



TITLE II, AMERICANS WITH DISABILITIES ACT OF 1990

Policy Statement

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), Orlando Sanford International Airport will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Orlando Sanford International Airport will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities. For example, individuals with service animals are welcomed in the Orlando Sanford International Airport offices, even where pets are generally prohibited.

The ADA does not require the Orlando Sanford International Airport to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the Orlando Sanford International Airport is not accessible to persons with disabilities should be directed to:

Sanford Airport Authority
Diversity & Customer Advocacy Coordinator
Michelle C. Telfair
407.585.4019
diversitycoordinator@osaa.net

SANFORD AIRPORT AUTHORITY

Thomas P. Nolan, President & CEO

Date