

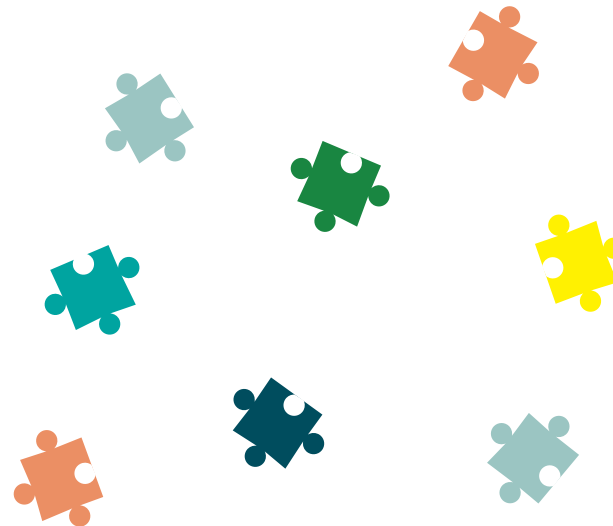
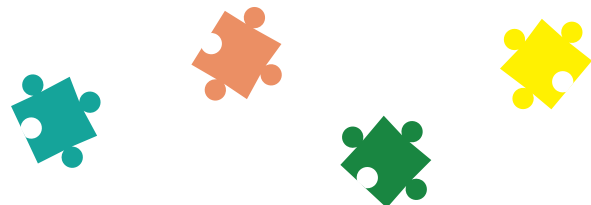
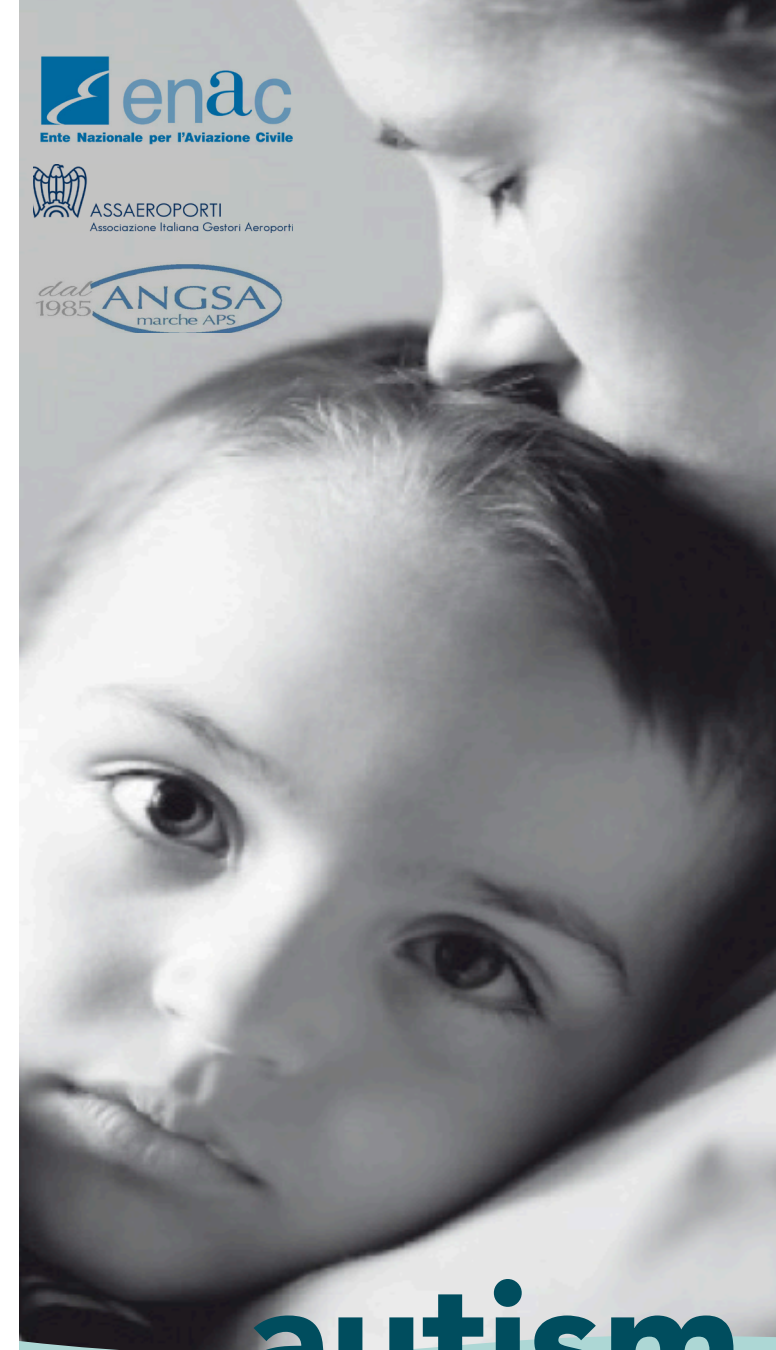
For autistic travellers, as well as being, in most cases, a new experience, taking a plane can involve many difficulties.

The project "**Autism - Moving through the Airport**", conceived by ENAC with the collaboration of sector associations and the Airport's managing company, has the aim to provide simple recommendations and easy strategies for the accompanying persons to help all autistic travellers to prepare for, and happily accept, every stage of their journey.

Ancona Airport is prepared to welcome autistic travellers with specialized facilities, services and prepared staff.



In the website [www.ancona-airport.com/passengers/passenger-guide/autism](http://www.ancona-airport.com/passengers/passenger-guide/autism) a visual guide is available to give autistic travellers a preview of the Airport's facilities and routes when departing and arriving. For more information and to **book a visit** to the Airport **before your flight**, please contact the Ancona Airport at: [servizioprm@ancona-airport.com](mailto:servizioprm@ancona-airport.com)



# autism

Moving through Ancona airport

ANCONA INTERNATIONAL AIRPORT

# 1 BEFORE LEAVING

## YOU MUST

- When **booking** or **buying your ticket** (and, in any case **at least 48 hours before departure**), ask for dedicated assistance at your airline, travel agency or tour operator, who are required to forward your request to the manager of the airports of departure, arrival and transit (if any).
- You must also inform your airline in advance if the autistic traveller needs a **special diet** and if s/he has any **food intolerances** or **allergies**. Please also let the airline know of any special needs the autistic traveller has.

## PLEASE ALSO

- Prepare the autistic person in advance of the journey so they are informed and serene. Ancona Airport has published in its web site a **social history** in order to provide an idea of the atmosphere to be encountered when reaching the Airport (crowds, noise, etc.).
- You can also book a pre-visit here: [www.ancona-airport.com/passeggeri/guida-al-passeggero/autismo](http://www.ancona-airport.com/passeggeri/guida-al-passeggero/autismo)

## WE RECOMMEND YOU

- Describe what it will be like when you reach the Airport.
- Downplay the impact with the unfamiliar surroundings and tell the autistic traveller about noises and crowds.

- If possible, show photos or clips (available online) of the Airport's infrastructures and contexts.
- Reassure him/her that there will be **friendly people** who can help, safe and quiet waiting rooms and easily-accessible **toilet facilities**.

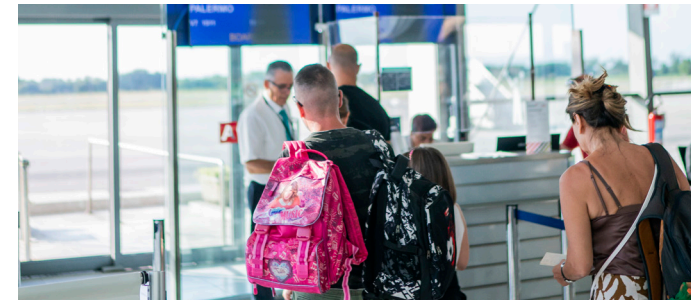


# 2 ARRIVING AT THE AIRPORT

- Tell him/her who the kind people are who can offer assistance, and how they will be dressed.
- Tell him/her about the passage through **security checks** and the possibility of **sudden sounds**; tell him/her also s/he may be searched.
- Downplay this moment by describing it as a sort of game.
- Reassure the autistic traveller that s/he can spend

time in **the pleasant areas** of the Airport: coffee bars, restaurants and shops selling regional products and gadgets.

- Explain positively the presence of **signs, light symbols, sudden voice messages**.
- Tell the passenger about the **loud noises of take-offs**, explaining that they are a characteristic part of the journey, and about the **bus ride** for boarding the plane.
- Make a **badge** for the autistic traveller (should s/he get lost inside the airport) bearing their personal data: photo, name, surname, nationality, contact details of family members and accompanying person.



# 3 BEFORE BOARDING

- If you like, you can give the autistic traveller **sweets/candies** or **chewing gum** to help overcome pressurization issues during the flight.

