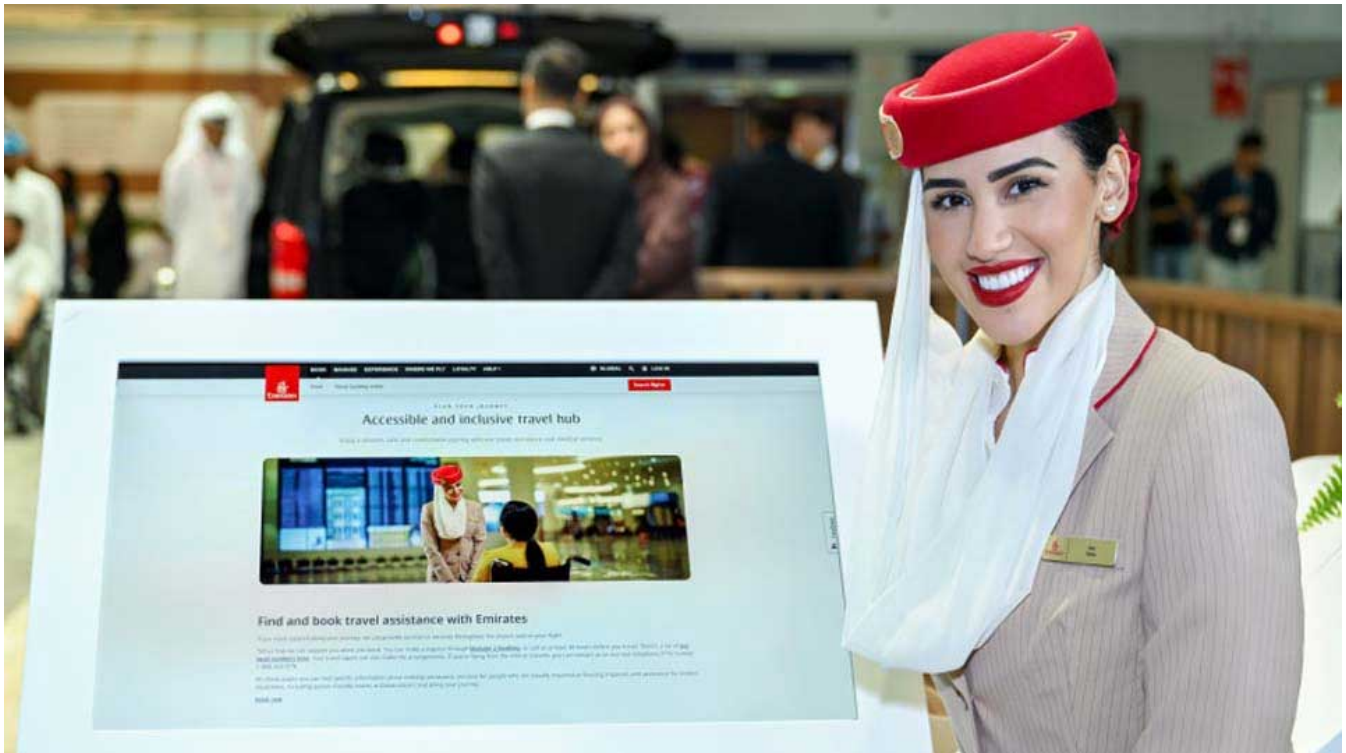


Emirates introduces suite of innovative services for passengers with special needs

- A Monitor Desk Report

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Dubai: Emirates is redefining inclusive air travel with a suite of new products, services, and digital innovations unveiled at the 7th AccessAbilities Expo in Dubai. The initiatives are designed to empower customers with disabilities to fly with confidence.

A key highlight is Travel Hub on emirates.com, a one-stop digital platform that offers comprehensive information and resources tailored to different accessibility needs — from mobility and visual impairments to hidden disabilities. The hub will help travellers plan their journey by need, stage, or service.

From 1 November 2025, Emirates will introduce sensory products and fidget toys onboard across all cabins to support neurodivergent passengers. The inflight entertainment will feature over 600 captioned and 200 audio-described movies.

At Dubai International Airport, Emirates has implemented barrier-free biometric corridors, upgraded self-service kiosks with Braille, audio, and height-adjustable screens, and launched a wheelchair-accessible Chauffeur Drive service using Mercedes V250 vans.

As the world's first Autism Certified Airline, Emirates has trained over 35,000 employees and continues to collaborate with advocacy groups and innovators to develop future solutions — including QR-assisted cabin navigation for visually impaired travellers.

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