

For those with autism,
as well as being, in most cases,
a new experience, taking a plane
can involve many difficulties.

*The project "Autism, making my way 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.*

*Venice Airport is prepared to welcome autistic
travellers with specialized facilities, services
and staff dedicated to them.*



The website

www.veniceairport.it/en/at-the-airport/autism.html
has a number of useful images (Visual Guides) 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 PRM Service of the Venice Airport at:
autismo@veniceairport.it



www.enac.gov.it



ASSAEROPORTI
Associazione Italiana Gestori Aeroporti
www.assaeroporti.com



www.grupposave.it

With the collaboration of:
FONDAZIONE ITALIANA PER L'AUTISMO ONLUS
FEDERAZIONE FANTASIA ONLUS
FONDAZIONE OLTRE IL LABIRINTO
AUTISM EUROPE AISBE



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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. Venice Airport has published many photos of the Airport online to help 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.veniceairport.it/en/at-the-airport/autism.html

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.



- 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 books, newspapers, games and gadgets.
- Explain positively the presence of signs, lit 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 or "finger" (approach tunnel) 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.



2 ARRIVING AT THE AIRPORT

- Tell who the kind people are who can offer assistance, and how they will be dressed.
- Tell about the passage through security checks and the possibility of sudden sounds; tell them they may be searched.



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.

