PRM Service

for people with Autism Spectrum Disorder (ASD)

If you are travelling by plane, you can contact the **PRM (People with Reduced Mobility) service** to request support at the airport.

The PRM service provides help for people who require assistance when travelling through the airport.

A person will accompany you and provide support with the following:

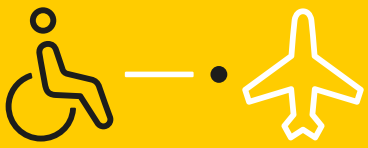
- **Check-in**
- **Security / passport control**
- **Boarding**
- **Getting off the plane**
- **Passport control / health checks**
- **Collecting your luggage**
- **Leaving the destination airport**

An initiative of:

CONFEDERACIÓN AUTISMO ESPAÑA

With the collaboration of

aena



Steps to follow:

- Request assistance at least **48 hours before** the departure of your flight.
- You can request assistance in **several ways:**
    - **When you buy your ticket** through the airline or a travel agency.
    - **On the Aena website.** (https://www.aena.es/pmr/inicio?lang=en)
    - **Using the official Aena app.**
    - **By phoning** (+34) 91 321 10 00.
- **Say that you have Autism Spectrum Disorder** and that you want to request the PRM service. If you book through the app or website, select the **option DPNA** (intellectual or developmental disabilities) and in the **"Additional Comments"** section say that you have ASD.
- **On the day of your trip,** go to the airport **2:30 hours before your flight.**
- Look for the **PRM desk and identify yourself.**

www.autismo.org.es

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