

## SHANNON AIRPORT

### Passengers with Autism and Special Needs

At Shannon Airport we understand that for some of our families and individuals air travel and moving through an airport can be a stressful or unfamiliar environment. We are committed to making every passenger's journey as easy and stress free as possible.

We have many different passengers who pass through our airport, all with different needs.

With this in mind we have created an awareness programme for people with special needs to help them understand the process of getting through the Airport as quickly and as smoothly as possible by introducing Baseball Caps and Wristbands. These will enable Airport staff to identify these people or their family members or carers and help them on their way.

We have also produced a leaflet and videos to explain your journey through the Airport. The complete guide can be downloaded here or alternatively download the interactive guide here which you can personalise to suit your travel requirements. A video shows what to expect of your journey through Shannon.

The Complete guide is here

[http://www.shannonairport.ie/Libraries/Special\\_Needs/Shannon\\_Leaflet.sflb.ashx](http://www.shannonairport.ie/Libraries/Special_Needs/Shannon_Leaflet.sflb.ashx)

Families do not need to advise in advance of their travel plans, all they need to do is go to the information desk (in Arrivals) prior to checking in on the day of their flight, and they will receive the cap or wristband. The information desk will then pass on the details to security so they are aware of the family's needs.

For more information about Shannon Airport's assistance programme and identification assistance system call +353 (0)61 712000 or email Passenger Assistance at [askpa@shannonairport.ie](mailto:askpa@shannonairport.ie)