

Americans with Disabilities Act **ADA Business BRIEF:**

Assistance at Gas Stations

People with disabilities may find it difficult or impossible to obtain gas for their vehicles because they are unable to use the controls, hose, or nozzle of a self-serve gas pump. At stations that offer only self service, they may be unable to purchase gas. At stations that offer both self service and full service, people with disabilities may have no choice but to purchase the more expensive fuel from a full-service pump.

- Provide the refueling assistance without any charge beyond the self-serve price, if the customer wants only fuel. The attendant may provide assistance at a self-service pump or at a full-service pump. In either case, the customer must be charged the self-service price.



People with disabilities may require assistance to purchase fuel at self-service pumps.

The Americans with Disabilities Act (ADA) requires gas stations to provide equal access for their customers with disabilities. If necessary to provide access, stations must--

- Provide refueling assistance upon the request of an individual with a disability. A service station or convenience store is not required to provide

such service at any time that it is operating on a remote control basis with a single employee, but is encouraged to do so, if feasible.

- Let customers know (e.g., using signs or notification on or near pumps) that individuals with disabilities can obtain refueling assistance by honking their horn or otherwise signaling an employee. Some stations provide a call button.



A pump may have a button to notify the attendant that assistance is needed.



A sign located next to pumps tells customers to honk their horns for assistance.

If you have additional questions concerning the ADA and gas stations, please call the Department of Justice's ADA Information Line at (800) 514-0301 (voice) or (800) 514-0383 (TTY) or visit the ADA Business Connection on the ADA web site at www.ada.gov.