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[Accessibility and Expedia](#)

January 28th, 2009 by Steve | Filed under [Accessibility News](#).

In a settlement of a California-based lawsuit, online travel juggernaut [Expedia](#) and its [Hotels.com](#) will add content and search capabilities to their online reservations systems for would-be travelers with disabilities.

The lawsuit stemmed from two California women who claimed that Hotels.com discriminated against them by having a shoddy experience regarding wheelchair-accessible rooms. There was no clear-cut means of guaranteeing such a room.

Expedia has been working with Disability Rights Advocates to provide greater accessibility for disabled travel shoppers.

Source Materials:

- [Expedia's hotels.com settles lawsuit over wheelchair access](#) (Deseret News)
- [Expedia and Hotels.com agree to provide information for disabled travelers](#) (Internet Retailer)

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Tags: [accessibility](#), [Expedia](#), [Hotels.com](#), [lawsuit](#), [wheelchair access](#)

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One Response to “Accessibility and Expedia”

1. [Weekend Gazette – Link Collection for March 21 at STC AccessAbility SIG](#) says:
[March 21, 2010 at 11:18 am](#)

[...] there was a lawsuit against Expedia. – In other words, this wasn't done out of human [...]

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• About the Author

-  Steve Grobschmidt is a User Experience Lead on a mission to ensure that user experience, especially accessibility, is foremost in the creation of great products.

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