



## Invisible Disabilities: Manchester Airport

### Invisible Disabilities at Manchester Airport

Manchester Airport are currently working on ways to identify how they can improve the airport experience for their vulnerable passengers who may not want to share details of their invisible disabilities or use their assistance service. If this applies to you or someone you're travelling with, they can offer you a special lanyard to wear on your journey through the airport. This will identify you to staff as someone who may need additional support or understanding. Staff at Manchester Airport have been specially trained to recognize the lanyards and act accordingly.

The special lanyard permits access to their family and priority lanes at security as well as the use of the special assistance lanes at the UK Border on arrival into Manchester Airport.

To pick up a lanyard at Manchester, you can approach the Assistance Reception areas. These are available within the Check-in halls in Terminal 1 A and B, Terminal 2 and Terminal 3.

Staff at the sites are happy to give you a lanyard, even if you haven't requested or need special assistance.

Anyone who may wish to obtain a lanyard can check in at the assistance desk in the departure hall on your day of travel.



This will hopefully be a help to some autistic adults who may require support but in a discreet way and also will help support families who are travelling with autistic children. Staff on site will be aware of the challenges that may arise and we hope that this is something which can support adults and families.



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### The Sunflower Room

The sunflower room will be a quiet space where guests will be able to go to if in need of some time to regulate.

The Sunflower Room in Terminal 1 is to aid Special Assistance Guests who need to break away from the noise, bright lights and crowds of the main Departure Lounge to help them relax and feel calm in a quieter environment.

Guests who require use of the room will be guided here as part of the Special Assistance Service. This may be particular helpful for adults on the autism spectrum and also families travelling with children who may be on the spectrum. It's an extra measure to help support guests with additional needs and we hope will help a lot of people who are traveling.



The quiet room is pictured above. It is spacious and has plain walls and no additional distractions such as toys, sensory lights and has a minimal layout. There are ideas at the moment to possibly introduce some floor seating such as beanbags.

One of the GMAC Project officers has been in consultation with the airport and we very much welcome the changes which have and are being made to help support anyone who is on the autism spectrum and travelling. We hope this will be a support for adults and families travelling who need a little extra support while navigating their way through the airport.

Further details can be found on the Manchester Airport website at:

<https://www.manchesterairport.co.uk/help/special-assistance/invisible-disabilities/>