

Nantucket Accessibility Guide



Commission on Disability

TOWN OF NANTUCKET

Guide for Visitors with Special Needs



In publishing this guidebook, it is the Commission on Disability and the Department of Culture and Tourism's intention to help persons with disabilities enjoy our community's historic setting, natural beauty, and recreational and cultural opportunities.

As in most communities around the country, public and private efforts to improve access on Nantucket are ongoing. We hope that knowing what to expect and where to look for resources can make your Nantucket experience more enjoyable. In all cases of travel and accommodations, we recommend that you contact the airlines, ferries, restaurants, or inns well in advance of your arrival and inquire about your specific needs.

Best wishes for a wonderful visit,

Mickey Rowland, Chairman
Nantucket Commission on Disability
[www.nantucket-ma.gov/302/
Commission-On-Disability](http://www.nantucket-ma.gov/302/Commission-On-Disability)

Janet Schulte, Director
Department of Culture & Tourism
www.visitnantucketisland.org

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**Commission
on Disability**
TOWN OF NANTUCKET

Travel by Air



Despite its remote location 30 miles at sea, Nantucket has the second-busiest commercial airport in Massachusetts and is easily accessible by major and local airlines and aircraft charters. Convenient flights are available year-round from airports in Boston, Hyannis, Martha's Vineyard and Westchester/White Plains. Jet Blue, Delta, American and United Airlines operate seasonally from JFK, LaGuardia, Newark and Washington, DC.

Visitors who use wheelchairs will find air travel to the Island very challenging at best. There are no jet bridges, lifts, boarding chairs or other feasible devices to enplane a customer needing assistance, so passengers must use steps to board and disembark the airplanes.

For a full list of airlines serving Nantucket and the services that they provide visit:

<http://ma-nantucket.civicplus.com/618/Airlines-and-Destinations>

Travel by Air



The commuter airlines, **Cape Air** and **Rectrix**, service Nantucket year-round. When making any airline reservations, please let the reservationist know of any special service requests that you have.

For additional information visit:

<http://rectrix.aero/>

https://www.capeair.com/flying_with_us/customers_special_needs.html

Nantucket Memorial Airport

Nantucket Memorial Airport is completely wheelchair accessible with accessible restrooms throughout the terminal and accessible parking spaces in both the short-term and long-term parking areas. If you require wheelchair transportation or assistance to or from your plane, or to and from your vehicle, or any assistance with your luggage, **please contact the airport in advance for these services.**

(508) 325-5301 or (508) 325-5307

<http://ma-nantucket.civicplus.com/597/Memorial-Airport>

Travel by Ferry



Two ferry lines, **Hy-Line Cruises** and the **Steamship Authority**, provide convenient, year-round service between Hyannis and Nantucket. Both run high-speed passenger catamarans with a travel time of approximately one hour. The **Steamship Authority** also runs a traditional car-and-passenger ferry, with a 2¼ hour cruise time. Secure, on-site and off-site parking is available at both terminals in Hyannis for a nominal fee. There are accessible parking spaces available at both terminal parking areas.

Freedom Cruise Line in Harwich Port and **Seastreak** in New Bedford, MA, New York City and Highland, NJ provide seasonal high-speed ferry service to and from the island. A seasonal inter-island ferry operated by Hy-Line Cruises runs between Nantucket and Martha's Vineyard from late May to early October.

Steamship Authority (508) 477-8600

www.steamshipauthority.com

The Hyannis and Nantucket terminal buildings are completely wheelchair accessible with accessible restrooms.

Travel by Ferry



Please visit the Steamship Authority's webpage for passengers with disabilities:

www.steamshipauthority.com/traveling_today/accessibility

for detailed information on assistance, preferential boarding, special fares, etc.

Ferries

High-Speed Ferry *M/V Iyanough*

The main passenger deck of the Steamship Authority's high-speed ferry, the *M/V Iyanough* is fully accessible (including restrooms and the food and beverage service area). Access to the *M/V Iyanough*'s main passenger deck is by the transfer bridge that is used to board all passengers onto the ferry.



Please inform an attendant upon arrival if you need any special assistance with boarding.

Travel by Ferry



Passenger/Vehicle Ferries

M/V Eagle, M/V Nantucket and M/V Woods Hole

Each ferry is equipped with elevators that transport passengers between the vehicle deck and all passenger decks (including the food and beverage service area).

Access to the elevator is via the transfer bridge that is used to load vehicles onto the ferry.

Passengers wishing to use the elevator should arrive at the ferry terminal thirty (30) minutes prior to their scheduled departure time. Upon arriving, they should notify a terminal agent (or the terminal employee checking them in) that they require access to the elevator for boarding. This applies to all passengers who wish to use the elevator whether or not they are traveling with their vehicles. Accessible restrooms are also available on all of the large passenger/vehicle ferries.



Vehicle Reservations

If you plan to bring your vehicle to Nantucket, it is recommended that you make a reservation well in advance of your travel date. If you are unable to get a reservation for your vehicle, and it is necessary for you to travel with your vehicle because of your disability or one of your passenger's disabilities, then you may request to speak with a supervisor and inquire about a special Preferential Boarding accommodation for your reservation.

Please visit the following website for the Preferential Boarding information.

https://www.steamshipauthority.com/traveling_today/accessibility#preferential_boarding



Stand-By Policy

for passengers who have a disability and must travel with their vehicle:

Individuals with disabilities who are traveling on a standby basis and who must travel with their vehicles due to their disabilities are eligible for preferential boarding of their vehicles in accordance with these guidelines. An individual with a disability may need to travel with his or her vehicle for a number of reasons, including but not limited to the need to travel with a motorized wheelchair or an adequate oxygen supply or other equipment that the individual needs due to the individual's disability.

Hy-Line Cruises

(800) 492-8082

www.hylinecruises.com

One-on-one assistance is available for those in need who are traveling with Hy-Line. All ticket sales areas are hard surfaces such as concrete or pavement; you will encounter dirt or gravel surfaces in most of their parking lots. The Hy-Line

Travel by Ferry



offers a limited number of accessible parking spaces about 100 yards away from the Ticket Office. When making your reservations by phone, and upon arrival at the terminal, please mention any accommodations that you will require. Pre-boarding is also available for those who need assistance.

Please call the Hy-Line in advance for any questions or concerns that you might have. For additional information, please visit:

<https://www.hylinecruises.com/special-assistance/>

**Freedom Cruise Lines
(508) 432-8999**

<https://www.nantucketislandferry.com/>

**Seastreak Cruise Line
800-BOATRIDE
(800-262-8743)**

www.seastreak.com



Rental Vehicles

Numerous local and franchised car rental agencies operate on the Island. Please reserve your vehicle early. If you need a vehicle with special controls, please contact the rental agency to make the necessary arrangements. These vehicles must be transported to Nantucket, so please allow at least two weeks advanced notice for a special reservation.

Wheelchair-accessible vans are not available for rent on Nantucket. However, Wheelchair Getaways rents accessible vans here in Massachusetts.

Please visit the website below for information about renting a wheelchair-accessible van in Massachusetts.

[www.wheelchairgetaways.com/
franchise/massachusetts_seekonk2/home.
htm](http://www.wheelchairgetaways.com/franchise/massachusetts_seekonk2/home.htm)

Transportation on Nantucket



Nantucket Regional Transit Authority Shuttle Service (NRTA)

(508) 325–7516 Main Number

(508) 228–7025

Shuttle Information Recording

(508) 325–9571 Business office

www.nrtawave.com

The Nantucket Regional Transit Authority (NRTA) Shuttle Service operates their fixed routes from May or June to September or October, depending on the route. All shuttle buses are wheelchair-accessible and the drivers are trained to accommodate passengers who are disabled.

**Information for elderly or disabled
passengers visit:**

www.nrtawave.com/special/van.php

Shuttle schedules are online at:

www.nrtawave.com/quick.php

Transportation on Nantucket



Your Island Ride

Accessible Van Service for Passengers who are Elderly or Disabled

www.nrtawave.com/special/van.php

This is an advanced reservation (24 hours), door-to-door transportation service available to elders 60 years-of-age or older and for persons with disabilities who are certified and determined eligible to use this service. This wheelchair-accessible van service operates year-round from 8:00 a.m. to 4:00 p.m. Monday through Friday.

**Please contact NRTA by phone
or online for more detailed
information.**

508 325 7516

www.nrtawave.com



PARA Transit

Accessible Van Service for Passengers who are Elderly or Disabled

www.nrtawave.com/special/van.php

The NRTA also operates a PARA Transit service for ADA PARA Transit eligible, disabled individuals. The NRTA is required to operate this service during the same hours that they operate their fixed-route shuttle service, which is seven-days-a-week from 7 a.m. to 11:30 p.m. from late May to early October depending on the route.

This service is for disabled individuals who cannot use the regular shuttle service because of their disability or cannot get to and from the shuttle stops because of their disability. The NRTA requires a 24-hour notice for this service. Since the NRTA's office is closed on weekends, please contact their office from 8 a.m. to 4 p.m. on Thursday for any weekend transportation service and by Friday for service on Monday.

Transportation on Nantucket



Taxis

There are four wheelchair-accessible taxi companies on Nantucket: **R&R Taxi**, **KCK Taxi**, **Altar Rock Taxi**, and **Nan's Taxi**. All taxi companies operate seven-days-a-week and on-demand eighteen-hours-a-day. Reservations are accepted but are not necessary.

R&R Taxi (508) 228-9410

Nan's Taxi (508) 228-9410

KCK Taxi (508) 228-7874

AltaRock (508) 648-5566

Transportation on Nantucket



Tours

There are many tour companies that provide tours of the island. However, there are only two tour companies, Val's Tours, which has a wheelchair accessible van, and Nantucket Island Tours, which has a wheelchair accessible bus. You must reserve Nantucket Island Tours at least twenty-four hours in advance. They have many touring busses but only one wheelchair accessible bus, which they will have available for your tour only if you call in advance. It is strongly recommended to reserve your tour with Val's Tours in advance to ensure that you have a wheelchair accessible tour vehicle available when you are here on Nantucket.

Val's Tours

(508) 680-1300 (cell)

(508) 221-7640

www.valsonwheels.com

Nantucket Island Tours

(508) 228-0334

www.nantucketbustours.com



Nantucket Visitors Services

(508) 228–0925

www.visitnantucketisland.org

The Town's Visitor Services and Information main center is open year-round and located at 25 Federal Street, between Broad and Chestnut



Streets. The building was renovated in 1994 to improve wheelchair access. Accessible public restrooms and outdoor seating are available, as well as charging stations for cell phones and mobile devices.

In addition to the Federal Street location, Visitor Services has three other seasonal locations with varied hours of operation:

Straight Wharf
across from Hy-Line Cruises office

Greenhound Building
10 Washington Street

Nantucket Memorial Airport



Nantucket Island Chamber of Commerce

(508) 228-1700

www.nantucketchamber.org

The Chamber of Commerce is located on the second level at Zero Main Street. There is no elevator service to the second level; however there is a buzzer along with a sign informing patrons who have a disability to **Ring Buzzer for Service**. The Chamber of Commerce staff will gladly assist you with any information that you require or with any questions that you may have.





Beaches

Nantucket has some of the most beautiful and pristine beaches in the world with a variety of surf conditions and amenities.

Jetties Beach has an accessible restaurant and restrooms and several accessible parking spaces for your convenience. Children's Beach also has an accessible concession stand, accessible restrooms and several accessible parking spaces. However, Jetties Beach is the only accessible beach in season.

The town installs Mobi Mats, which are access mats that create an accessible pathway for pedestrians and for visitors who use wheelchairs. These beach mats will not take you to the water's edge, but they do allow access to the beach.

Many other Nantucket beaches have some accessible features such as accessible parking, accessible concession stand, and accessible restrooms, visit:

www.nantucket-ma.gov/673/Beaches-Parks



Beach Wheelchairs

The Town has purchased five beach wheelchairs for your use while visiting Nantucket. The Department of Public Works is responsible for managing these beach wheelchairs. The DPW will be happy to drop-off and pick-up a beach wheelchair for you to use for a day or up to one week. These beach wheelchairs must be reserved in advance. If you would like to enjoy a beach wheelchair on the weekend, please make arrangements through:

Department of Public Works

(508) 228-7244

Monday through Friday

7 a.m. to 3:30 p.m.

In addition to the beach wheelchairs, the town received 3 Mobi-Chairs from SMILE Mass located in Sudbury, Massachusetts. **The Mobi-Chair®** is a high quality, amphibious rolling beach wheelchair that provides a seamless transition from boardwalk-to beach-to water. Two Mobi-Chairs are located at Jettie's Beach. If you are interested in the Mobi-Chair, please make arrangements with the DPW, or inquire at the Sand Bar Restaurant at the Jetties.



Accessible Activities for Children

Autism Speaks Resource Center

(508) 228–7285, ext. 1224

(508) 221–0621 (mobile)

www.autismspeaks.org

The Nantucket Autism Speaks Resource Center provides current information and comprehensive resources to the community for the purpose of educating and increasing awareness of Autism Spectrum Disorder (ASD). The Resource Center is dedicated to empowering families and individuals impacted by Autism to make informed decisions by providing topical and user-friendly information.

Nantucket Star

(508) 325–5276

www.nantucketstar.com

Nantucket STAR provides activities and therapies to children with special needs. Their mission is to provide specialized, therapeutic, accessible recreation, and adaptive sports to children with a wide range of challenges and disabilities. Their goal is to have no child left behind due to the degree of challenges, be it physical, mental, emotional, or neurological.



Beaches, Parks and Trails to Explore

There are numerous parks, trails, and scenic areas to explore while you're visiting Nantucket. Most of our parks, trails, and scenic areas are not wheelchair accessible. Recently, students from Worcester Polytechnic Institute evaluated many outdoor spaces here on Nantucket for their level of access. They created a map of all the outdoor spaces that they evaluated for accessibility and provided a description of each location.

Outdoor Accessibility Map:

<http://www.nantucket-ma.gov/895/Beaches-Parks-Trails>

Nantucket Land Bank

(508) 228-7240

www.nantucketlandbank.org/properties/featured-properties-and-trails/

The Nantucket Land Bank is incorporating accessible features on many of their properties. Contact them directly for up-to-date information.



Land Bank properties that have some accessible features:

- **Lily Pond:** Accessible parking space, accessible walkway from the accessible parking space to the stone bench to enjoy the view of the open space.
- **East Creek Road:** At the end of East Creek Road there is a parking area with an accessible parking space. The view is spectacular overlooking the creeks, harbor and Monomoy. There is a bench to enjoy the view, but presently there is not an accessible, paved route to the bench. You can still enjoy the incredible view from your vehicle and for some, the short distance to the bench is possible.

Nantucket Conservation Foundation

(508) 228-2844

www.nantucketconservation.org

The Nantucket Conservation Foundation conserves many properties around the island. Two of the properties, **Tupancy Links** and **Sanford Farm/Ram Pasture** are popular destinations for residents and visitors. The trails can be rugged for anyone with ambulatory concerns.



However, there are parts of these properties where an all-terrain wheelchair would be capable of navigating the properties. Both properties have barriers at their main entrances prohibiting wheelchairs access at the main entrance. The Nantucket Conservation Foundation will gladly assist anyone who cannot negotiate the barriers by providing access at a different location on the properties. They will have to unlock a gate for your access so you must make arrangements with the Nantucket Conservation Foundation in advance of your visit to these properties. Please contact them during their normal business hours.

Bike Paths

There is a network of bicycle paths that intersect the island and they are all wheelchair accessible. The paths offer scenic routes throughout the island.

Bike-path maps are available at all the local bike shops, Visitors Service Center and the Chamber of Commerce.

www.nantucket-ma.gov/DocumentCenter/View/1223

Shops & Restaurants



Shops

Some of the retail shops are accessible, while many of the shops are inaccessible due to the historic nature of our downtown.

Restaurants

When making a reservation, please mention that you are using a wheelchair and require a wheelchair accessible restaurant. Some restaurants have vertical lifts and most others have ramp access. Please feel free to contact the Commission office anytime with any questions or concerns that you might have.

For a complete list of restaurants that are wheelchair accessible, please visit:

www.nantucket-ma.gov/896/Accessible-Facilities

For a current list of open restaurants, or to download the list visit:

www.nantucket-ma.gov/DocumentCenter/View/5854



This list is updated frequently, visit our website for the most accurate information.

Accessible Accommodations

The following hotels, inns and bed and breakfasts are wheelchair accessible and have wheelchair accessible rooms. Please contact the lodging establishment and inquire about any special accommodations that you require.

The Beachside of Nantucket
(508) 228-2241
www.thebeachside.com

The Greydon House
(508) 228-2468
www.greydonhouse.com

Jared Coffin House
(508) 228-2500
www.jaredcoffinhouse.com

The Nantucket Hotel and Resort
(508) 228-4747
www.thenantuckethotel.com

Nantucket Inn
(508) 228-6900
www.nantucketinn.net

Pineapple Inn
(508) 228-9992
www.pineappleinn.com

The Roberts House Inn
(508) 228-0600
www.robertshouseinn.com

Accessible Accommodations



76 Main Street
(508) 228-2533
www.76main.com

21 Broad Street
(508) 228-4749
www.21broadhotel.com

The Summer House at 27 Fair Street
(508) 257-4577
<http://27fairstreetinn.com>

The Veranda House
(508) 228-0695
www.theverandahouse.com

The Wauwinet
(508) 228-0145
www.wauwinet.com

White Elephant
(508) 228-2500
www.whiteelephanthotel.com

White Elephant Village:
Residences and Inn
(508) 228-1500
www.whiteelephantvillage.com



Museums

There are six wheelchair-accessible museums:

The Whaling Museum

13 Broad Street
(508) 228-1894
www.nha.org

Maria Mitchell Association

1 Vestal Street
(508) 228-9198
www.mariamitchell.org

The NHA Research Library

7 Fair Street
(508) 228-1655
www.nha.org

Nantucket Lightship Basket Museum

49 Union Street
(508) 228-1177
www.nantucketlightshipbasketmuseum.org

Life Saving Museum

158 Polpis Road
(508) 228-2505
www.nantucketshipwreck.org

The African Meeting House

29 York Street
(508) 228-9833
www.maah.org/afmnantucket.htm



Nantucket Atheneum

Our island library, the Nantucket Atheneum, has an elevator on the east side of the building that provides access to all levels.

Nantucket Atheneum

1 India Street (508) 228-1110

www.nantucketatheneum.org

Movie Theaters and Theaters

The Starlight Movie Theater

1 N. Union Street (508) 228-7749

www.starlightack.com

Completely wheelchair accessible with an accessible restroom.

The 'Sconset Casino

10 New Siasconset Street (508) 257-6585

www.sconsetcasino.com

Wheelchair accessible with an accessible restroom.

White Heron Theater

5 N. Water Street (508) 228-2156

www.whiteherontheatre.org

Completely wheelchair accessible with an accessible restroom.

Accessible Activities



The Dreamland Theater
17 South Water Street
508-332-4822

www.nantucketdreamland.org

The **Dreamland Theater** is completely wheelchair accessible. Their patrons who have a physical disability can independently navigate all levels of the theater.

The Dreamland's **hearing-impaired patrons** will enjoy all performances, live or film, with the Dreamland's personal, portable, wireless Assistive Listening Devices. **Deaf patrons** will enjoy most first run Hollywood digital films with their wireless, personal, in-theater closed captioning viewing device.

Blind and sight-impaired patrons will enjoy many first run Hollywood digital films with the Dreamland's Descriptive Video Service. This service provides narrated descriptions of key visual elements during pauses in the movie's soundtrack through a wireless headset. All of these devices can be utilized at any seat in the theater.



Not all films will have Closed Captioning and Descriptive Video Services. Please check with the Dreamland Theater if you require these services.

Post Offices, Churches & Public Restrooms

Post Offices

All three island post offices are completely wheelchair accessible.

- **Town: 5 Federal Street**
- **Mid Island: 144 Pleasant Street**
- **'Sconset: 6 Main Street**

Churches

All the churches on the island are wheelchair accessible.

Public Restrooms

Downtown accessible public restrooms are located at:

Visitor Service Center
25 Federal Street

Straight Wharf
across from Cru restaurant

On the east end of the island, there is an accessible public restroom:

Sconset Comfort Station
New Street



Banks

All banks on Nantucket are wheelchair accessible except the downtown branch of the Bank of America at Pacific National Bank, 61 Main Street.

ATMs

The following is a list of ATMs in accessible locations:

- **Cape Cod Five: 112 Pleasant Street**
- **Cape Cod Five: Zero Main Street**
- **Hingham Savings Bank: 35 Main Street**
- **Nantucket Bank: 104 Pleasant Street**
- **Nantucket Bank: 2 Orange Street**
- **Nantucket Bank: 1 Amelia Drive**
- **Nantucket Memorial Airport**
- **Steamship Authority:
Steamboat Wharf**
- **Stop & Shop Supermarket:
9 Salem Street**
- **Stop & Shop Supermarket:
31 Sparks Avenue**

Wheelchair Rentals



Visitors can rent a **manual wheelchair** at the following locations:

Nantucket Pharmacy

45 Main Street

(508) 228-0180

www.nantucketrx.com

Dan's Pharmacy

110 Pleasant Street

(508) 825-9100

www.danspharmacy.com

Motorized scooters are also available.

Motorized wheelchair rentals are not available on Nantucket. However, you can rent one and bring it with you on the ferry. Contact:

Westgate Home Medical Equipment

209 West Main Street

Hyannis, Massachusetts

(508) 775-3339

<http://www.westgatehme.com/>

Please contact in advance to make arrangements.

Portable Ramps



Our Commission owns several ramps for visitors who use wheelchairs to borrow:

- **eight-foot portable ramp**
- **ten-foot portable ramp**
- **five-foot ramp**
- **three-foot ramp**
- **twenty-four-inch portable threshold ramps**

The eight-foot ramp and ten-foot ramp are typically used to ramp two or three steps. Many decks, stoops, and porches at Nantucket homes have several steps, and with this portable ramp a wheelchair user may be able to gain access to this porch, stoop, or deck. Often times, there is a small step from the porch, deck, or stoop to the home's entrance. The threshold ramps and the three and five-foot ramps may help in these situations.

There are only a few wheelchair accessible homes for rent on Nantucket. Our ramps can make an inaccessible entrance become accessible. As a courtesy, the Commission on Disability offers ramp drop-off/pick-up at rental homes. Ramps can be reserved in advance and installed prior to your arrival. Please call:

Brenda McDonough
(508) 228-8085 (Work)
(508) 228-5409 (Home)



Commission on Disability

TOWN OF NANTUCKET

(508) 228-8085

comdis@nantucket-ma.gov

www.nantucket-ma.gov/302/

Commission-on-Disability

The Nantucket Commission on Disability represents and advocates for the needs and interests of our disabled community living on or visiting Nantucket Island. It is the goal of this Commission to have our neighbors and friends who are disabled fully integrate and participate in the Nantucket Community. **“Access for All”** is our Commission’s objective.

The Commission members are appointed by the Town Manager and consist of year-round, Island residents with disabilities or have family members who have a disability. The Commission advises the Town and local businesses in helping them achieve compliance with state and federal access standards.

If you have any question or comments, please contact the Commission on Disability and we will gladly help anyway that we can.

**This guide is dedicated to the memory of
our past Commissioners:**

Barbara Grey • Jay Slavitz • Johnny Johnson
Whitey Willauer • Nancy Rezendes • Dave Dennis
Cecil Richrod