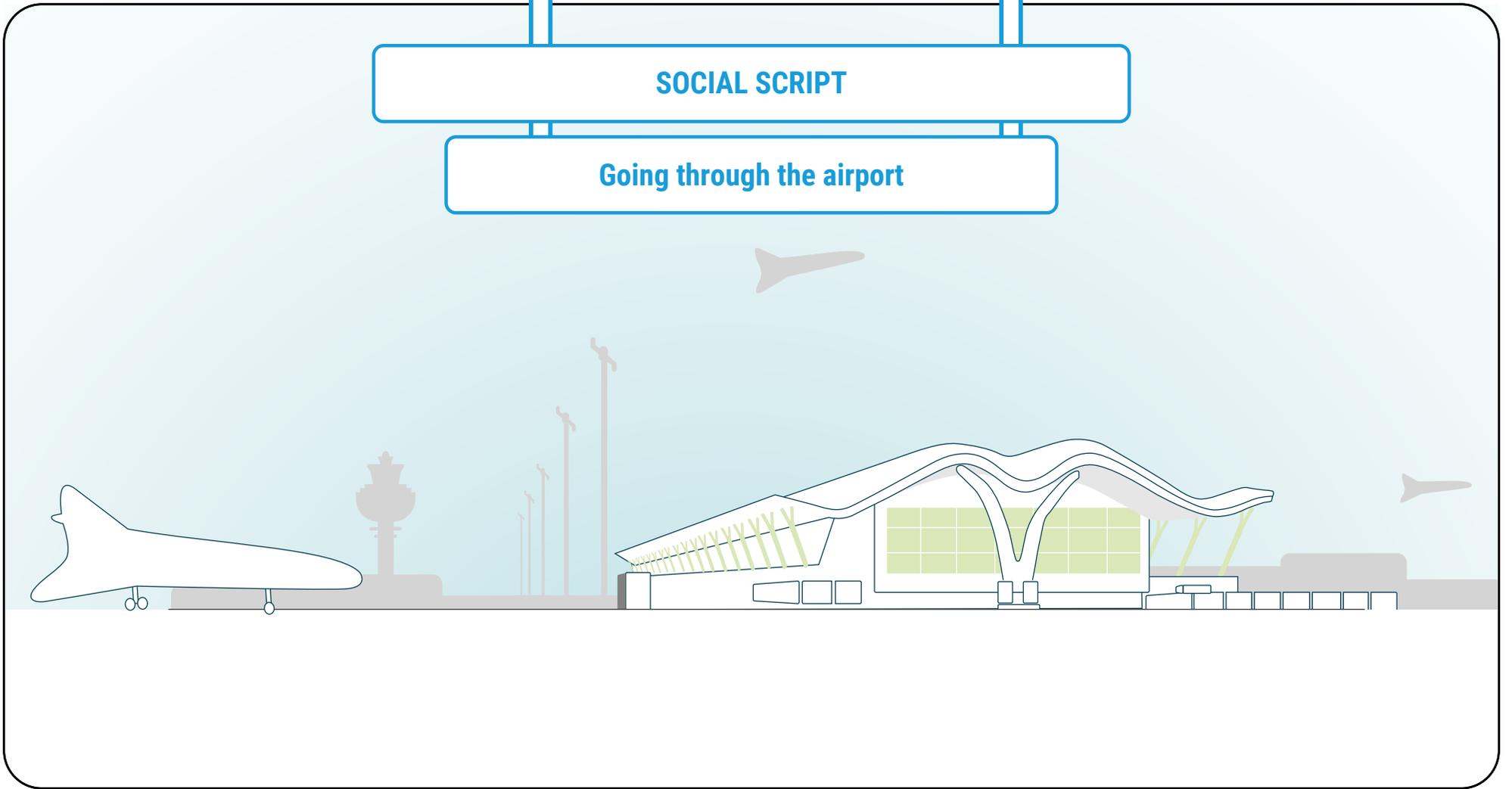


SOCIAL SCRIPT

Going through the airport



An initiative of:



With the collaboration of:





For people with autism spectrum disorder (ASD), facing unknown, unfamiliar or very complicated situations can be a great effort and a source of discomfort. The more information they have in advance about a new situation, the better they can adapt to it.

Airports are complex environments that involve a lot of information processing and sensory stimulation.

This social script aims to help improve the experience of going through an airport for people with ASD who are travelling by air. Through short texts and visual support, it describes the succession of steps that a person must follow from arrival at the airport until they board the plane and arrive at their destination.

This document has been created within the framework of the collaboration agreement signed between AENA and the Confederación Autismo España.

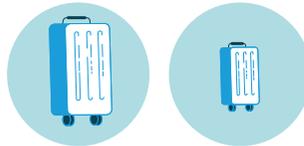
HELENA



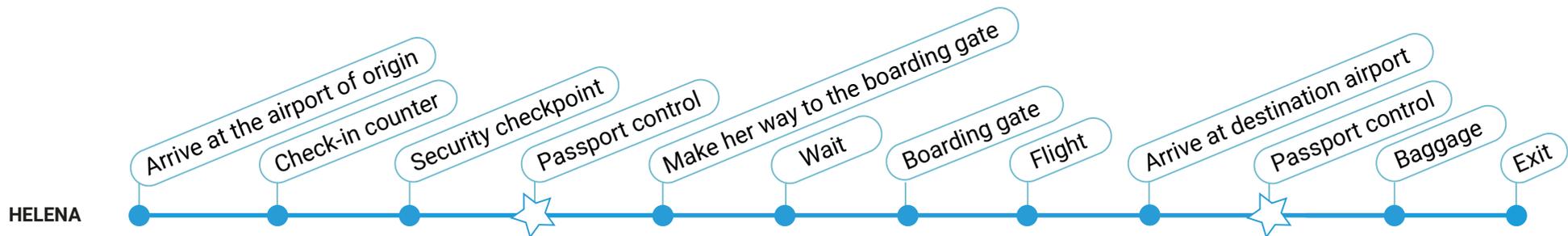
Helena is a woman with ASD.

She is going to travel by plane and she does not have her boarding pass.

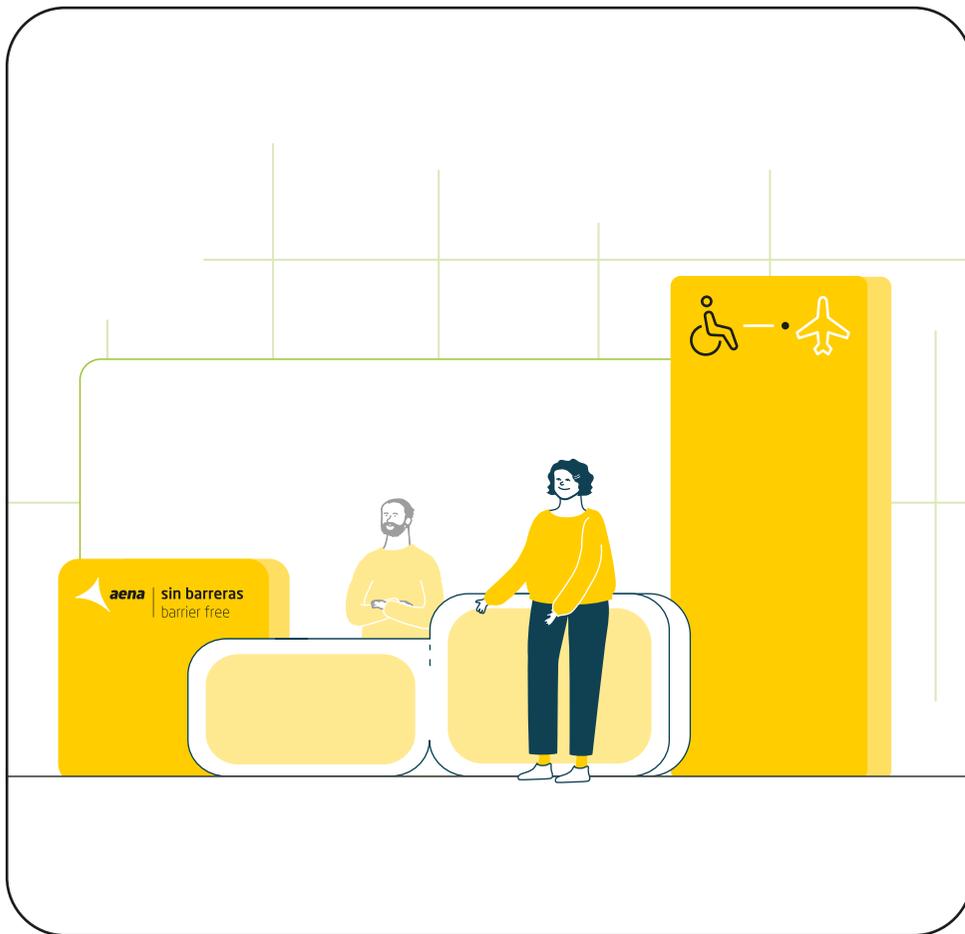
She is carrying two suitcases: a large one that she needs to check in and a small one that she will take on the plane.



This is the route she will take:



★ The points marked with a star are steps that Helena will only take if she is travelling to a destination outside the European Union.



People with ASD, like Helena, can request a PRM (People with Reduced Mobility) Service at least 48 hours before departure. With this service, specialised staff accompany them all the way through the airport until they board the plane.



Helena has not requested the PRM Service. If she has any problems at any point along the route, she can go to an AENA information point. They are painted green and the person who works at them wears a green jacket.

ARRIVING AT THE AIRPORT



DEPARTURES - CHECK IN



ACCESS OPEN 24H



1

Helena has arrived at the airport. The first thing she needs to do is to go to the departures area.

To board the plane, she needs her boarding pass. This is the document with her personal details and information about her flight.



GOING TO THE CHECK-IN DESK



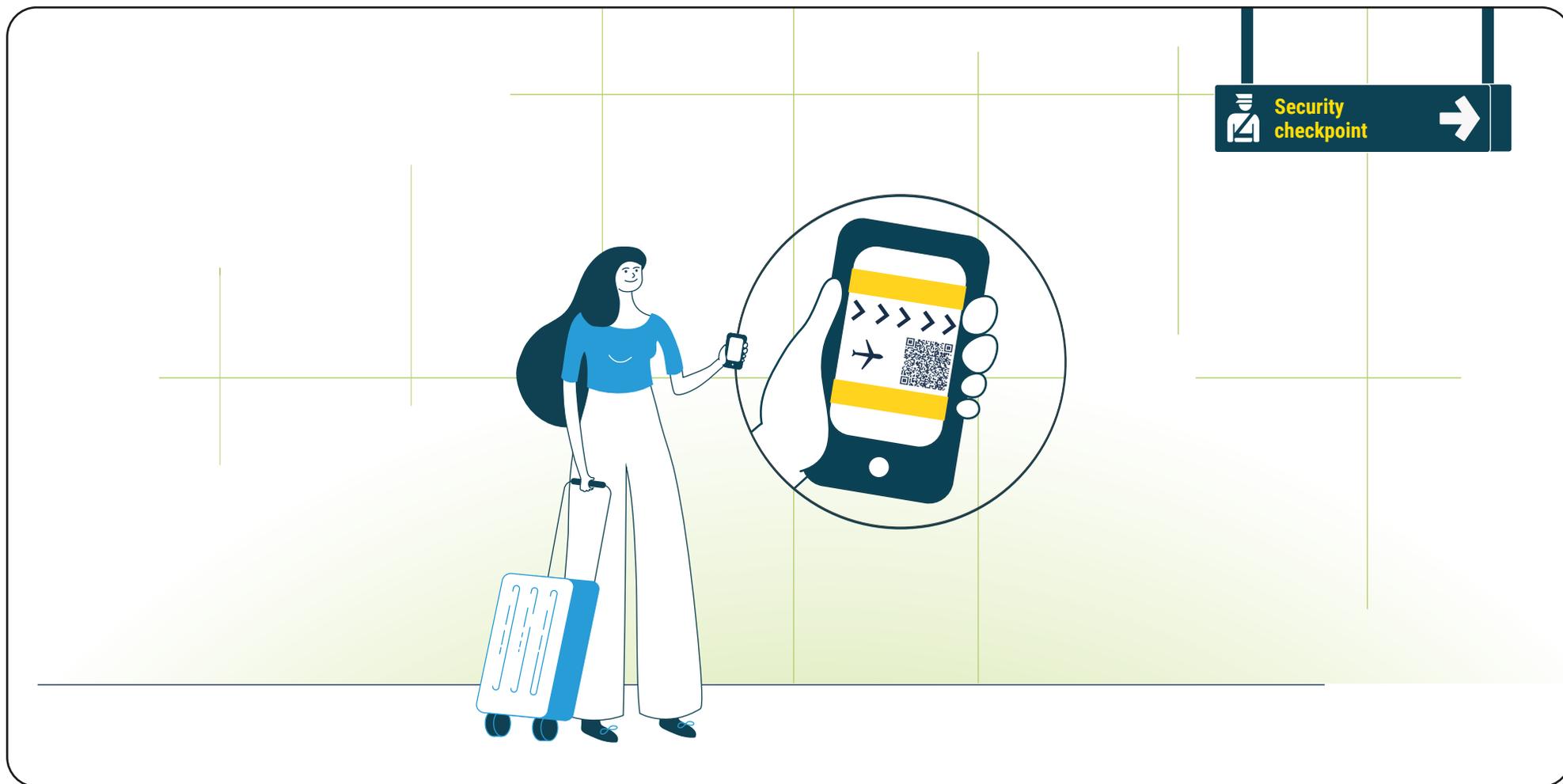
2

At the airport there are screens indicating the check-in desk where she should get her boarding pass. They include information about the time, destination, and number of each flight.

Helena looks for her flight number on the screen.
She must go to the check-in desk indicated.



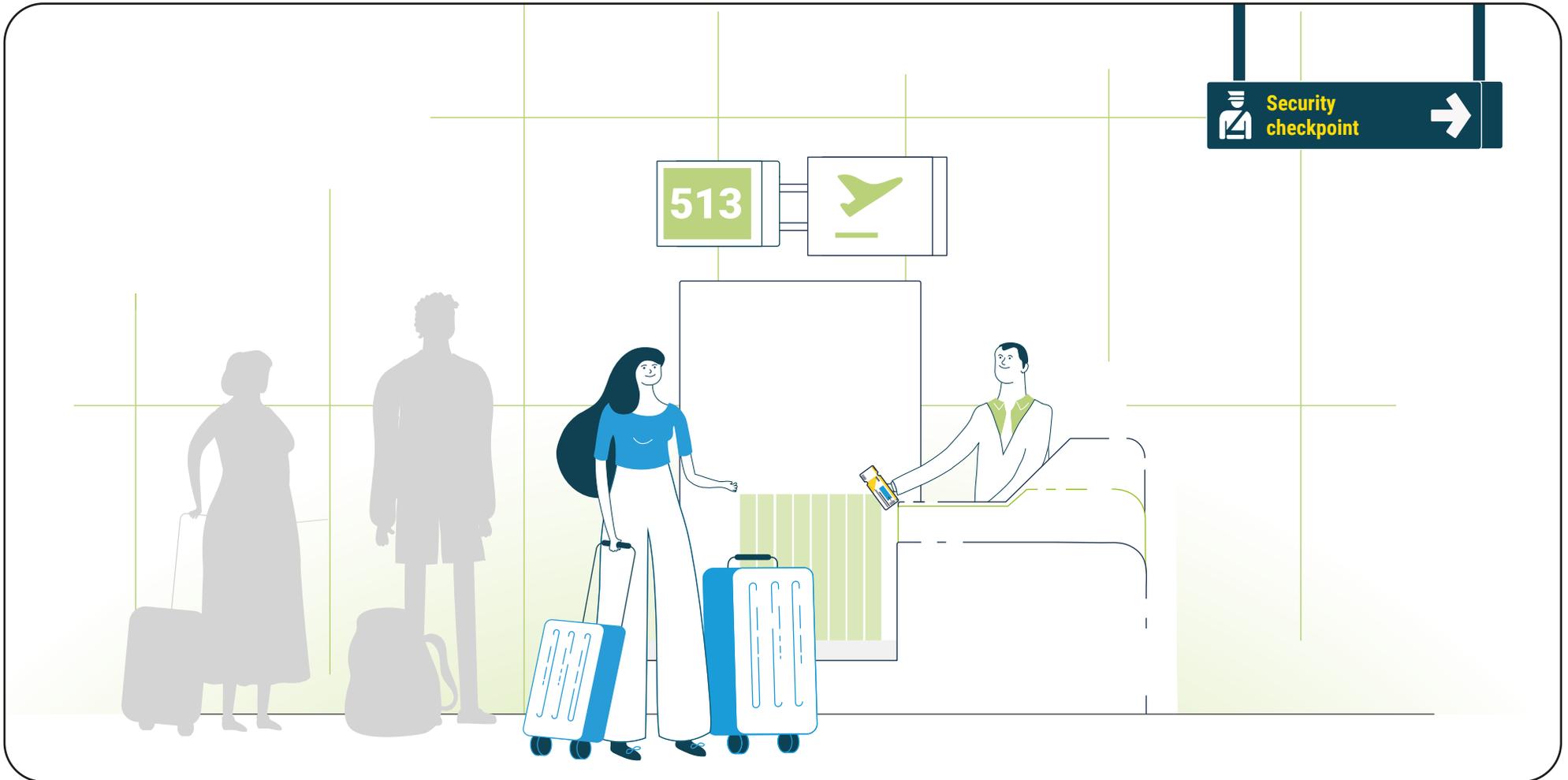
GOING TO THE SECURITY CHECKPOINT



If Helena had downloaded her boarding pass at home and had no luggage to check in, she would not have to go to the check-in desk. She could go directly to the security checkpoint.



CHECK-IN COUNTER



3

Helena has to queue if there are other people waiting.

When it is her turn, she shows her ID card or passport.

She is given her boarding pass.



CHECK-IN COUNTER

Helena has to keep the luggage receipt. She may need it for identification purposes.



Security checkpoint →

513



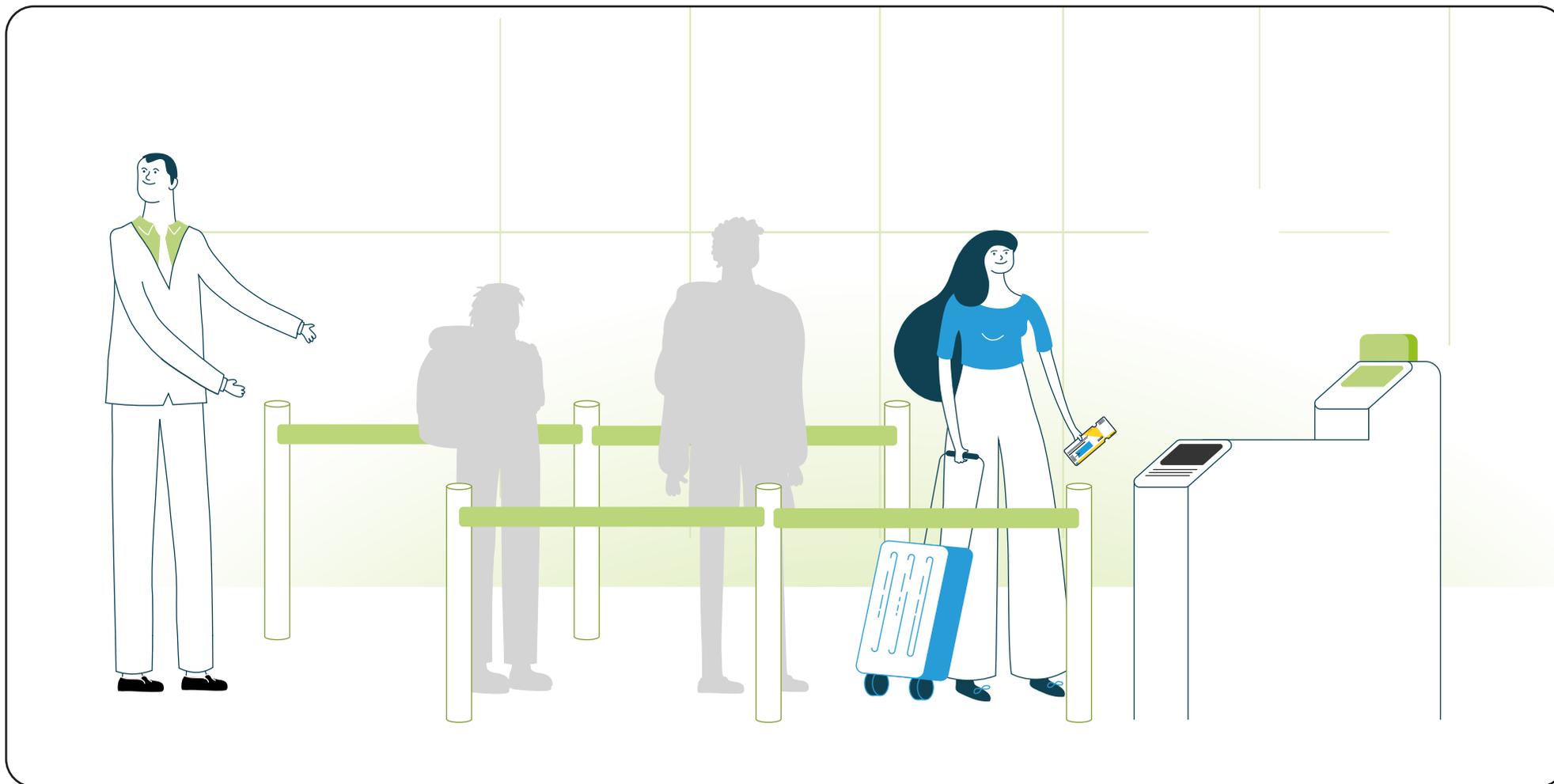
4

Helena checks in her luggage by placing it on the conveyor belt to be taken onto the plane. She does not check in all her luggage. Depending on the airline's policy she may take a small piece of hand luggage with her on the plane.

Once she has checked in, Helena goes to the security checkpoint.



SECURITY CHECKPOINT



5

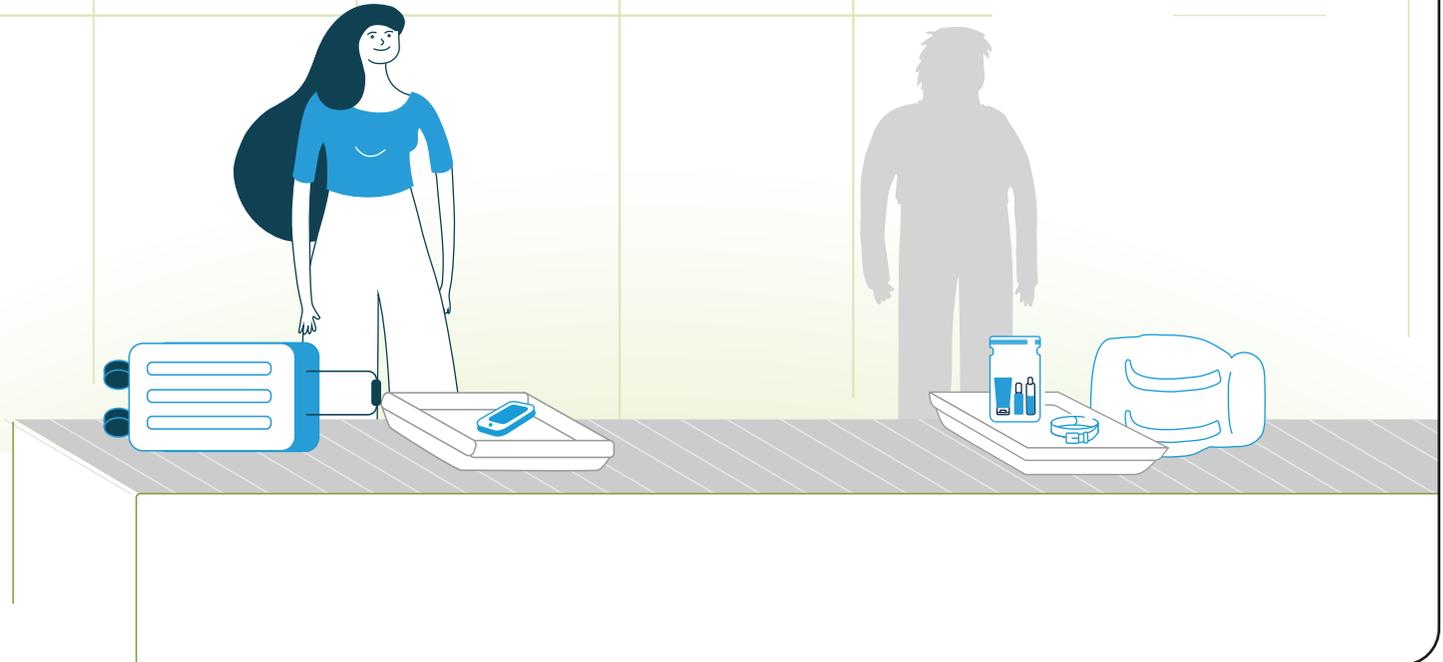
All passengers must go through the security checkpoint to enter the boarding area. It is very important to listen to the people working at the checkpoint. It can be very crowded and there can be a long wait.

Before going through, Helena scans her boarding pass.



SECURITY CHECKPOINT

Helena is not allowed to take photos or videos in the queue at the security checkpoint. It is forbidden.

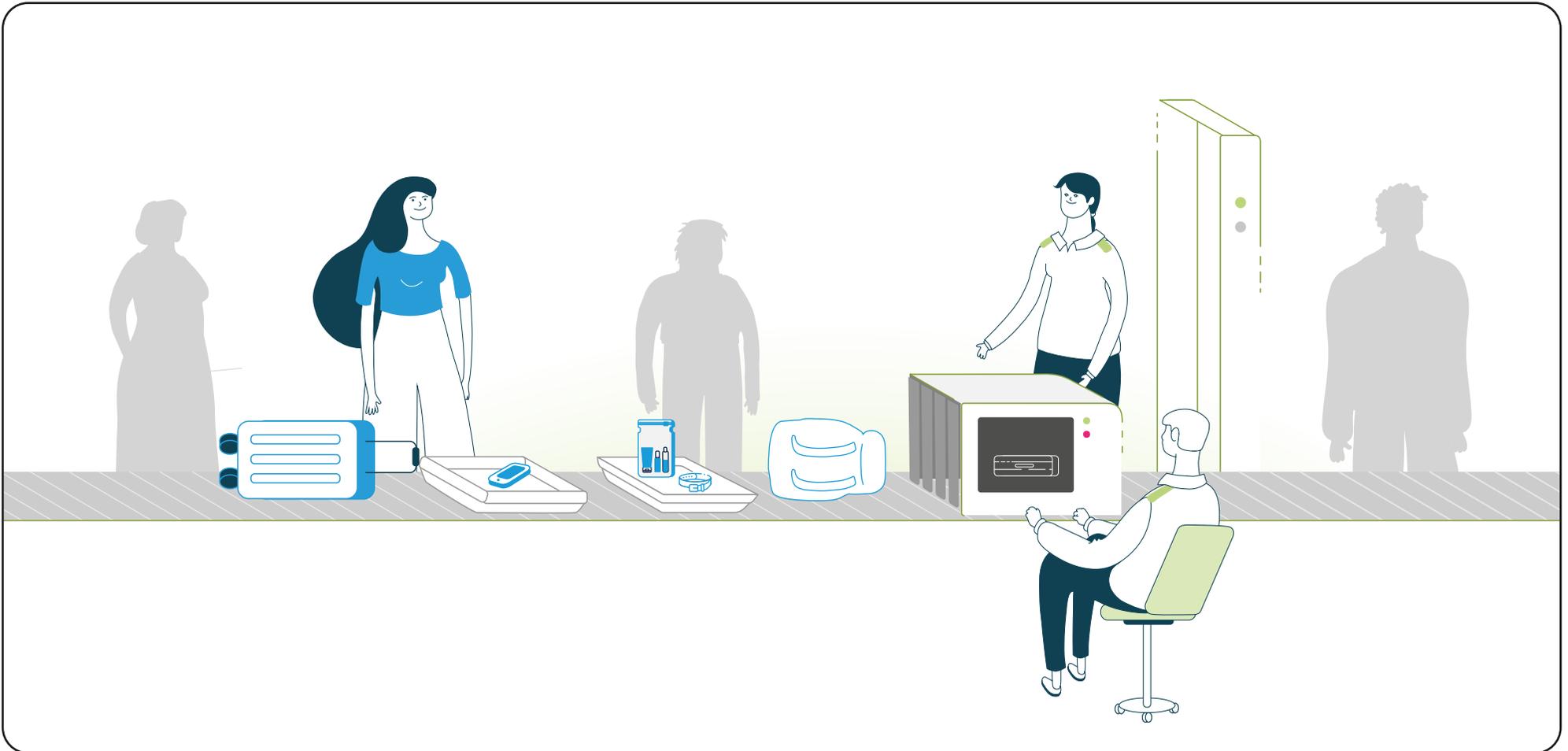


6

When she arrives at the checkpoint, Helena leaves her hand luggage and any other items she is carrying (belt, coat, jacket, mobile phone, keys or any metal objects) in the plastic tray.



SECURITY CHECKPOINT



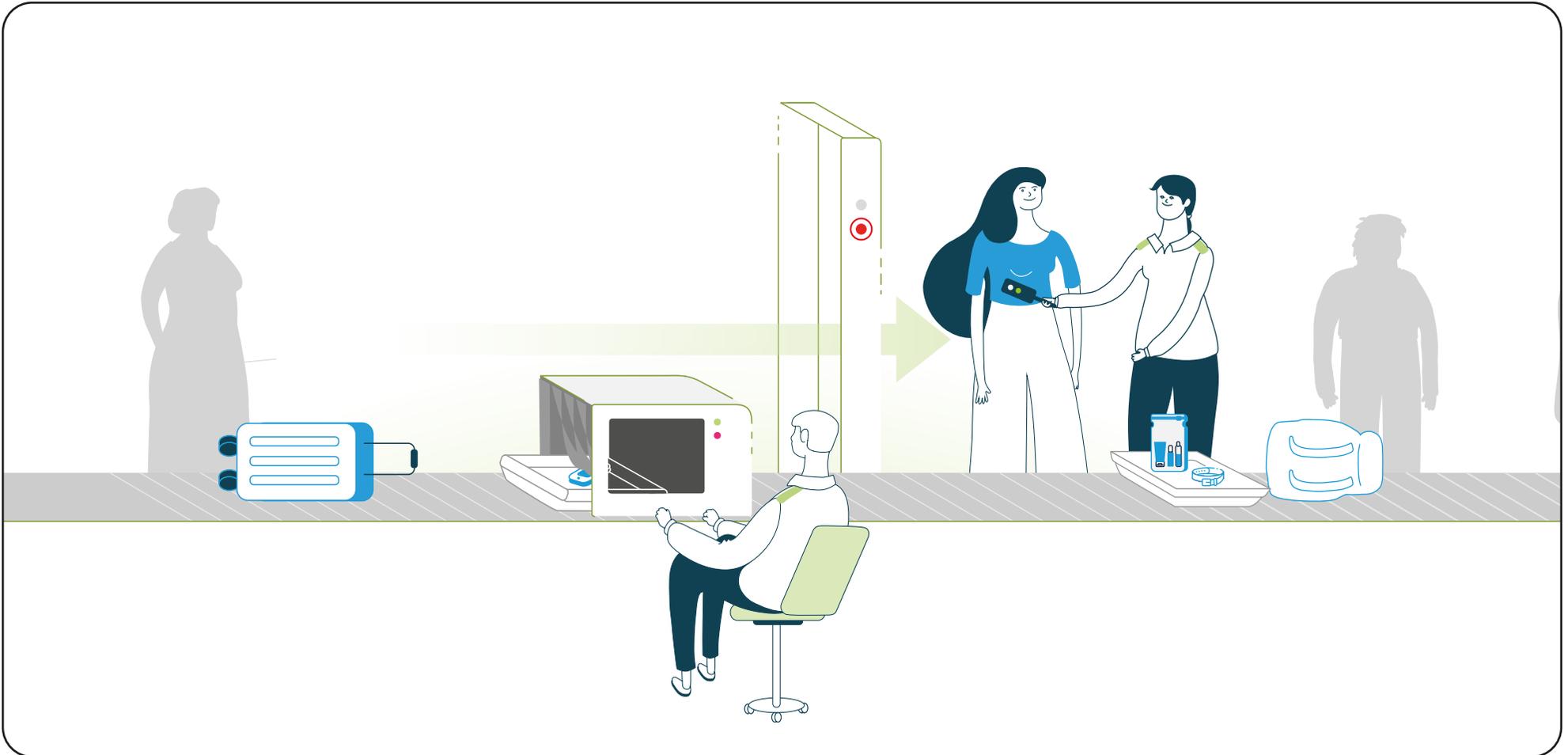
7

If she is carrying liquids, she puts them in a transparent bag in a separate tray. Computers and electronic devices are also placed in a separate tray. If instructed by security staff, Helena may have to remove her shoes and place them on a tray.

Helena has to put the trays on the conveyor belt to be x-rayed.



SECURITY CHECKPOINT



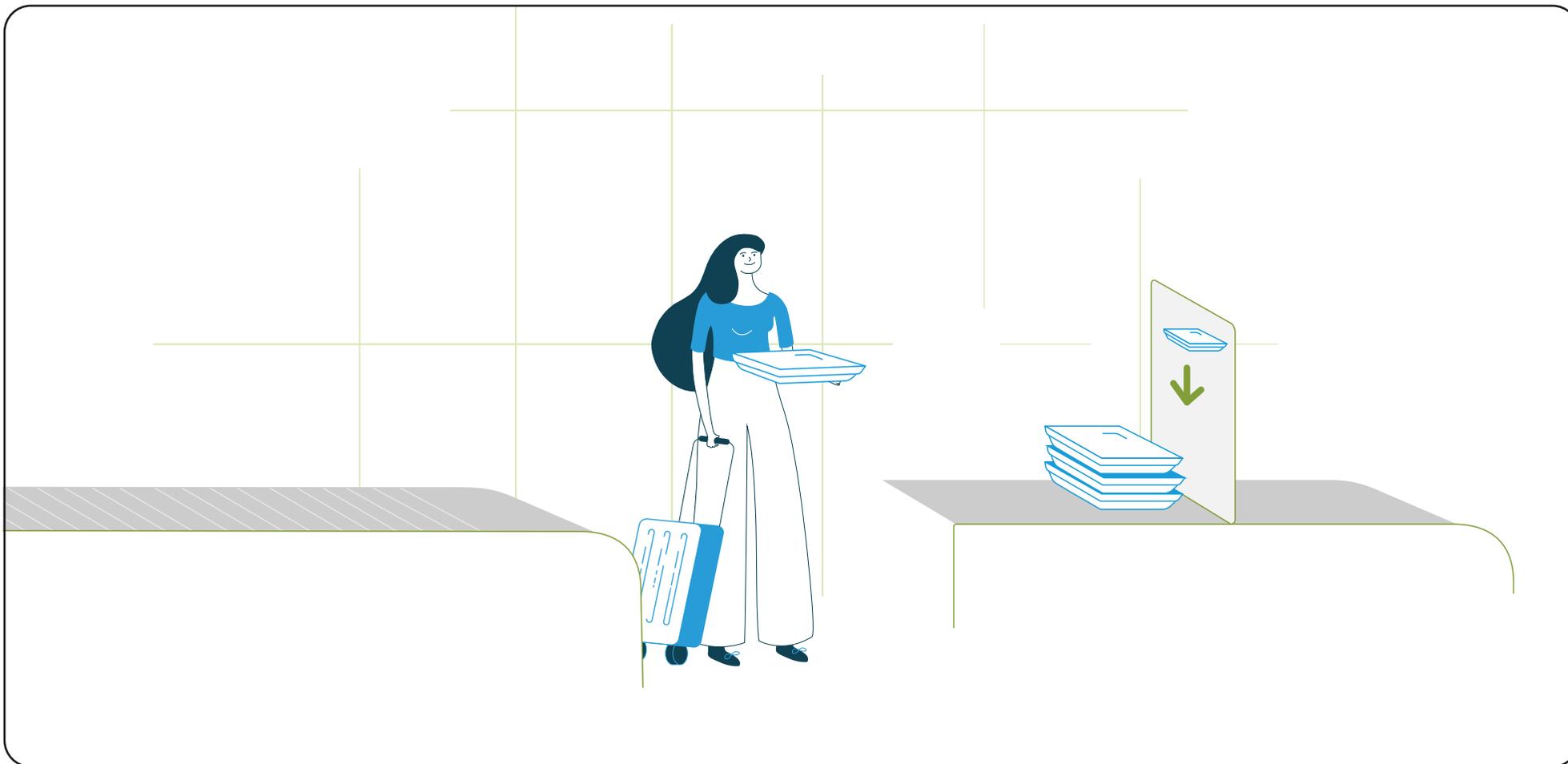
8

Helena has to wait until the security staff tell her that she can go through the archway.

The arch may beep. If that happens, the security personnel will ask her to stand still so they can use a metal detector or a strip of paper that they pass over her body. They may also check her hand luggage.



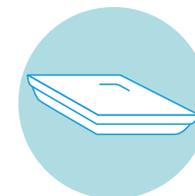
SECURITY CHECKPOINT



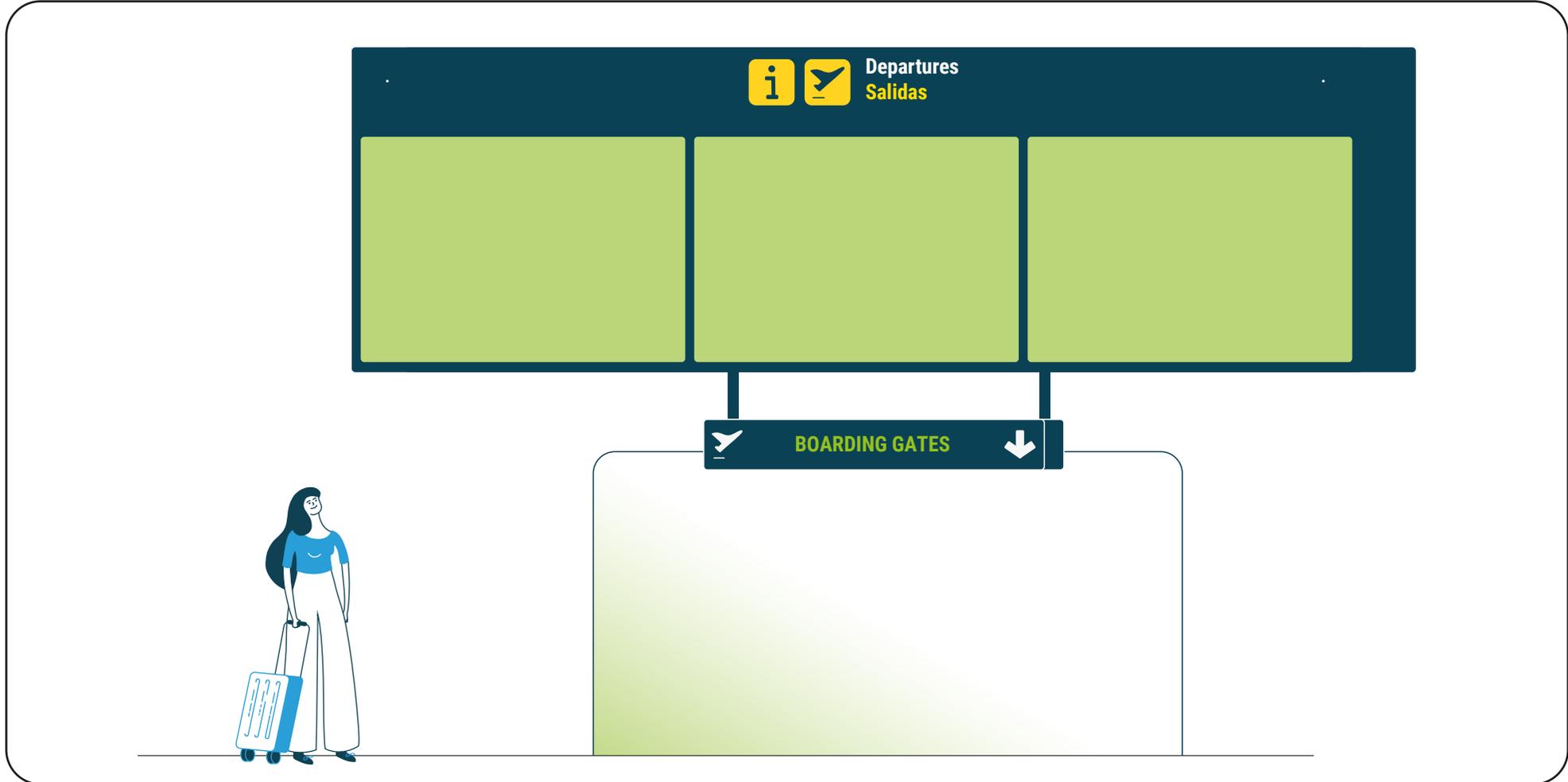
9

After passing through the arch, Helena gathers her things.
She leaves the tray on top of the other trays in the place indicated.

She then makes her way to the boarding area.



GOING TO THE BOARDING GATE



10

Helena looks on the screens for her boarding gate. It is shown next to her flight number and destination.

She follows the signs to her boarding gate.

Time Hora	Destination Destino	Area/Gate Zona/Puerta
1050	PARIS	C15

PASSPORT CONTROL

Helena is not allowed to take photos or videos at passport control. It is forbidden.



Passport control
Control de pasaportes



Boarding gates



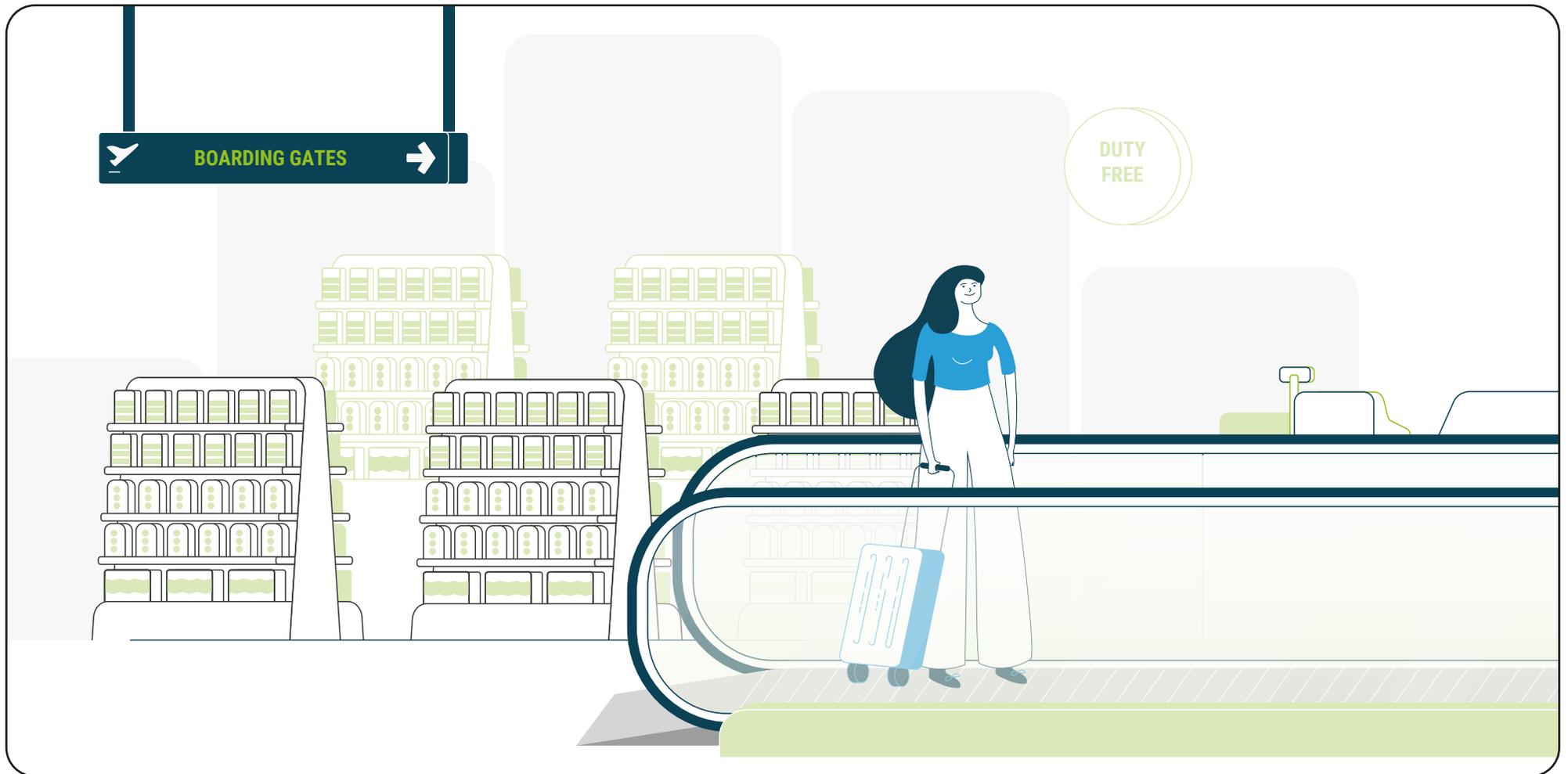
IMMIGRATION Control



If she is travelling to a destination outside the European Union, Helena needs to go through passport control before going to the boarding gate.



GOING TO THE BOARDING GATE



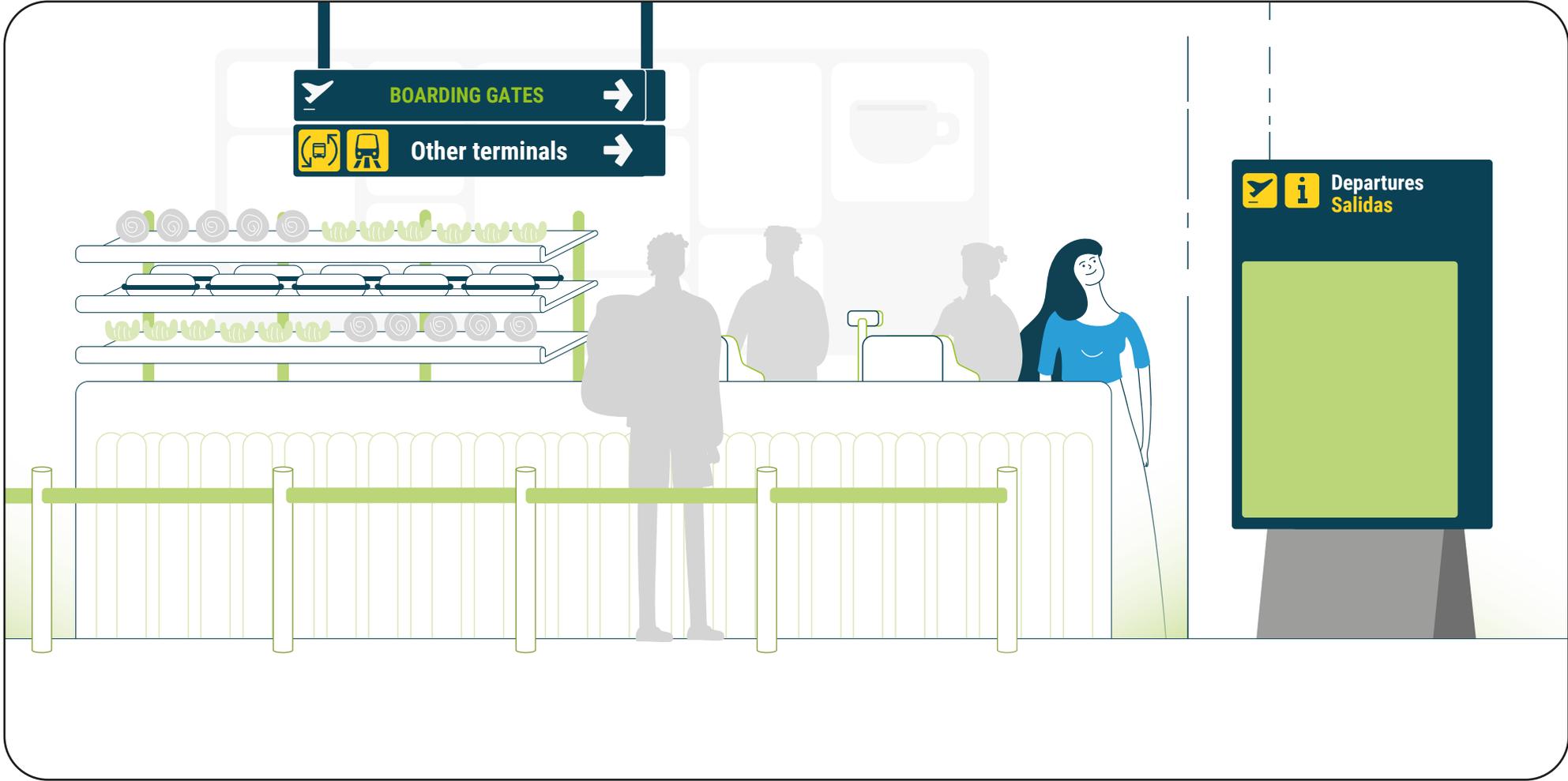
11

On her way to the boarding gate, Helena passes through an area with shops and restaurants.

She can use walkways to move from one place to another.



GOING TO THE BOARDING GATE



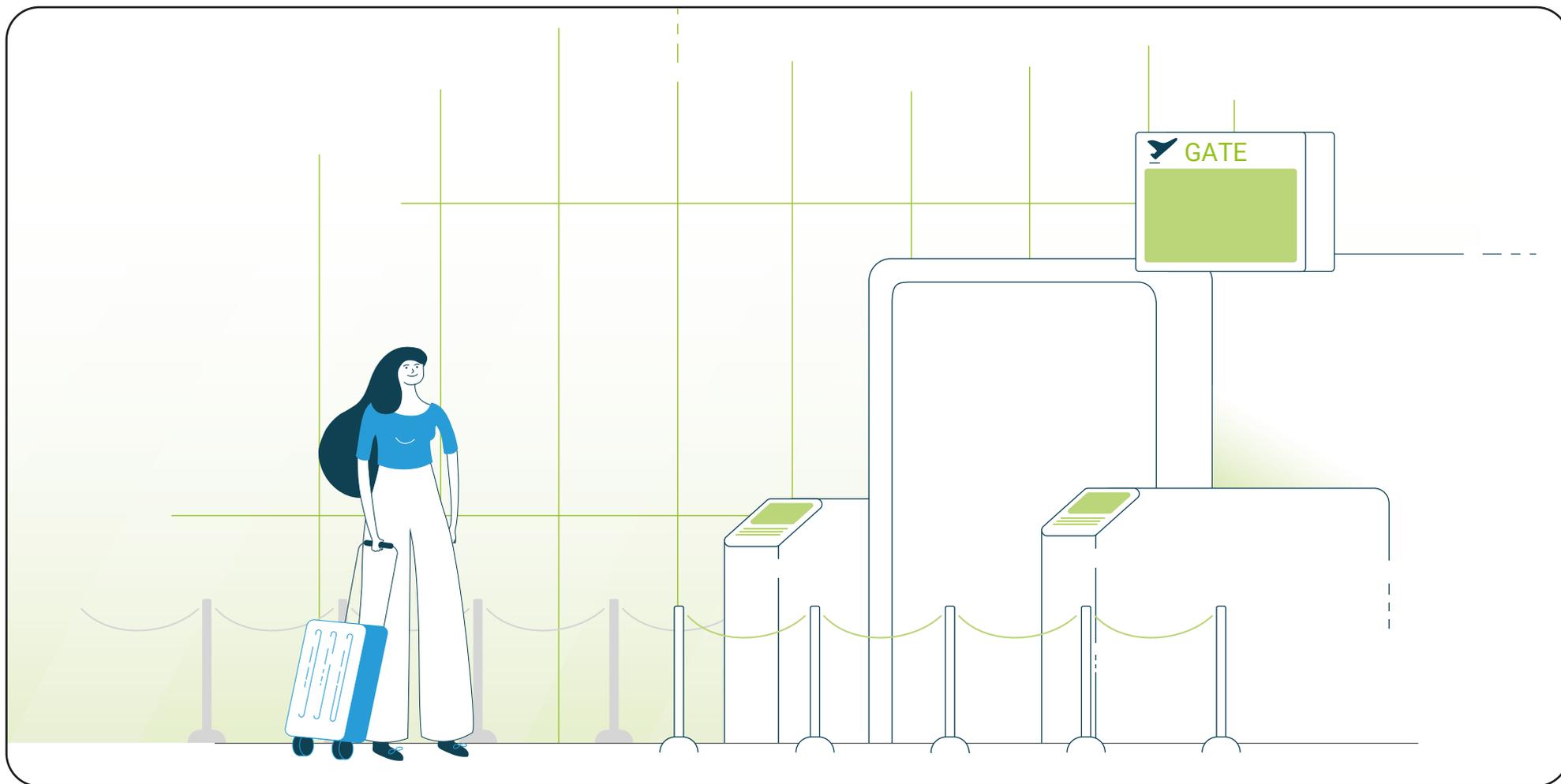
12

She may need to take a bus or train to move between terminals.

Helena keeps an eye on the screens. Sometimes a gate number may change, or a flight might be delayed.



WAITING TO BOARD



13

When she arrives at the boarding gate, Helena has to wait until it is time to board.



WAITING TO BOARD

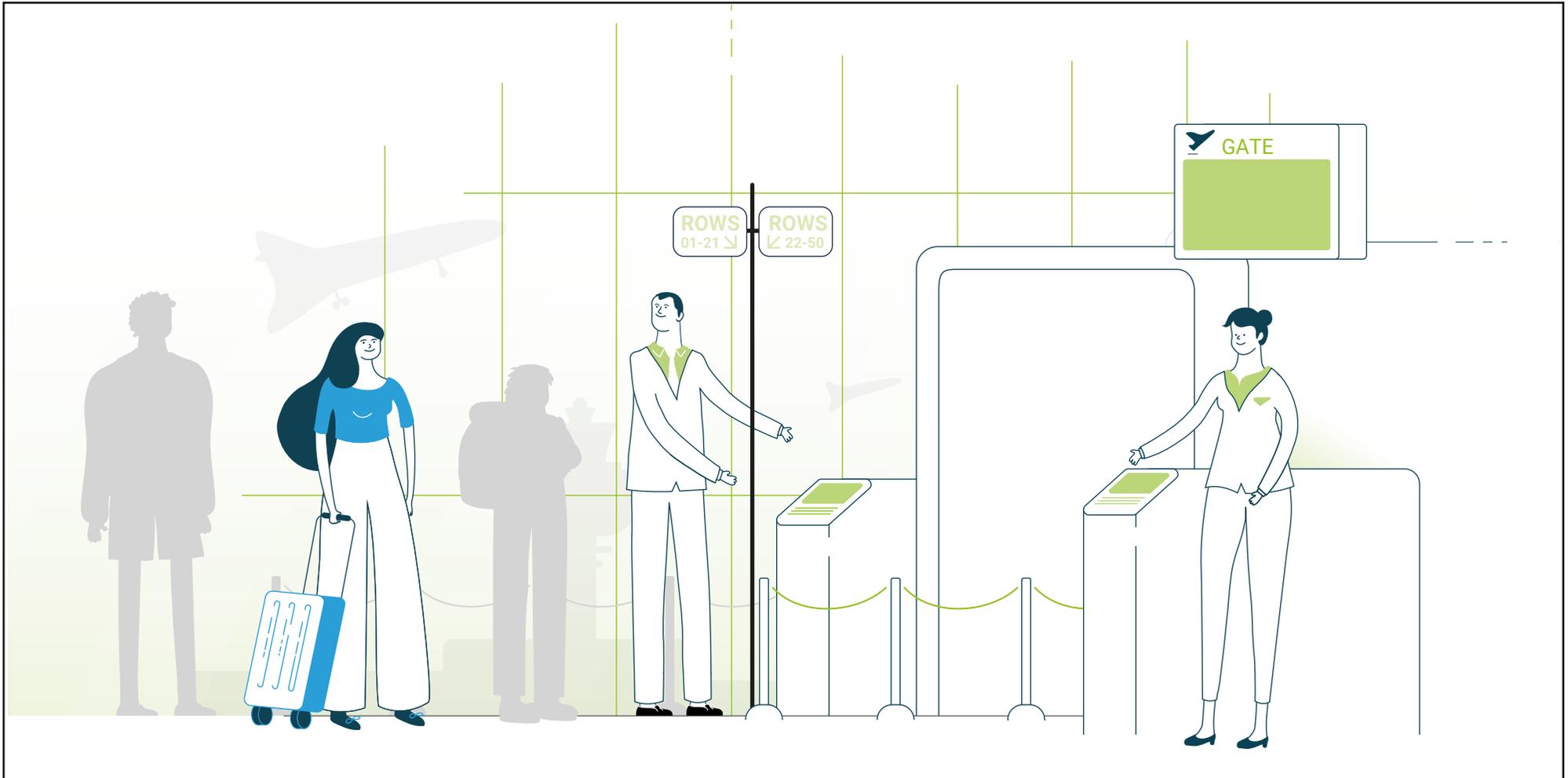


14

During the wait, she can go to the toilet or buy food and drinks from the vending machines. She can also entertain herself by reading a book or listening to music.



BOARDING



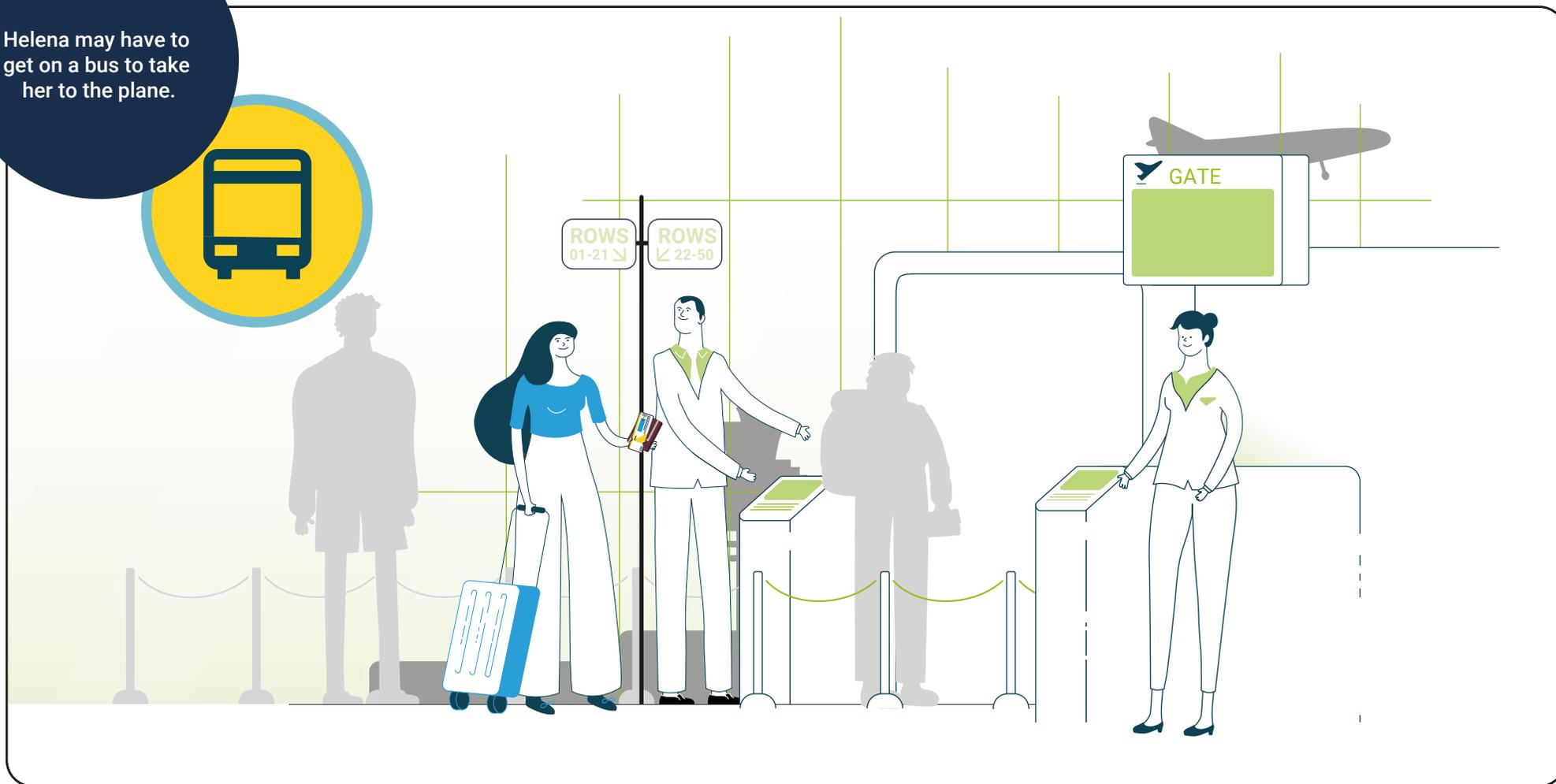
15

When it is time to board the plane, a person from the airline will announce that boarding can begin.

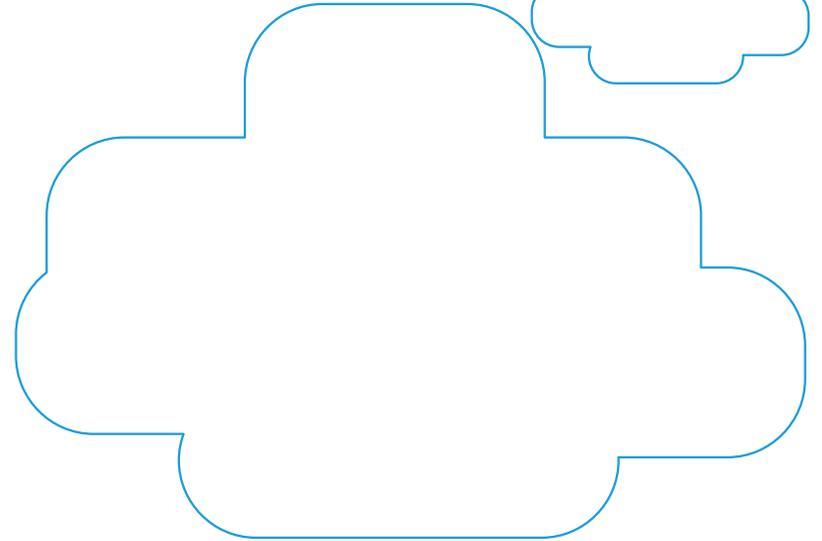
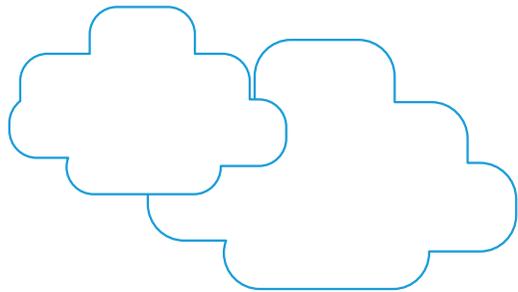
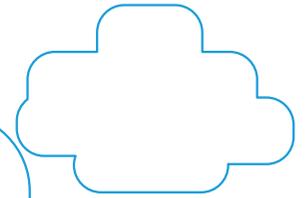
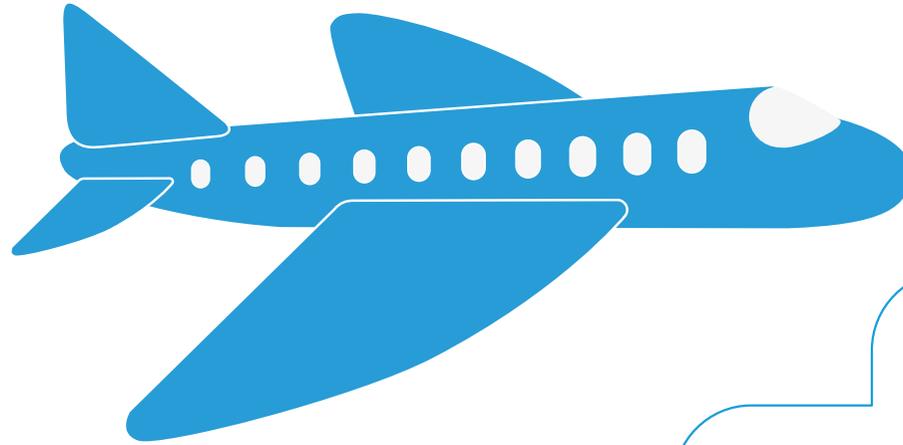
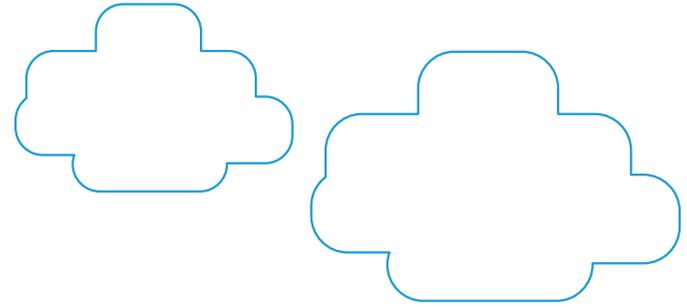
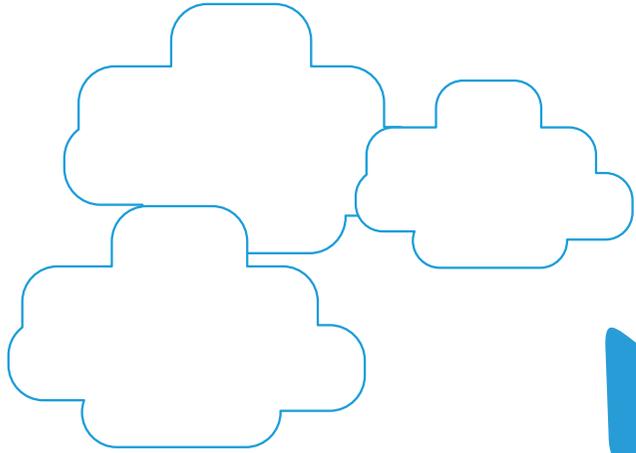
Helena has to wait for her turn. The person from the airline will announce the boarding order. Passengers enter in order of their seat number.

BOARDING

Helena may have to get on a bus to take her to the plane.



17



Let's fly!

ARRIVAL AT THE DESTINATION AIRPORT



18

After getting off the plane, Helena looks for signs saying 'Baggage' and 'Exit'.



PASSPORT CONTROL

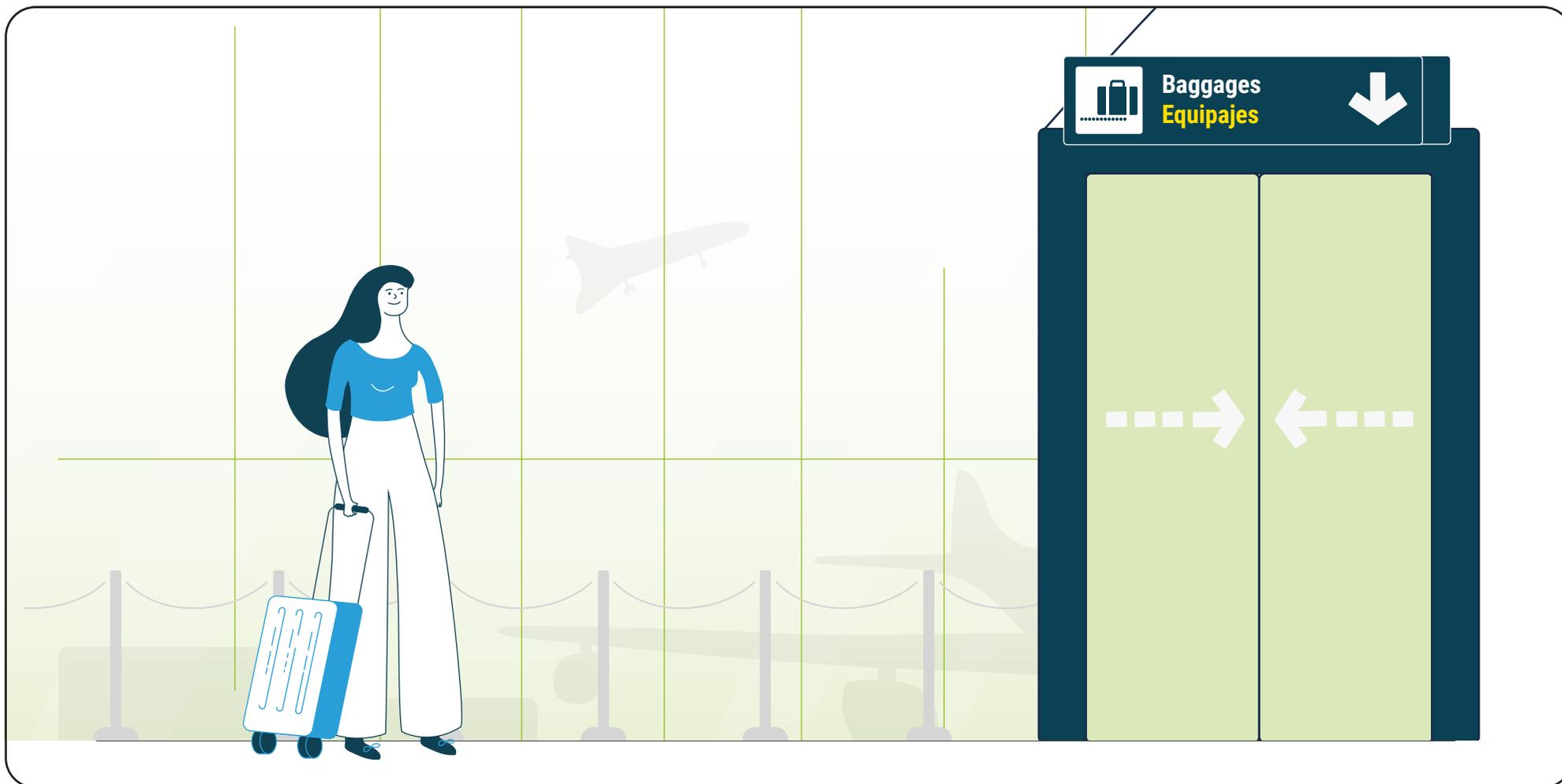


If she is travelling to a destination outside the European Union, Helena needs to go through passport control before going to the exit.

She must wait in line and show her passport.



ARRIVAL AT THE DESTINATION AIRPORT

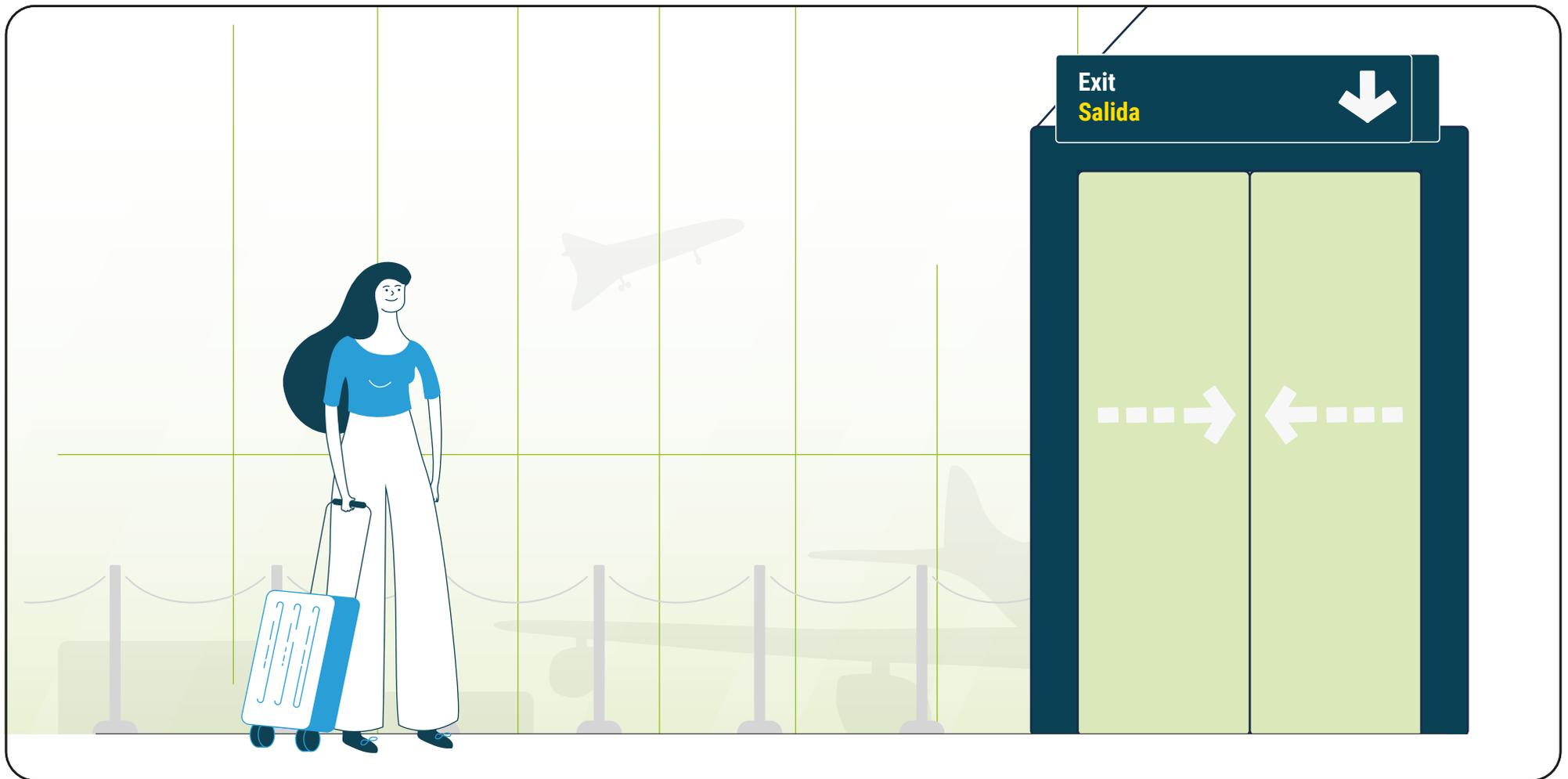


19

Helena goes through non-return gates. It is not possible to turn back once she has gone through them. These doors lead to the baggage reclaim hall.



ARRIVAL AT THE DESTINATION AIRPORT

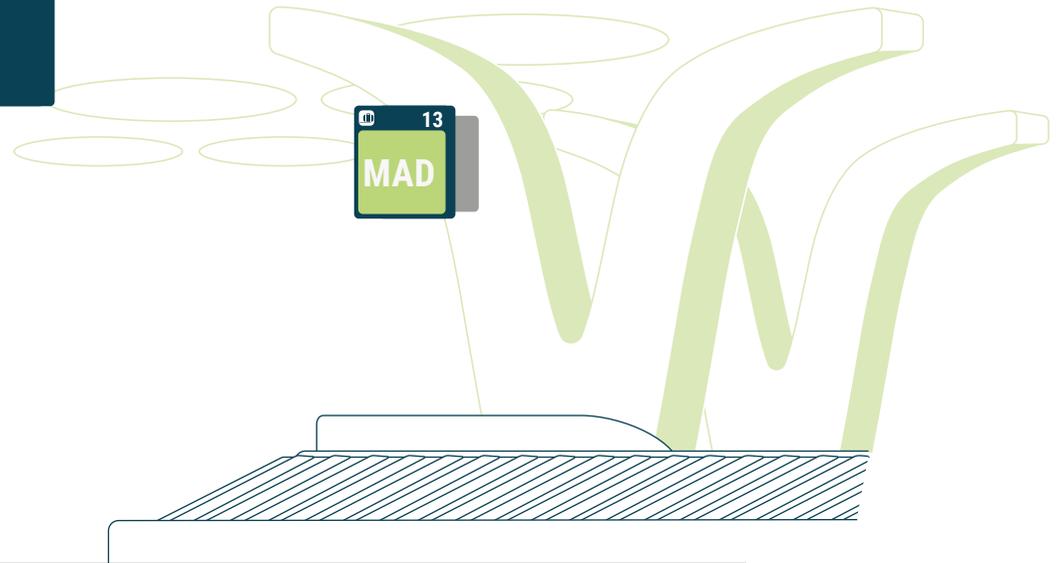


If she had not checked in any luggage, she would go directly to the airport exit.



BAGGAGE RECLAIM

←	1-6,10,12	7-9,11,13-15	→
Belt	From	Belt	From
3	PAR	YVR	9
5	NYC	MAD	13
6	AKL		
10	BCN		
12	BEY		



20

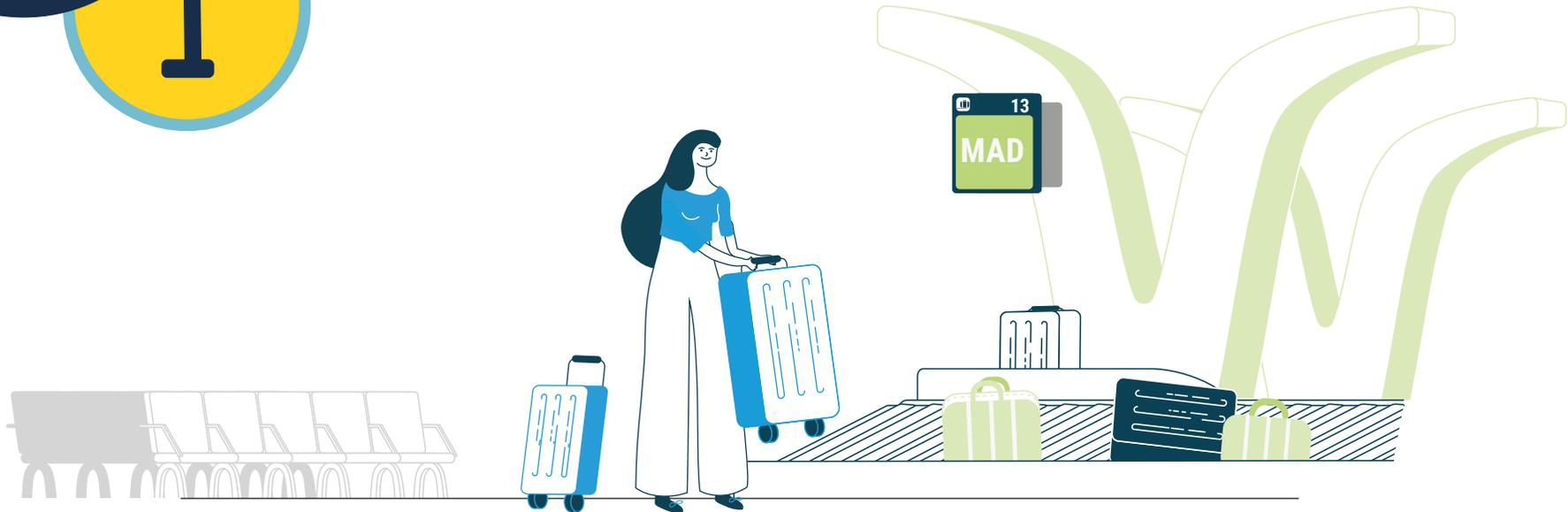
When she arrives at the baggage reclaim area, Helena looks on the screens for the conveyor belt assigned to her flight.



BAGGAGE RECLAIM

If after an hour and a half her luggage has not come out, Helena would need to look for an information point and ask what she should do.

i



21

Helena waits until her luggage comes out and collects it.

She must pay attention and make sure that the luggage she picks up is hers and not someone else's.

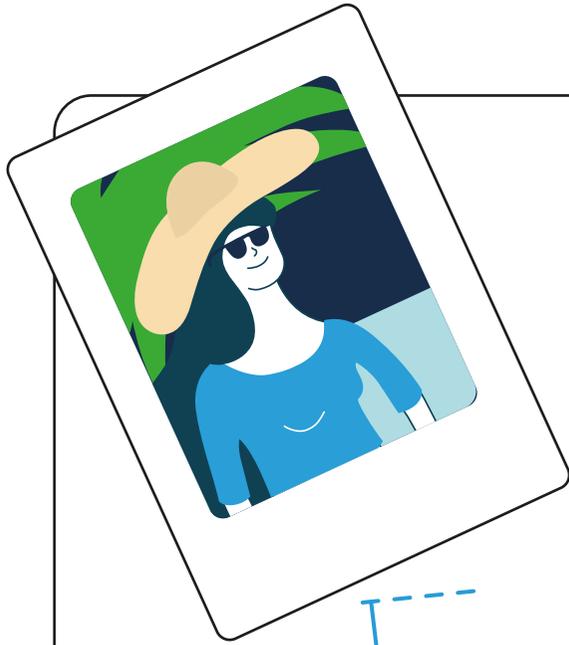


22

Helena heads towards the exit with her luggage.

There are signs saying "Exit" and signs showing various transport options to get to the city: taxi, bus, metro, etc.





Helena has arrived at her destination!
Now it's your turn!

Enjoy your trip





www.autismo.org.es

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