ENAC initiatives for Passengers with disabilities and reduced mobility

Chicago, 26 October 2023
When everything started - Italian initiatives for PRMs

Per Riuscire Meglio
II Workshop
24 Maggio 2022

Per Riuscire Meglio
II Workshop
29 Maggio 2023
c/o Confindustria Verona
Piazza Cittadella, 12
Italian Disability Advisory Board – IDAB

Dedicated working groups on thematic topics to support air travel

- Advance notification of the Assistance service
- ONE CLICK AWAY
- EDUCATIONAL WEBINAR FOR TOUR OPERATORS
- DISABILITY CARD
- ASSISTANCE DOGS
- MOBILITY AIDS
- EDUCATIONAL WEBINAR FOR TOUR OPERATORS
ENAC – IATA «One click away» initiative

- Improve website assistance area of three Italian carriers ITA Airways, Neos and Air Dolomiti
- Assess websites information for PRMs and PWDs
- Agree on format, layout, content and terminologies
- Read-proof with disabilities association content (Open Doors Organization)

- One Click icon will link to the main assistance page
- Correct terminology and alignment
- Same page layout
- Same order of topics
- Same icon as a reference
- Same location of the one click icon at the top right of the home page
Air Dolomiti One click Away Web Page

Relevant information for persons with disabilities available by clicking on the wheelchair logo on the homepage of the airline websites !!!
Primo webinar formativo per agenti di Viaggio e Tour operators

Regolamento (CE) 1107/2006 relativo ai passeggeri con disabilità e a mobilità ridotta (PRM) e importanza della corretta prenotazione per la pre-notifica.
Capacity Development project in Jordan
Facilitating travel for autistic passengers
Facilitating travel for autistic passengers

ITC Airways Cares for Autism air travel becomes easier

Getting to the airport, finding oneself in large and noisy spaces, boarding an airplane are seemingly simple things, but for persons with autism they can be moments of discomfort. In such cases, being aware and in control of the situation can make all the difference!

The initiative is part of the broader ENAC project "Autism - Traveling through the Airport." ITA Airways is the first airline to join, in partnership with the ANGSA association (Associazione Nazionale Genitori per Sordi Autistiche - National Association of Parents of Autistic People), with the aim of helping people with autism to live serenely a unique experience such as traveling by air, in every moment.

BEFORE SETTING OFF - BECOME FAMILIAR WITH THE JOURNEY

THE TRAVEL EXPERIENCE - A TAILOR-MADE SERVICE
Facilitating travel for autistic passengers - FCO airport
Thank you

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