



Travelling with a Hidden Disability

Do you have a hidden disability but wish to travel independently through the Airport?

Not all disabilities are visible – some are not immediately obvious, such as autism, chronic pain, dementia, anxiety, visual or hearing impairment etc.

Belfast International Airport understands that travelling through an airport can be stressful but for those passengers with hidden disabilities the airport journey can prove to be particularly challenging.

The reality of the disability can be difficult for others to recognise or acknowledge. This can result in airport staff not being in a position to identify that a passenger may require additional support or assistance, which only adds to the stress for the passenger.

We support the use of hidden disabilities sunflower lanyard scheme, which discretely indicates to our staff that you may need additional support, help or simply a little bit more time.

The distinctive lanyard informs staff that a passenger may need more time to process information and may require additional time to prepare for check in and security screening. Our teams are trained to use clear language when giving instructions regarding airport processes and to provide assistance in reading departure boards, directional signage and flight information screens.

The Hidden Disability Lanyards can be collected from the OCS Special Assistance Desk located in the Check in Hall. We advise that you must still book Special Assistance through your airline (select DPNA) before collection. Staff may ask some questions to ascertain that the lanyard is the correct level of assistance you require.

However, even with the lanyard, it is always recommended to book Special Assistance in advance with your airline even if you are happy to undertake your airport journey unescorted. This will ensure that appropriate assistance is available at your destination airport where the Hidden Disability Lanyard may not be recognised.

Please note that using a lanyard is entirely optional and is yours to keep for your next journey to or from Belfast International Airport.

IMPORTANT INFORMATION:

The lanyard does not permit access via Priority Security, airline fast track lanes or Passport Control.

We can only guarantee that the lanyard user and one other person from the travelling party will be kept together during security processing and border control. This is to ensure that the screening process remains as smooth as possible for all passengers, and that the special assistance provision for assisted passengers remains efficient.