

## “I CAN FLY” PROGRAMME for Individuals & Families living with Autism

Individuals with Autism often face sensory and anxiety-related challenges in highly stimulating environments such as airports, so we are truly committed to making the passage of individuals with Autism and their families as “fast, smooth and stress-free” as possible when traveling through Larnaka or Pafos International Airports.



Please find below some useful information on the services and resources available to you:

### “DESIGNATED POINTS OF ARRIVAL / PICK-UP POINTS” – WHERE “SPECIAL ASSISTANCE” MAY BE REQUESTED UPON YOUR ARRIVAL AT THE AIRPORT

The “Designated Points of Arrival / Pick-Up Points” are located in front of the terminal building at Larnaka & Pafos International Airports and are equipped with telecommunication means. Individuals with Autism and their families needing assistance may press the “Assistance Button” to announce their arrival at the airport to the “Special Assistance Team” at the airport. Staff at the “Assistance Desk for disabled persons” will answer the call and immediately dispatch a member of staff to escort the individual with Autism and his/her family to the “Assistance Desk for disabled persons” inside the terminal building, for the necessary formalities to commence.

#### Larnaka International Airport

Located on the “drop-off” lane by the second bridge in front of the terminal.



#### Pafos International Airport

Located on the drop-off lane, in front of the terminal.



Alternatively, individuals with Autism and their families may choose to proceed directly to the “Assistance Desk for Disabled Persons”, located in the Check-In Area of the Terminal Building.

### EXPEDITED ACCESS THROUGH THE AIRPORT

#### “PRIORITY” FOR CHECK-IN FORMALITIES

In order for us to be able to provide individuals with Autism and their families with “Priority” for “Check-In Formalities”, please contact the “Assistance Desk for Disabled Persons” at Larnaka or Pafos International Airport (located in the Check-In Area) upon your arrival at the airport and before proceeding for Check-In Formalities, so that a Special Assistance Agent can be appointed to escort the individual with Autism and his/her family to the front of the Check-In queue.

## DURING CHECK-IN FORMALITIES

During Check-In formalities it is important that you ensure that the correct **“IATA Special Assistance Code”** is placed by your Check-In Agent in the airline reservation of the individual with Autism. The correct “IATA Special Assistance Code” for persons with Autism traveling by air is:

IATA Special Assistance Code	Description
<b>DPNA</b>	Disabled passengers with “intellectual” or “developmental disability” needing assistance. <u><i>Specify details</i></u> *
<p><b>* IMPORTANT NOTE:</b>            Apart from entering the “DPNA” Assistance Code in the airline reservation of the person with Autism, <u>please request from your Airline Check-In Agent to also type “AUTISM” as “free text” next to the DPNA Assistance Code.</u> This is important because it specifies the exact nature of the person’s disability to all relevant stakeholders.</p>	

## FREE ACCESS THROUGH THE AIRPORT’S “EXPRESS LANE”

The “Express Lane” at Larnaka International Airport is designed to provide a speedier journey for Immigration & Security Screening Formalities.

Individuals with Autism and their families are entitled “free access” through the airport’s “Express Lane” by contacting the “Assistance Desk for disabled persons” located in the Check-In Area of Larnaka International Airport upon their arrival at the airport, so that after Check-In Formalities the Special Assistance Agent may escort them and give them access through the airport’s Express Lane.

Please note that currently there is no Express Lane facility at Pafos International Airport.

## “I CAN FLY” CAPS FOR PERSONS WITH AUTISM

We are happy to provide persons with Autism traveling through Larnaka & Pafos International Airports with an “I Can Fly” cap, which when worn, will enable all airport staff at all points of contact to be alerted and easily identify persons with Autism, so as to provide priority and any possible assistance. “I Can Fly” caps are available free of charge for individuals with Autism through the “Assistance Desk for disabled persons” of Larnaka & Pafos International Airport, located in the Check-In Area.



If the individual with Autism does not wish/tolerate to wear the cap, then it is suggested that the cap is worn by another family member/escort, so that airport staff may still be alerted accordingly at all points of contact.

## “I CAN FLY” TRAVEL RESOURCE TOOLKIT

The “I Can Fly” Travel Resource Kit has been developed by our associates at *Vancouver International Airport* in cooperation with the “*Canucks Autism Network*” of Canada and we are happy to have been kindly granted permission to use it. The “I Can Fly” Travel Resource Kit aims to make air travel more accessible for families living with Autism and comprises of the following:

- “I CAN FLY” Step-by-Step “Storybook”

This storybook was created to teach the “airport routine” to first time travelers living with Autism. It outlines each of the steps of the passenger journey, from “Check-In” until the airport of destination.

Parents & Guardians of individuals with Autism are encouraged to download this document from the Hermes Airports Website (please see details below) and take the time read this storybook with the individual with Autism several times before travelling, to prepare them in advance on “what to expect”.

This “Story Book” may also be read while you move through the airport, ‘front loading’ your child with what to expect before you engage in each step of the travel routine.

- “I CAN FLY” Checklist

This is an interactive tool with which parents and/or individuals with Autism can “check off” each “key step” of the airport routine as it is completed while they move throughout the airport. It is an aid that may help in keeping individuals with Autism entertained/engaged while going through the different formalities.

The “I Can Fly” Travel Resource Toolkit materials can be downloaded from the Hermes Airports Website [www.hermesairports.com](http://www.hermesairports.com) by following the links *AIRPORT INFORMATION / DISABLED PERSONS & PRM*.

## OTHER USEFUL TIPS

- SEATS ON THE AIRCRAFT & TOILET ACCESS

For your comfort and ease - in relation to which are the most suitable seats for you on the aircraft - we recommend that you discuss this with your airline at the time of booking of your airline tickets. By booking “front seats” on the aircraft you will be able to disembark from the aircraft first - and thus avoid the long wait, congestion and noise associated with disembarkation. It is however equally important to take into consideration the actual location of the toilets on the specific aircraft, so that you may decide if it is better to sit close to the toilets in the rear side of the aircraft.

- SPECIAL DIETARY REQUIREMENTS FOR MEALS ON-BOARD

Please inform your airline of any special dietary requirements at the time of booking of your airline tickets.

- PRIORITY BAGGAGE TAGS FOR YOUR LUGGAGE

For airlines that provide the “Priority Baggage” service, please liaise with your airline during Check-In formalities and request from them to place “Priority Baggage Tags” on your luggage. This will help you avoid the long waiting time, congestion and noise associated with waiting to pick-up your luggage at the airport of destination.

- BOARDING THE AIRCRAFT LAST

Even though as per “EU Regulation 1107/2006” disabled persons and persons with reduced mobility are required to board the aircraft first, when you are at the Boarding Gate, feel free to approach Airline Staff to inform them that you are traveling with an individual with Autism, and request from them to authorise for you to board the aircraft last, as this will help you maintain



the person with Autism in a calm state, by avoiding the waiting, congestion and noisy environment associated with embarkation.

***Our best wishes for an enjoyable journey!***

***Please do not hesitate to contact us  
for any additional information or assistance.***