



Autism-Friendly Guide for Travelling through Dubai International Airport (DXB)



You can use this guide to help you plan your journey through the airport. You will find information on the different steps of airport travel and an explanation of why some things happen.



People with disabilities are known in the United Arab Emirates as **‘People of Determination’ (POD)**

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BEFORE YOU TRAVEL

**Autism-Friendly Guide for Travelling through
Dubai International Airport (DXB)**

Steps:

- 1

Plan your journey through the airport
- 2

Apply the DPNA code to your booking
- 3

Plan how you will travel to the airport
- 4

Check what you pack

DPNA stands for **Disabled Passenger with Intellectual or Developmental Disability Needing Assistance.**



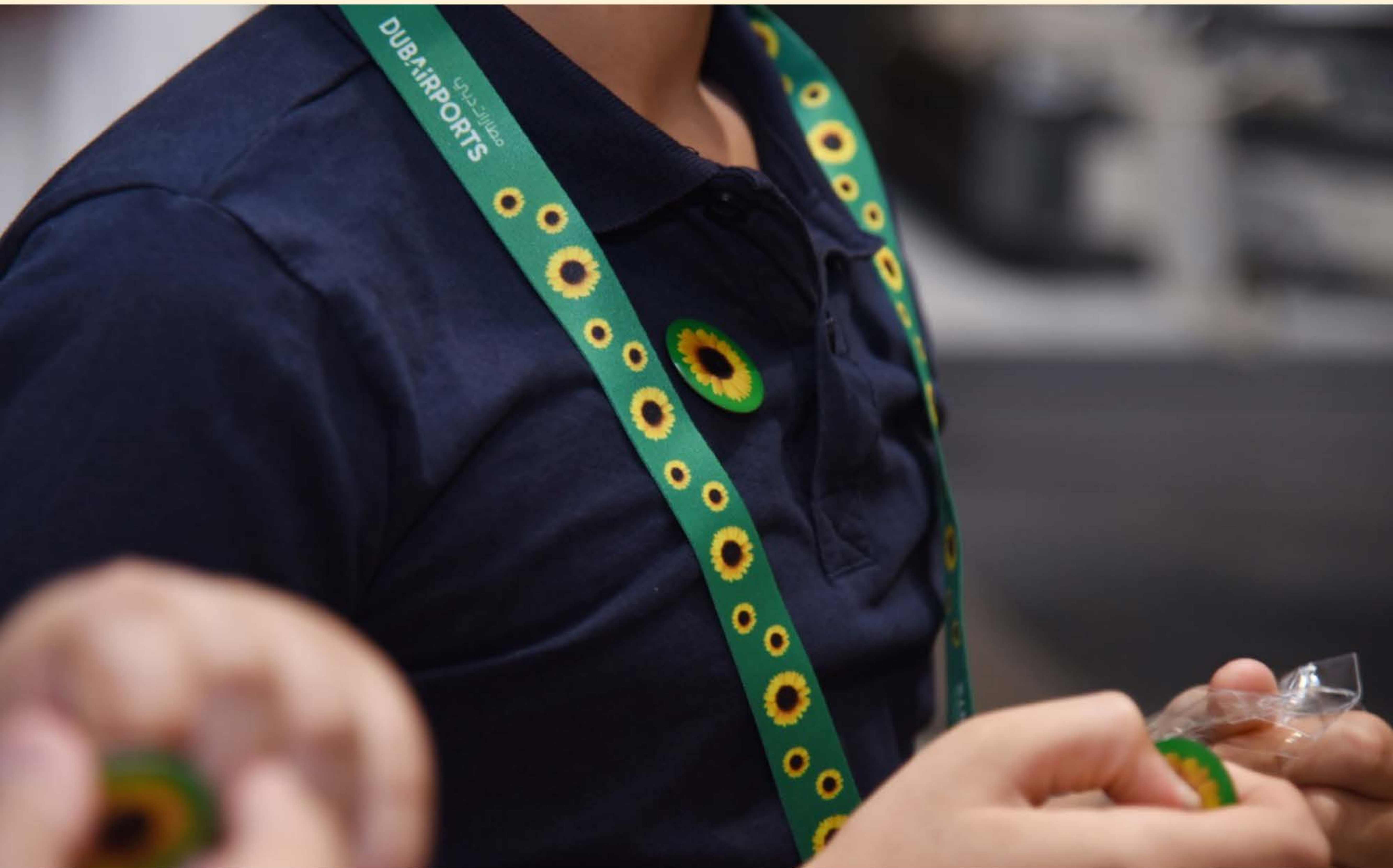
There are two ways to navigate through the airport:



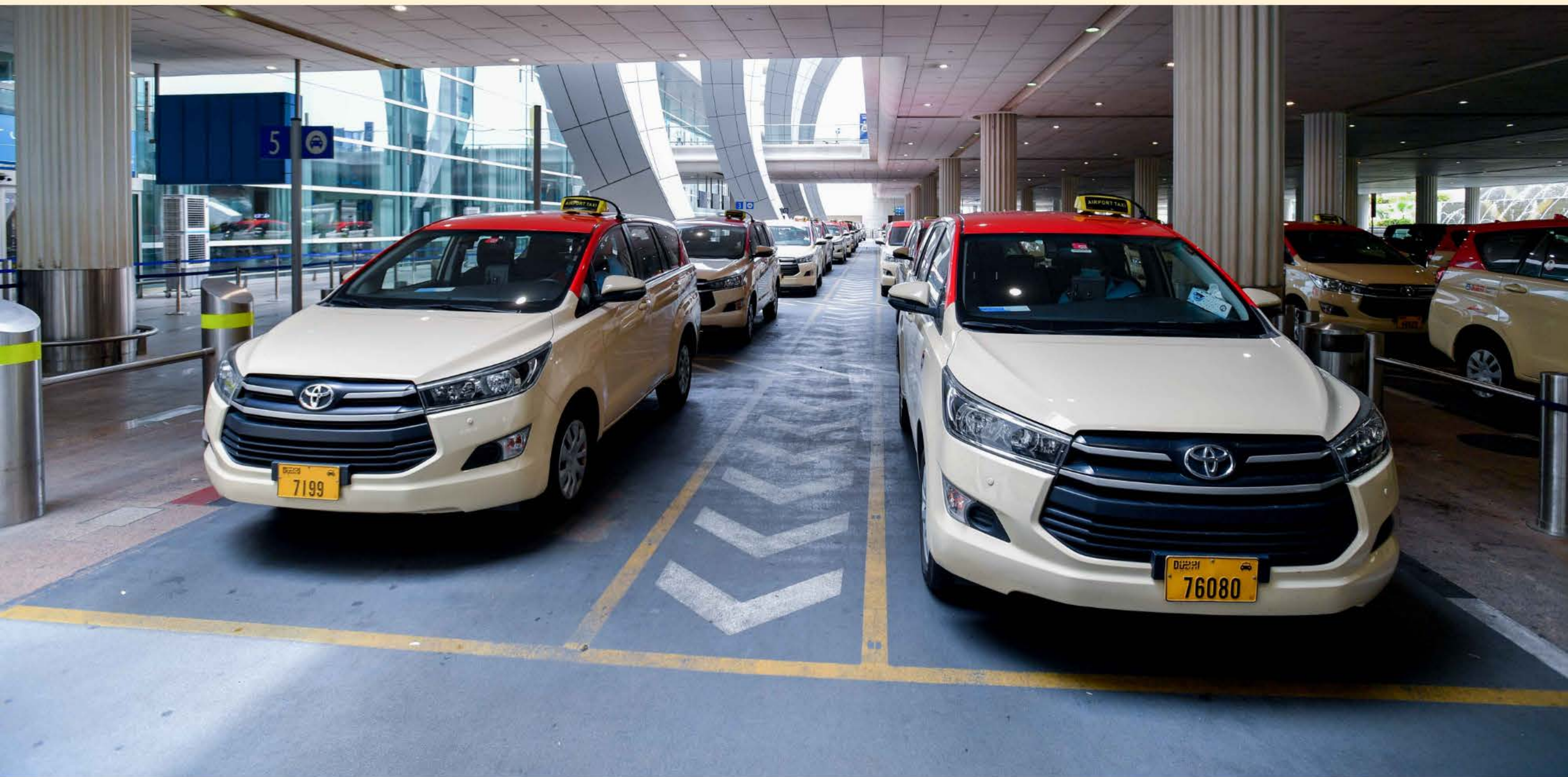
Navigate on my own



Assisted navigation via your airline. Contact your airline so they can recommend or arrange services for you.



When booking your flight, be sure to request the **DPNA code** which will notify us that you may need assistance throughout your travel. This can be done in person, via telephone or via a travel agent.



You may travel to the airport by car or by taxi. Ensure you arrive **3 hours** before departure for international flights. You need to be at your gate **45 minutes** before take-off.

People of Determination will get complimentary parking for 2 hours in all terminals.



Did you know the POD taxis can be booked via the DTC (Dubai Taxi Corporation) App or through their toll-free number: **80088088**. Taxi drivers are trained and certified to deal with visual and physical impairments.

Remember you cannot pack certain items:



No sharp objects





Any other liquids bigger than 100ml





All types of bats





Flammable liquids / lighters



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TRAVELLING TO THE AIRPORT

**Autism-Friendly Guide for Travelling through
Dubai International Airport (DXB)**

Steps:

- 1

Get assistance if required
- 2

About the Sunflower lanyard
- 3

Collect & wear your Sunflower lanyard
- 4

Check out the Autism friendly route



If you have arranged for assistance via your airline, follow the instructions provided.

You can still receive assistance if you've chosen to navigate the airport by yourself. At the airport, staff with Sunflower pins are ready to help passengers with hidden disabilities. Approach them and let them know about your needs.



The Sunflower lanyard is a discrete identifier worn by passengers with hidden disabilities throughout the airport so that staff can identify them. Wearing the lanyard will help our team at Dubai International Airport identify that you may need additional support.

The lanyard will give you and your group (if you are with family) access to priority lanes for check-in, Passport Control, security and boarding.

Only one lanyard is required per group, and anyone in the group can wear the lanyard to indicate that someone in the group has a hidden disability.

Collecting & wearing your Sunflower lanyard



You may already have a Sunflower lanyard. If you don't, our Guest Experience Ambassadors will give you one.

Look for the Sunflower sign at the information desk near entrance #2 in Terminal 3 and at dedicated collection points in Terminals 1 and 2.

You will need to declare yourself as a DPNA passenger to a staff member with a Sunflower pin. Remember to keep your lanyard after your journey, as it is reusable across other airports.



This autism route will guide you through the prioritised POD check-in, Passport Control, security and customs lanes. The route is clearly marked with the POD logo (♿) on the floor.



Remember to wear your Sunflower lanyard as this will help our staff identify you may need assistance.

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CHECK-IN

**Autism-Friendly Guide for Travelling through
Dubai International Airport (DXB)**

Steps:

1

Head to the priority check-in lanes

2

Drop your luggage & collect your boarding pass

3

Go through Passport Control

The Assisted Passenger Services desk is the priority check-in desk for all POD passengers in Terminal 3.

In Terminals 1 and 2, you will be prioritised for check-in if you are wearing the Sunflower lanyard, based on the airline process.



At check-in, you will receive a boarding pass and be able to check in any luggage. Wear your Sunflower lanyard to inform staff that you are a passenger with hidden disabilities, and you will be prioritised in the queue. All check-in desks are equipped to support passengers with DPNA bookings. Staff will assist you in obtaining a Sunflower lanyard if you don't already have one.



Staff with Sunflower pins are trained to assist passengers with hidden disabilities.

Dropping luggage & collecting tickets



Phone



Printout



Card

You will receive a boarding pass from the airport staff when you check in. Your boarding pass can be in different forms, on your phone, a printout or a card.



The staff will put stickers on your luggage for the flight. The luggage will be brought to the plane by conveyor belts.



Passports are checked at Passport Control to ensure the right people are flying.

Wearing the Sunflower lanyard will give you access to the priority Passport Control lane for PODs, which are clearly marked with the POD symbol on the floor (♿).



Staff with Sunflower pins are trained to assist travellers with hidden disabilities.

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SECURITY CHECK

**Autism-Friendly Guide for Travelling through
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Steps:

1

Head to the prioritised security screening lanes

2

Put your belongings in the tray

3

Belongings will go through the X-Ray machine

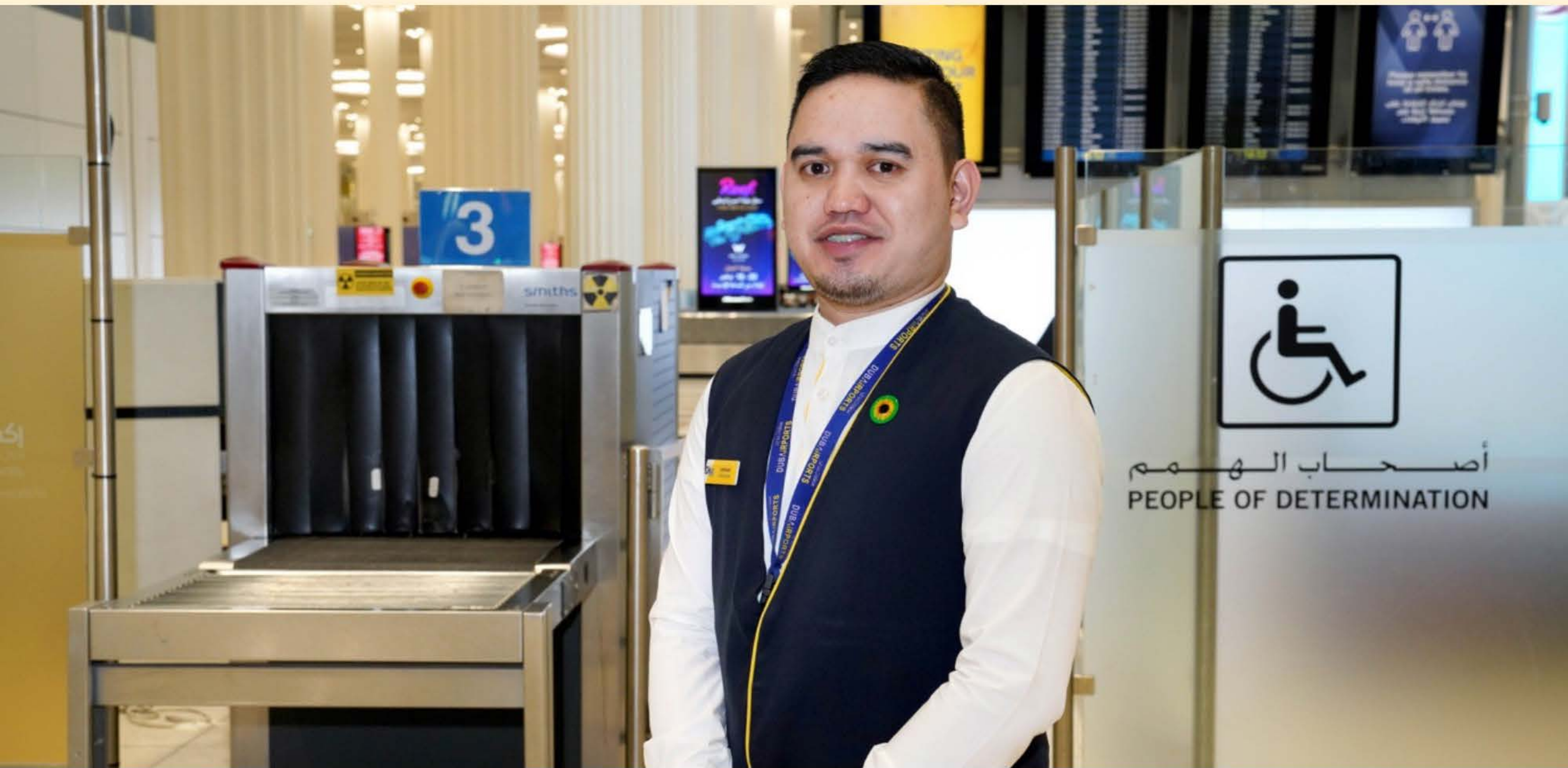
4

Walk through the metal detector

5

Collect your belongings

Prioritised Security Screening Lane



Wearing the Sunflower lanyard will give you access to the priority security lane for PODs, which are clearly marked with the POD logo on the floor (♿).

Here you and your belongings will be checked to ensure nothing restricted gets onboard. You may need to wait in a short queue.



Staff with Sunflower pins are trained to assist travellers with hidden disabilities.

Put your belongings In the tray



You will see signs explaining how much liquid you can carry on the plane. You have to throw away any liquids over the amount allowed by the airport before going through security.

You'll have to put some of your items into a tray to be x-rayed. You need to put in shoes, belts, electronic devices, jewellery and anything else that has metal.

You will collect your belongings after you have passed through the metal detector.



The airport staff will ask you to walk through the metal detector. You may need to remove your shoes. The security staff may call you again for possible further checks of you or your belongings; if they do, don't worry, as this is entirely normal. Before doing so they will ask your consent as part of the process.



Don't worry if the metal detector beeps; the staff will help you find any metal you might be wearing.



You can now collect your belongings. There will be seating just after security, where you can take your time to ensure you have everything.

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DEPARTURE AREA

**Autism-Friendly Guide for Travelling through
Dubai International Airport (DXB)**

Steps:

1

Walk through Duty Free

2

Look out for your flight information

3

Walk towards your gate

4

Wait at your gate

After airport security, you might have some time available to explore the departures area.

There are shops, restaurants and spaces to sit in while you wait for your plane to arrive.

Pay attention to your flight time and the information boards, as you don't want to miss your flight!



In the Duty Free, you can buy all sorts of things. But the Duty Free can also be very busy, noisy, bright and scented. Remember to keep close to whoever you are with; you don't want to get lost in the airport.



Remember to wear your Sunflower lanyard as this will help our staff identify you and support you.

Staff with Sunflower pins are trained to assist travellers with hidden disabilities.



After leaving the Duty Free you will see flight information screens.

These screens have flight numbers for everyone travelling to different countries.

When you see your flight's gate number, you can start walking towards your gate.

Walking towards your gate



The boarding gate is where people enter the plane. You might have to walk a long time to get to your boarding gate. You may see many ways of getting to your gate.



Walk on an escalator



Walk on a moving walkway



Take an elevator



Ride on an airport buggy



Remember to wear your Sunflower lanyard as this will help our staff identify you and support you. You will be prioritised for a wheelchair or buggy access, should you require one. Staff with Sunflower pins are trained to assist travellers with hidden disabilities.



Wait at your gate until it is time to board your plane. The area may be busy with a lot of people. Look out for the dedicated seats that are marked with the POD logo (♿).

The boarding desk staff will ask to see your passport and boarding pass and check to ensure you are boarding the right flight.



Make yourself aware to a member of staff and show your Sunflower lanyard. They will let you board before others or let you board last if this is easier for you.



BOARDING THE PLANE

**Autism-Friendly Guide for Travelling through
Dubai International Airport (DXB)**

Steps:

1

Board the plane

2

Get ready for take-off

3

Time to relax

It might be pretty busy when you are boarding the plane.

People will be storing their bags and finding their seats. After everyone is seated, the plane will take off, and you can enjoy flying in the sky!

Boarding the plane



Airbridge

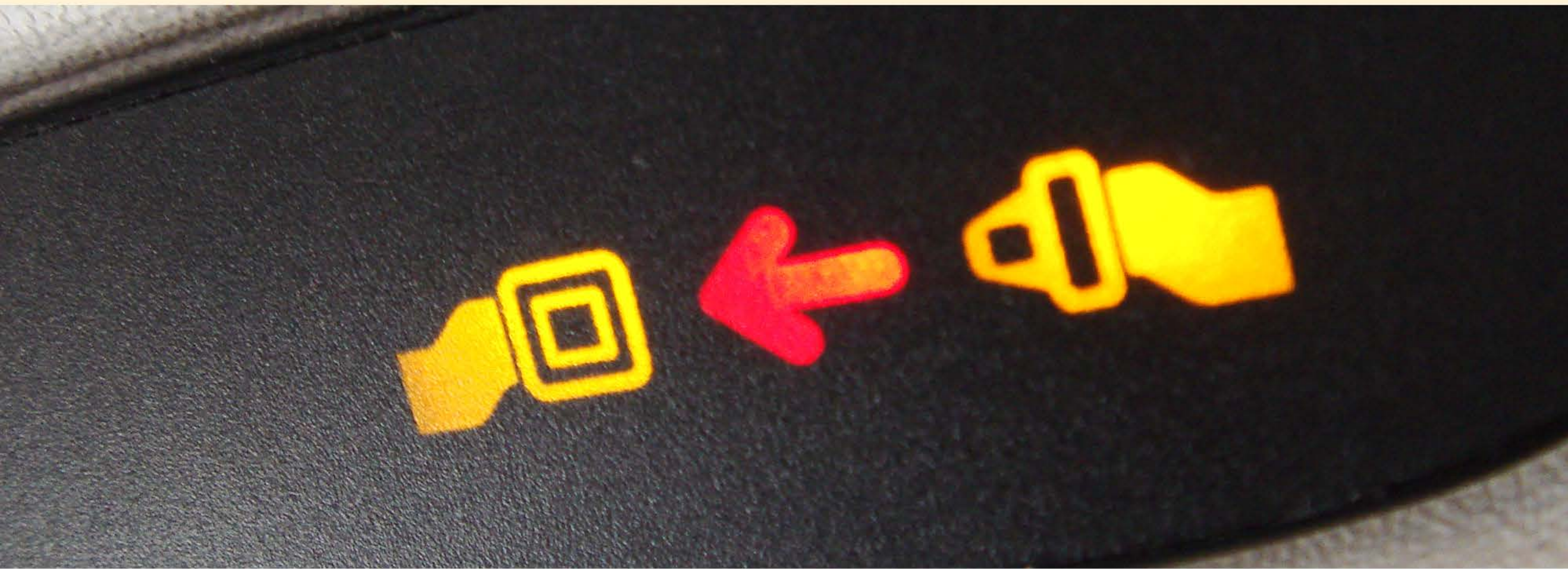


Stairs

Depending on where your plane is, you may have to take a bus and climb a flight of stairs to board the plane or walk across an airbridge. There may be a long queue to get to the plane.



As you board, the plane staff will greet you and ask to see your boarding pass. Then you will have to find your seat.

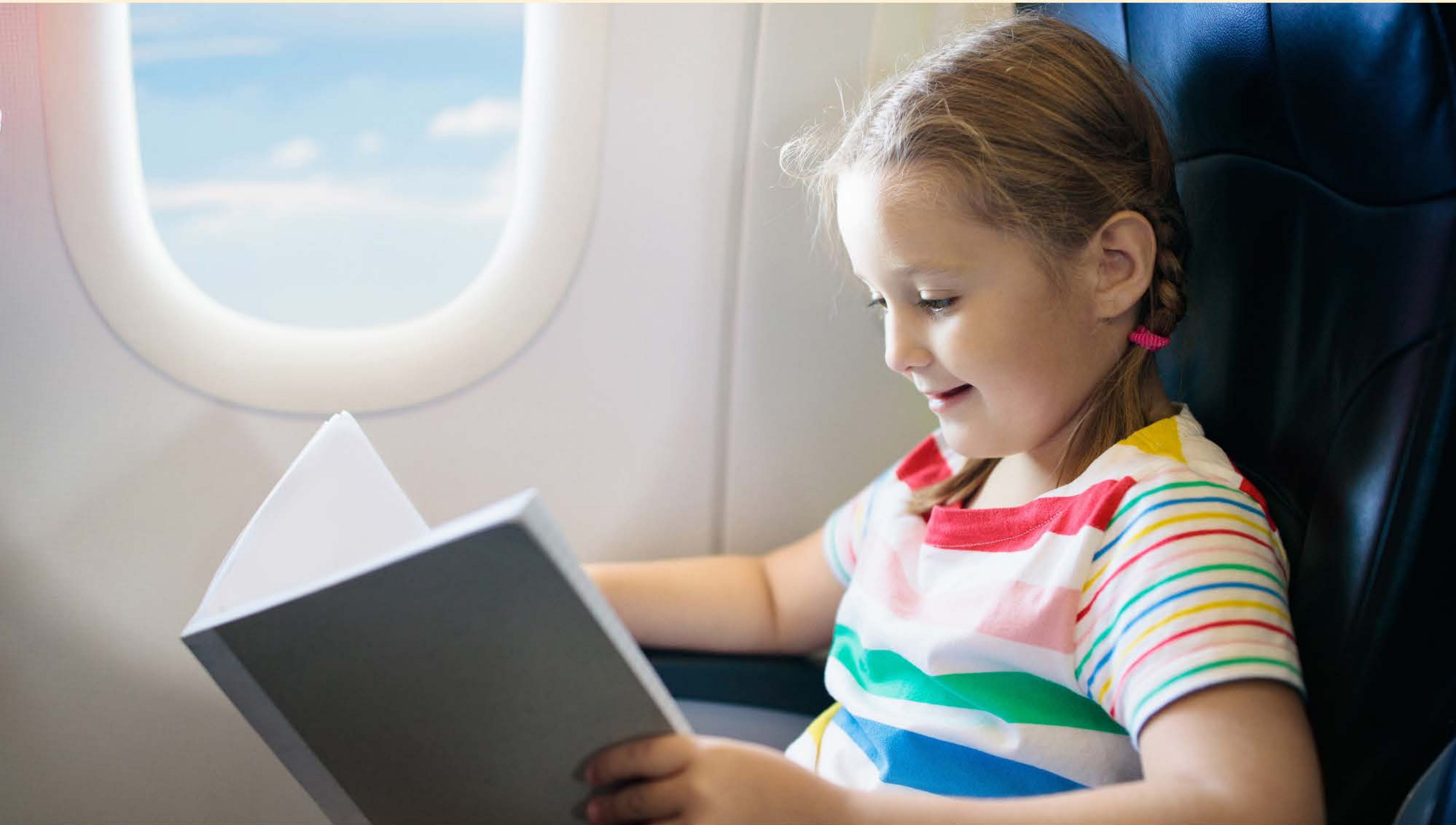


Like when you travel in a car, your seatbelt will keep you safe during the flight.

You will have to fasten your belt whenever the seatbelt light is on.



The plane will take off next. You might feel strange while the plane is building speed and taking off. This is normal, so don't worry.



You will have time to read a book or watch a movie when you are in the sky.

The cabin crew may serve you a meal or snack on the plane.

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ARRIVING AT THE AIRPORT

**Autism-Friendly Guide for Travelling through
Dubai International Airport (DXB)**

Steps:

1

Prepare for landing

2

Pass through Passport Control

3

Collect your luggage

4

Pass through customs

5

Time to leave the airport

The plane will start to land as you arrive at your destination's airport. You must stay in your seat and wait for the plane to land.

After your plane has landed and you leave the plane. Airport security will check to make sure the right people have arrived. You can then pick up any bags you put under the plane before you leave the airport.



Before you arrive, the seatbelt light will turn on; make sure to fasten your belt again. Then the plane will start to land.



People will stand and start collecting their bags once the seatbelt light turns off. It might become a little busy.



As the plane lands, it can be a little bit bumpy, don't worry; this is normal.

Passing through Passport Control



When you arrive into at Dubai International Airport, the airport staff will check your passport. Wearing the Sunflower Lanyard will give you access to the priority Passport Control lane for PODs, which are clearly marked with the POD logo (♿). If you need a lanyard, you can collect one from the information desk at Arrivals or from the Connection Desk if you have a connecting flight.



Staff with Sunflower pins are trained to assist travellers with hidden disabilities.

Collecting your luggage



You will have to wait for your bags to come from the plane. The bags will appear on the conveyor belt. You can ask a staff member to help you with your luggage. The staff will know that you may need assistance when you wear your Sunflower lanyard.

DUBZ

Did you know DUBZ has a 'Land & Leave' paid service that you can book in advance.

This service will prevent you from having to wait for your luggage to arrive on the carousel and the staff at DUBZ will deliver it straight to your home or hotel!



Everyone who arrives must pass through Dubai Customs. If you are unsure about anything, ask a staff member; you may need to declare certain items that you bring into the country. Wearing the Sunflower lanyard will give you access to the priority customs lane for PODs, which is clearly marked with the POD logo (♿).



Staff with Sunflower pins are trained to assist travellers with hidden disabilities.



Now you are ready to leave the airport!
There will be a lot of meet and greeters when you reach the end of arrivals; it may be loud and busy here. There are multiple ways you can travel into the city from the airport:

- Taxi
- Metro
- Picked up by a family or friend



POD taxi services are available at arrivals & don't need to be booked in advance.

We look forward to seeing you the next time you visit Dubai International Airport!

Thanks to our
stakeholders & partners



شرطة دبي
DUBAI POLICE



الهيئة الاتحادية للهوية والجنسية
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP
الإدارة العامة للإقامة وشؤون الأجانب - دبي
GENERAL DIRECTORATE OF RESIDENCY AND FOREIGNERS AFFAIRS - DUBAI



جمارك دبي
Dubai Customs



هيئة الطرق والمواصلات
ROADS & TRANSPORT AUTHORITY



dnata

مطارات دبي
DUBAI AIRPORTS



مركز دبي للتوحد
Dubai Autism Center

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