are unable to walk.

Duty-Free Area - Restaurants, Cafes, and Shops

The Duty-Free Area is fully accessible. All establishments feature clear signage, accessible entrances, unobstructed pathways, accessible payment counters equipped with induction loops, and restaurant/cafe furnishings adapted for accessibility - such as wheelchair-accommodating tables and chairs with armrests.

Accessible Restrooms



Fully accessible restrooms are available in every restroom zone throughout the terminal. They are identifiable by the wheelchair accessibility symbol. Accessible restrooms feature an outward-opening door, sufficient interior space for wheelchair maneuverability, a toilet with grab bars, and a lowered sink with an accessible mirror.

Smoking Areas



- Each concourse includes accessible smoking areas. upon entering the hall.

Information and Service Center

- Service counters are located in two areas: one on Level 3, opposite Gate 32 in the Departures Hall, and the other on the ground floor in the Baggage Claim area adjacent to the Duty-Free zone.
- A hearing induction loop system is available for persons with hearing impairments.
- The counters are lowered standing-service stations, designed for improved accessibility.

Boarding the Aircraft

- At Terminal 3, boarding and disembarkation are carried out using one of two methods: a passenger boarding bridge (jet bridge) or an elevated boarding vehicle known as an "Ambulift."
- Passengers requiring assistance typically board first when the gate opens.
- Assistance staff provide support with carrying luggage or pushing the wheelchair all the way to the aircraft door.
- For passengers unable to walk to their seat inside the aircraft, assistance is provided using a "narrow aisle chair" designed to navigate between the rows. Staff assist with transferring from the personal wheelchair to the aisle chair, securing the passenger safely, escorting them carefully down the aisle to the designated row, assisting with transferring into the seat, and placing carry-on luggage in the overhead compartment.
- If an aisle chair is also required during the flight, it is important to request this in advance and confirm its availability on the aircraft.
- The passenger's wheelchair or mobility scooter is transported in the aircraft hold.

Accessibility Onboard the Aircraft

- Aircraft aisles are narrow; movement inside the cabin is possible with a narrow wheelchair. Some wide-body aircrafts include expanded or dual lavatory configurations designed to better accommodate passengers with disabilities.

Additional Information



Service Area for Assistance Animals

- A dedicated service area is available for guide dogs, Service dog, and their handlers. The room has been specially designed to accommodate passengers and their service animals and is equipped with a sink, a wash hose, a waste-disposal station, synthetic grass, and seating.
- Passengers requiring assistance in reaching the facility may contact the Information and Service Center located in the Duty-Free Area.
- Location: Concourse E, near an accessible restroom facility.
- Hours of operation: Open 24/7.

Sensitive Baggage

- Sensitive or fragile items - such as wheelchairs, respiratory equipment, or other assistive devices - must not be checked together with regular baggage. These items should be properly protected, preferably with bubble wrap. You may request a wheelchair tag and a "FRAGILE" label.
- Assistance staff will direct you to the designated location for delivering sensitive baggage.
- Baggage Assistance from Vehicle / Parking Area - For transporting luggage from your vehicle using trolleys, a paid porter service is available.
- Service provider: Maof - www.maof-ysb.co.il Tel: +972-52-644-2714
- VIP Service - Passengers wishing to receive VIP escort or support services are required to coordinate in advance with one of the authorized companies listed online.

Ambulift



The Ambulift is a specialized high-loader vehicle equipped with an elevated cabin and lift mechanism. It enables the transport of passengers with disabilities from the terminal to aircraft that are not connected directly to a passenger boarding bridge, facilitating both boarding and disembarkation.

Accessibility requirements must be coordinated in advance through your travel agent or directly with the airline.

Assistance Companies for Passengers Requiring Support

Assistance provided by the authorized ground-handling companies includes full escort and support tailored to the passenger's specific disability, as well as help with baggage - from the moment the passenger enters the terminal, or from the moment of arrival on the aircraft, until exiting the terminal. Services include: orientation support, communication assistance, mobility escort such as wheelchair pushing, handling of wheelchair equipment, buggy transportation, support at all service points and documentation stations, and comprehensive boarding assistance including transfer to a narrow aisle chair and help with seating in the assigned aircraft seat.

Assistance companies operate at the ticketing counters located in the Departures Hall, Terminal 3, Level 3, between Sector A and Sector B. The counter opens with the start of the check-in process and remains operational until its completion.

The assistance companies operating in Terminal 3 are:

EL AL
Website: www.elal.com
Email: nagish@elal.co.il

Laufer Aviation GHI
Company headquarters (telephone): +972-76-888-0000
Public Inquiries Email: Customer.Relations@lauferghi.com

QAS
Passenger Service (telephone): +972-3-975-1333
Ticketing Desk (telephone): +972-3-975-4306/7
Email: lf@qasisrael.co.il

Aero Handling
Passenger Service (telephone): +972-3-975-1333
Ticketing Desk (telephone): +972-3-975-4306/7
Website: www.aerohandling.com

Queue Exemption



Service personnel are instructed to recognize and assist individuals eligible for a queue-exemption permit. However, any passenger entitled to assistance does not require the physical certificate, as assistance teams will ensure priority handling and escort throughout the terminal.

Service Animals and Guide Dogs for Persons Who Are Blind



- Service animals and guide dogs for persons who are blind are permitted entry into Terminal 3. The animals must be legally approved, either in active service or in formal training. They must wear an identification vest, and passengers may be asked to present documentation confirming that the animal is a trained service dog.
- Travel with service animals or guide dogs requires advance coordination and registration with the airline and the travel agent. Each airline maintains its own procedures and requirements.

Accessibility of the Website

- The website has been made accessible in accordance with the Equal Rights for People with Disabilities. (Service Accessibility Adjustments) Regulations, 5773-2013, Section 35 regarding web accessibility, and in compliance with Israeli Standard 5568, Level AA.
- The website provides a semantic structure compatible with assistive technologies and supports the standard keyboard-navigation model using the arrow keys, Enter, and Esc for exiting menus and dialog boxes.
- The site is optimized for viewing on modern browsers and is responsive across a wide range of screens and resolutions.
- Compliance testing was performed to ensure the highest level of compatibility with Firefox and Chrome browsers.
- The website is adapted for users of screen-reader software, with a recommendation to use the most recent version of NVDA.
- The Authority is committed to continuously maintaining and improving accessibility on the website. If you encounter any accessibility issues or experience difficulty operating the site, or if you have suggestions for improvement, please contact the Accessibility Coordinator - we will be happy to assist and improve. The coordinator's contact information appears below.
- The website includes an Accessibility Statement, along with usage instructions.
- The website also publishes the terminal accessibility arrangements and the contact details of the Accessibility Coordinator:
  www.iaa.gov.il/about/declaration-of-accessibility/

Mobility Aids in the Terminal



- Throughout the terminal, there are designated waiting areas furnished with chairs equipped with armrests.
- Buggy vehicles (golf-cart–style mobility vehicles) are available to assist passengers with reduced mobility. These vehicles are stationed at the beginning of the ramp after Passport Control.
- Wheelchairs are available at Gate 32, inside the Passenger Assistance Lounge, and at the beginning of the ramp after Passport Control.
- A narrow aisle chair for boarding is available upon prior coordination for passengers who are unable to board the aircraft on foot.

Hearing Assistance - Induction Loop Systems

The terminal is equipped with induction loop systems to support passengers with hearing impairments. These systems are installed at all information counters, service points, and cashier stations.

Wayfinding for Persons Who Are Blind or Have Low Vision

- Two dedicated wayfinding systems are installed in the terminal:
  1. **STEP HEAR** - accessible via the free mobile app or through a wearable wristband.
  2. **RIGHT HEAR** - accessed through the free mobile app.

The service is available in six languages: Hebrew, Arabic, French, Russian, Spanish, and English.



Locations of wayfinding points:

1. Departures Hall - at the entrance to each of the four concourses (B, C, D, E) leading to the boarding gates, within the Rotunda area.
2. Departures Hall - near the Information Desk in the Duty-Free Area.
3. Departures Hall - above the doors of the restrooms adjacent to the Rotunda. An audio wayfinding system is installed above the restroom entrances located near the boarding gates in each of the four concourses (B, C, D, E).

9 Rules to Ensure Your Vacation Is Accessible, Enjoyable, and Dreamlike - Rather Than a Nightmare

Millions of people travel abroad each year. For most, preparing for a trip is as simple as booking a flight and a hotel. However, for individuals with physical disabilities - more than 1.5 million Israelis - the journey to a vacation can be significantly more complex and, at times, exhausting. For travelers with mobility limitations, accessibility considerations are critical; without them, a trip can quickly become an unpleasant experience. To help you prepare with ease, avoid oversights, and - most importantly - ensure that you enjoy your vacation without unexpected disappointments, here are nine essential tips for planning an accessible holiday that "covers every detail." The key to success: thoughtful planning down to the smallest details.

1. The Hotel

Information regarding hotel accessibility available through search engines is often too general and not always reliable. Therefore, before booking, we recommend reviewing the accessibility information published on the hotel's website regarding accessible rooms - and then confirming all details directly with the hotel. Simply send a detailed email to the reservations department describing your disability and specifying the exact accessibility features essential for your stay. Request precise information on the hotel's accessibility provisions and ask them to send photos of the room, including: the entrance doorway, the bathroom, the shower, and the interior layout. And don't forget: Is there a pool? If so, verify that a pool lift is available for entering the water. Additionally, ensure that the elevator is sufficiently wide.

Booking through a travel agent? Some major agencies have a designated accessibility representative who can assist with your reservation. Even when such a role does not exist, the guidance for booking directly with the hotel applies equally here - let the agent work on your behalf.
Finally, be sure to document all arrangements by email, with written confirmation from the hotel or the travel agent. At the end of the day - rely only on verified information. Confirm everything in advance.

2. The Flight

Found a flight at a convenient time? You're already halfway to your vacation.

Ask your travel agent or airline to record and flag that you are a passenger with a disability and that you use a wheelchair or crutches. Inform them if you require escort or assistance in the terminal, or if you will need the "aisle chair" - the narrow chair used to transfer passengers from the aircraft door to their seat.

If you are traveling with a mobility scooter or powered wheelchair, notify the airline in advance. It is essential to send the technical specifications, particularly those of the battery. Request written confirmation that the specifications have been reviewed and that your scooter or powered wheelchair is approved for transport in the aircraft hold.

Important: Certain battery types cannot be transported by air, which may result in traveling without the battery - or not flying at all.

Ensure that airport security labels every component of the scooter with an identification sticker; there have been cases where a scooter arrived at its destination without its seat.

After receiving confirmation, perform one more verification - trust only verified information.
Any reputable airline offers responsive customer service via Messenger. Contact them and confirm that everything is indeed arranged as promised.

Low-cost airlines - a word of caution.
At times, completing this process may be difficult or even impossible, even through travel agents.
Arrived at the airport and see a long line at check-in? Don't worry - you are next. Follow the rules of courtesy, signal, and pass on the right - you are allowed to do so.
Every modern airport publishes detailed information regarding accessibility arrangements, coordination procedures, and available accessibility services. It is strongly recommended to review this information in advance.

3. Transfers to the Hotel



Do not rely solely on the transfers offered by your travel agent - the buses are often not accessible. Accessibility varies greatly from one destination to another. Some destinations offer a broad range of accessible transportation options, including trains, buses, taxis, and specialized transfer services; in others, private coordination may be required. It is advisable to arrange an accessible taxi through your hotel, as this is common practice and generally reliable - though at times more expensive. In any case, this aspect of your trip requires careful advance planning and coordination.

And don't forget: request a written email confirmation of the booking, and send a reminder email to the hotel the night before arrival.

4. Public Transportation

There is now an abundance of online information, especially for major global cities. Search for accessibility information regarding the public transportation system in your destination. Another approach is to visit the official websites of train, bus, and taxi operators, as well as to consult the hotel concierge, who can assist in locating accessible taxis, bus stops, and related services.

Another recommendation is the tourist bus - available in many popular destinations. These companies operate buses that travel along fixed routes connecting major attractions, and these buses are generally wheelchair accessible. However, this too requires advance coordination and planning.

5. Driving Abroad

There is no such thing as an international disability parking permit.
For travelers visiting the United States, we strongly recommend visiting a local Department of Transportation office with your Israeli disability permit, disability certificate, international driver's license, and flight ticket. You will receive an original temporary American disability parking permit.

Renting accessible vehicles:
Consult major rental car companies in Israel and request their assistance in coordinating with their international branches. Search online for reputable suppliers, and seek guidance from the hotel where you plan to stay.

6. Accessible Attractions

A key tip: once you have chosen the attractions you plan to visit, go to their websites and send an email requesting detailed information about their accessibility arrangements - this is the safest approach. Many world-famous attractions are accessible, but nothing replaces verifying the details yourself. Search online for accessibility reviews of each site. In most leading attractions around the world, visitors with disabilities are entitled to queue exemptions, free entry, or significant discounts.
Be sure to bring your disability certificate.

7. Medical Insurance and Medical Equipment

Do not forget to purchase comprehensive medical insurance, and be sure to fully disclose your medical conditions - do not cut corners to save money. Make certain that your policy provides extensive coverage; this is not the place to compromise. Bring an up-to-date medical summary in English. There is no need for professional translation - your physician can provide it. Make sure to pack a sufficient supply of your daily medications and any required medical equipment, in quantities that exceed the planned duration of your trip.

If you know your body well and fear that a recent medical issue may reappear, consult your physician and request appropriate emergency medication.

A key recommendation: for all medications and critical medical equipment, prepare three separate sets - one in your carry-on bag, one in your checked baggage, and one with your accompanying partner. This ensures maximum preparedness and peace of mind.

8. Let's Talk Food!

Don't spend your vacation struggling to locate an accessible restaurant - your goal is to enjoy. After gathering recommendations from friends, Google, Booking.com, TripAdvisor, or your in-laws and choosing where you would like to dine, remember that you still need an accessible entrance and accessible restrooms.
Visit the restaurant's Facebook page, Instagram account, or website and start asking the right questions.
Avoid the beginner's mistake of simply asking, "Is the entrance accessible?" Instead, ask:
Are there steps at the entrance? If so, how many?
Are there wide accessible restrooms with grab bars?
Are there steps or obstacles on the path to the restrooms?

9. Travelers Share Their Stories - The Icing on the Cake

Seek recommendations from other travelers with disabilities who have recently visited your destination.
Browse dedicated websites, forums, and relevant Facebook groups - there are plenty of excellent communities. Visit the Access Israel website, specifically the tourism section, where you will find a wealth of accessible-travel information

Additional guidance on preparing for an accessible vacation is also available on the Access Israel website www.aisrael.org



Accessibility Information by Type of Disability

Mobility

- Accessible parking
- Accessible pathways
- Signage
- Large elevators with lowered control buttons
- Accessible restrooms
- Accessible service counters
- Accessible furniture
- Assistance services for passengers requiring support
- Passenger Assistance Lounge
- Wheelchairs
- Buggy transportation
- Queue exemption
- Service animals

Hearing

- Induction loop systems
- Signage
- Assistance services for passengers requiring support
- Passenger Assistance Lounge
- Service animals



Vision

- Tactile guiding strips on sidewalks, crosswalks, entrances, and in elevators
- Signage
- Step Hear and Right Hear wayfinding systems
- Elevators with tactile buttons and voice announcements
- Assistance services for passengers requiring support
- Passenger Assistance Lounge
- Service-animal care area
- Authorization for guide-dog entry
- Cognitive / Emotional / Mental Health
- Accessible service
- Service animals
- Queue exemption
- Service-animal care area

Cognitive / Emotional / Mental Health

- Accessible service
- Service animals
- Queue exemption
- Service-animal care area

Important Links

- Israel Airports Authority
- Access Israel
- Yad Sarah

Accessibility Coordinator Terminal 3

Galia Peled-Zakai - Accessibility Officer
Email: GaliaPe@iaa.gov.il
Telephone: +972-3-975-5555

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