

Not all disabilities look like this



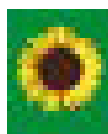
Some disabilities look like this



Not all customers with hidden disabilities require assistance through the airport. However, we believe there is an optional opportunity to provide them with a 'discreet sign' which demonstrates to airport staff that they may need additional support or help as they travel through the airport.

This could simply mean:

- Giving them more time to prepare at check-in, security etc.
- Allowing them to remain with their family at all times.
- Giving them a more comprehensive briefing on what to expect as they travel through the airport.
- Reading a departure board or sign.



Recognise, Reassure and Respond