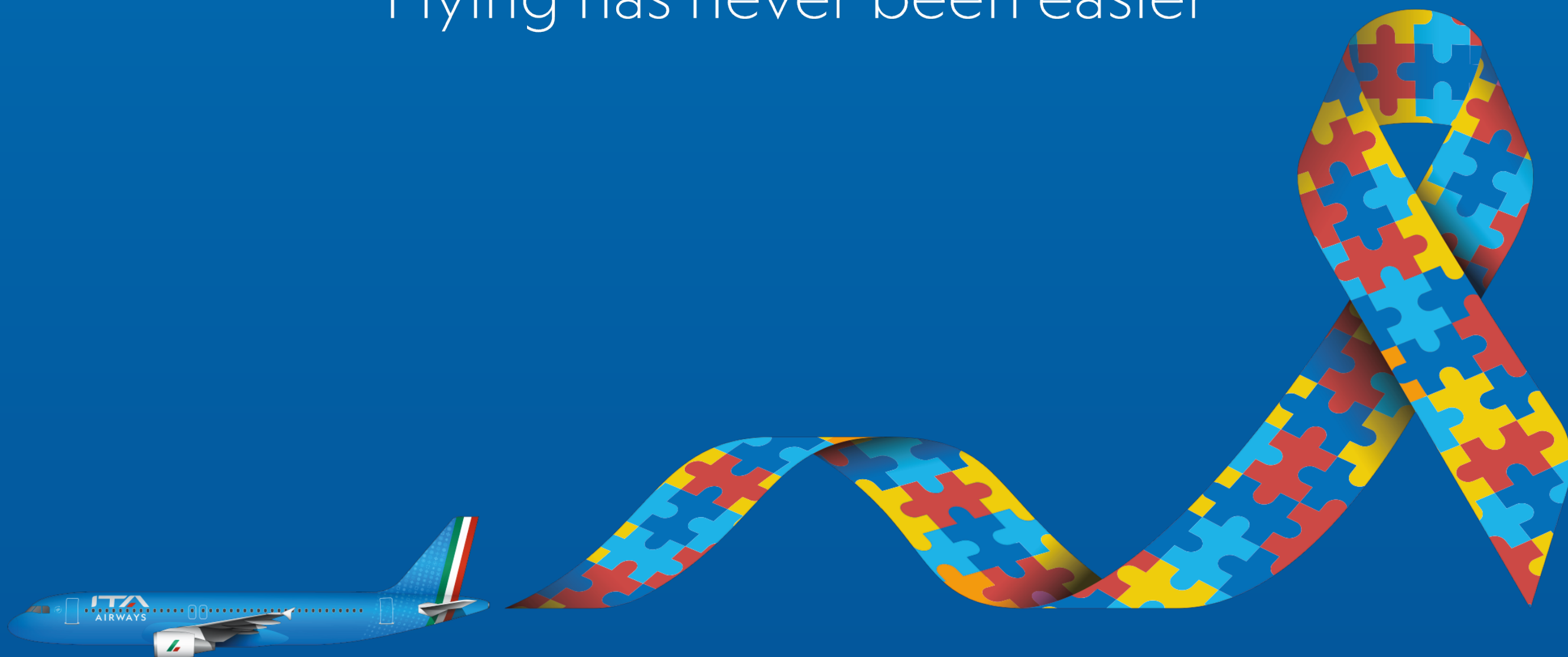




ITA AIRWAYS CARES ABOUT AUTISM

Flying has never been easier



under the patronage of



Minister for Disabilities



THE TRAVEL EXPERIENCE

A tailor-made service created by ITA Airways for people with autism.

1 Travel booking

You can contact the Customer Center (check your country number at [this link](#)) or your travel agency and request the dedicated service.



2 Arrival at the airport

You can reach the airport by bus, train, taxi or car.



Here you will see

Cars, taxis, buses and many people on the go.



Here you will hear

Traffic, horns, voices, trolleys, aircraft engines.

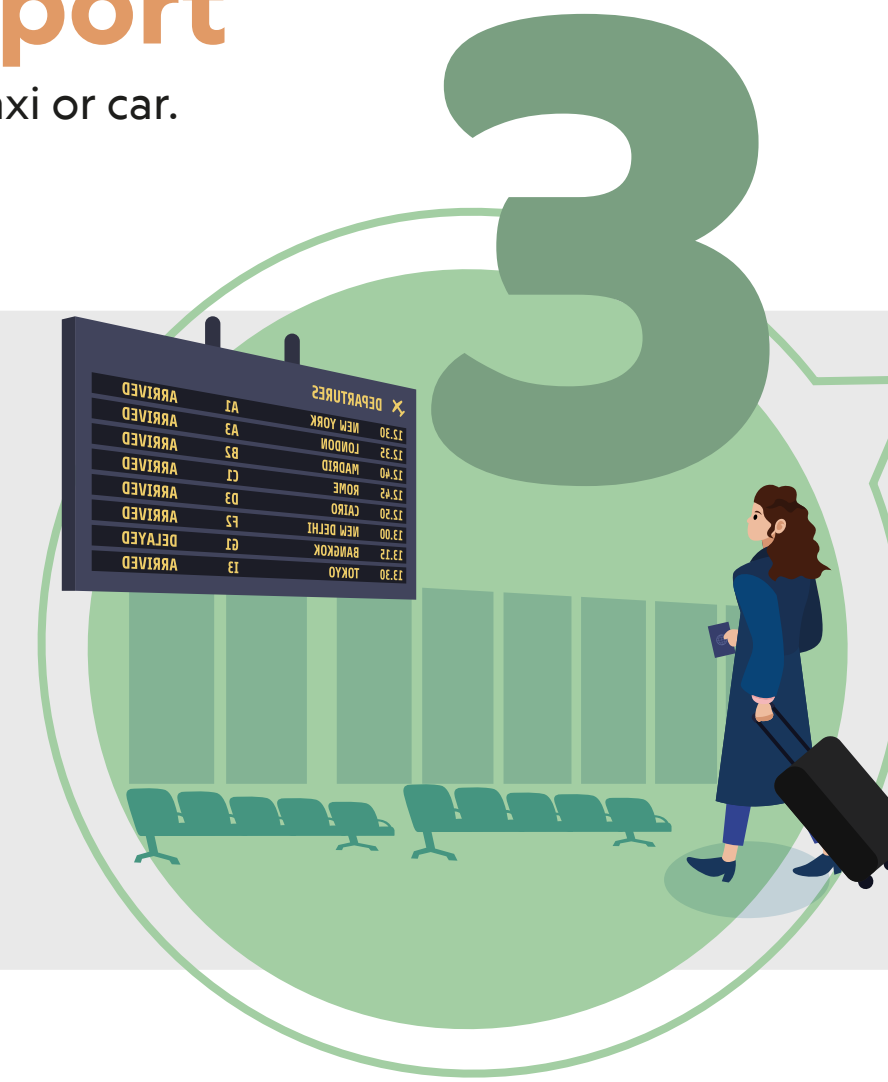


How you will feel

You will be happy to start your journey!

3 In the terminal

Inside the Terminal you can go to the priority check-in desks dedicated to you.



Here you will see

The departure board, many people on the move, advertising signs and escalators.



Here you will hear

Voices, trolley noise, music and announcements preceded by a signal.



How you will feel

You will be excited and will calmly make your way to the check-in desks.

Security checks

Through the Fast Track passage you will reach the security checks, which are very important for your peace of mind and for all passengers. The staff will check that prohibited and dangerous objects are not on board.



Here you will see

People waiting for checks. You will have to deposit the following items in the trays: coats, mobile phone, belt, watch, backpack, and sometimes shoes, of all of which will be returned to you at the end of the check.



Here you will hear

You will pass under the safety arch which may beep in the presence of metal objects.



How you will feel

You will calmly wait for your turn. They are all very nice and they will help you.

At check-in

ITA Airways staff will give you the boarding pass you will need to board the plane. An employee will accompany you inside the airport.



Here you will see

People queueing and monitors with scrolling information.



Here you will hear

Voices of people queueing, the noise of trolleys, announcements preceded by a signal.



How you will feel

Check-in will only take a few minutes. You will be calm, it will soon be your turn!



Dedicated room /Sala Amica

The Sala Amica (Friend Room) is used to assign you an assistant who will facilitate all operations and help you find the right path. Service available only on participating airports.



Here you will see

People waiting for their turn and staff dedicated to providing special assistance.



Here you will hear

Voices of people queueing, the noise of trolleys, announcements preceded by a signal.



How you will feel

In the Sala Amica you will feel at ease because it is a welcoming place and the staff are very kind.



Boarding at the gate

You will be able to avoid queuing thanks to priority boarding.



Here you will see

Planes, airport workers, passengers ready for boarding.



Here you will hear

On the runway the noise of the engines will be a little louder but you will quickly be on board the plane.



How you will feel

You will be excited and happy. The journey is about to begin!

Arrival!

If you have checked-in baggage, you can go to the collection area to be one the first to collect your bags.



Here you will see

The baggage reclaim conveyor belt and lots of people on the move.



Here you will hear

Voices.

Noise of trolleys and conveyor belt.



How you will feel

You will be happy and excited to start your vacation.



We fly!

The adventure begins... we're on our way! A comfortable and comforting seat has been reserved for you in the front rows so you can leave the plane faster upon landing.



Here you will see

The staff will direct you to your seat and arrange your luggage in the overhead bins. Take a seat, fasten your seat belts and wait for all passengers to board.



Here you will hear

The staff will inform you about the rules of conduct on board. During take off you will hear a loud engine noise.



How you will feel

Finally we are on our way, it will be a wonderful experience!



For people with autism, traveling by plane can be a difficult time to manage.

ITA Airways is the first company in Italy to join the ENAC project "*Autism – Traveling through the Airport*" to help autistic travelers to enjoy the amazing experience of travel with greater peace of mind.

How?

By providing adequate assistance in the days leading up to departure.



Scan the QR code to see more details

FAMILIARIZATION



To familiarize yourself with the journey before tackling it, ITA Airways places its own simulator at your disposal.

Book it free of charge by filling out the online form on the website <http://www.angsalazio.org/eventiprogetti/modulo-programma-autismo-ita-airways>. For further information, please send an email to info@angsalazio.org.



The travel tests begin!

You will arrive at the Fiumicino Training Center and will be greeted by ITA Airways staff. They are all very nice and will help you! You will do the tests of the control procedures and you will also be given the boarding pass to get on the simulator.

Welcome aboard the simulator

On the simulator, a flight attendant will assign you a seat, arrange your luggage in the overhead bins and inform you about the rules of conduct to follow.



And at this point ... we fly!

With the support and guidance of certified instructors, you will realistically experience the sensation of flying with the simulation of all flight operations: take-off, cruise and landing.

SERVICES

ITA Airways provides dedicated and free assistance throughout your travel experience. From the ticket purchase stages to the flight experience and baggage claim at destination. People traveling with you can take advantage of the same services dedicated to you, with priority check-in and Fast Track. Sala Amica. Priority baggage claim. ITA Airways also makes available, optionally and upon request, the experience of familiarization on the passenger cabin simulator.

You will have access to all of the following services:

- Fiumicino Training Center simulator
- Dedicated number for special assistance
- Priority check-in for you and the people you travel with
- Dedicated travel companion
- Free Fast Track
- Sala Amica
- Priority boarding
- Dedicated seat in the front rows
- Priority baggage claim

How to request the dedicated service?

- Call the ITA Airways Customer Center at least 48 hours before the departure.
Check your country number at **this link**
- Ask your travel agent at least 48 hours before departure

To participate in the simulator familiarization experience, fill out the online form on the website **www.angsalazio.org**

BOOK THE SIMULATOR
order form www.angsalazio.org

SEND US YOUR OPINIONS AT
itaairwaysperte@it-airways.com

