

Emirates' check-in facilities in Dubai earn Autism centre certification

- A Monitor Report

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Dubai : Emirates has achieved a Certified Autism Centre designation for all of its Dubai check-in facilities-Emirates City Check-in and Travel Store in DIFC, Emirates Cruise Check-in in Port Rashid, Emirates Cruise Check-in in Dubai Harbour and Emirates City Check-in in Ajman and Emirates' dedicated hub in Terminal 3 at Dubai International Airport (DXB).

The certification, awarded by the International Board of Credentialing and Continuing Education Standards (IBCCES) ensures that all Emirates facilities in Dubai have taken a significant step towards making travel more inclusive and accessible to neurodiverse customers, meeting criteria required for a comfortable and supported travel experience.

As part of the designation, Emirates employees at the various facilities underwent specialised training on autism and sensory awareness, to

equip them with the understanding and skills to address needs of autistic travellers or those with sensory sensitivities, along with their families.

Comprehensive facilities audits were conducted across the locations, measuring all sensory inputs in public areas such as sound levels, lighting, and potential sights and smells to develop sensory guides, empowering travellers to make informed decisions and choose the environment that best suits their needs and preferences.

IBCCES also created AutismTravel.com a free online resource for families that lists certified destinations and connects families to other resources and each other. Each destination listed on the site has met the CAC requirements.

IBCCES provides a series of certifications that empower professionals to be leaders in their field and improve the outcomes for the individuals they serve. These programs are recognised around the world as the leading benchmark for training and certification in the areas of autism and other cognitive disorders.