WE ARE THE
GATWICK FAMILY

Hidden Disabilities

Safe and secure with dignity
Gatwick

Aiming to be the most accessible airport in the UK, where everybody has an equal opportunity to fly.
Dementia Friends

An Alzheimer’s Society initiative
Understanding dementia video
Refresher Training
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Video
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- Ostomy Friendly
- Both terminals
- Arriving and departing
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➢ First on mainland Britain
➢ North Terminal
➢ Not defined
Hidden Disability Lanyard
Accessibility Days
Launch of the lanyard

Not all disabilities look like this

Some disabilities look like this

Not all customers with hidden disabilities require assistance through the airport. However, we believe there is an opportunity to provide them with a "discrete sign" which demonstrates to airport staff that they may need additional support or help as they travel through the airport.

This could simply mean:
- Giving them more time to prepare at check-in, security etc.
- Allowing them to remain with their family at all times
- Giving them a more comprehensive briefing on what to expect as they travel through the airport
- Reading a departure board or sign

YOUR LONDON AIRPORT
Gatwick
www.gatwickairport.com
Benefits

• Staff recognise passengers who may need a little more time or assistance.

• Awareness training – staff understand.

• Passengers feel reassured.

• Positive passenger experience encourages return customers.

• Lanyard rolling out beyond Gatwick drives consistency.

• Encourages closer working and co-operation between airports.
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Alzheimer’s Society
The National Autistic Society
GUIDE DOGS
RNIB
Crohn’s & Colitis UK
PAG
GATCOM
Dementia Friends
West Sussex ADHD
Action for Deafness

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