

TRAVELLING WITH A HIDDEN DISABILITY

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

- Belfast International Airport understands that travelling through an airport can be stressful and 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.
- We are committed to ensuring that our passengers have the best experience possible and have been working in partnership with OCS, the special assistance provider at Belfast International Airport to identify ways in which we can ensure a positive and stress free airport journey for those passengers who wish to travel independently through the airport but may require a little extra support and guidance.
- If this applies to you or someone you are travelling with, we can offer you a special lanyard to wear on your journey through the airport identifying you to staff as someone who may require a little more support or understanding.
- Our teams have been trained to recognise the lanyards and to provide appropriate assistance at every stage of your journey.
- 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. Staff are also aware that passengers wearing a lanyard may need to remain with family or friends throughout the process.
- The Hidden Disability Lanyards can be collected from the OCS Special Assistance Desk located in the Check in Hall upon production of your boarding card.
- It is always recommended to book Special Assistance 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.