



# PRM Service

## for people with Autism Spectrum Disorder (ASD)

If you are travelling by plane, you can contact the **PRM (People with Reduced Mobility) service** to request support at the airport.

The **PRM service provides help** for people who require assistance when travelling through the airport.

**A person will accompany** you and provide support with the following:

- **Check-in**
- **Security / passport control**
- **Boarding**
- **Getting off the plane**
- **Passport control / health checks**
- **Collecting your luggage**
- **Leaving the destination airport**



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## Steps to follow:

- Request assistance at least **48 hours before** the departure of your flight.
- You can request assistance in **several ways**:
  - **When you buy your ticket** through the airline or a travel agency.
  - **On the Aena website.**  
(<https://www.aena.es/pmr/inicio?lang=en>)
  - **Using the official Aena app.**
  - **By phoning** (+34) 91 321 10 00.
- **Say that you have Autism Spectrum Disorder** and that you want to request the PRM service. If you book through the app or website, select the **option DPNA** (intellectual or developmental disabilities) and in the "**Additional Comments**" section say that you have ASD.
- **On the day of your trip**, go to the airport **2:30 hours before your flight**.
- Look for the **PRM desk and identify yourself**.

[www.autismo.org.es](http://www.autismo.org.es)

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