# Accessible Tourism across the Air Travel Journey in the Americas:

## *Improving the Experience of Neurodivergent Passengers*

**Date: December 1, 2026**
**Time: 10:00 Bogotá (UTC-5) / 12:00 Rio de Janeiro (UTC-3) / 16:00 Madrid (CET)**

### Agenda of the Webinar

5 min
**Opening Remarks by UN Tourism Secretary-General, Ms. Shaikha Al Nuwais**

5 min
**Regional Perspective: Accessibility, Inclusion and Quality of Tourism and Air Transport Services in the Americas**
**Heitor Kadri**, Director, UN Tourism Regional Office for the Americas (ROAM)

5 min
**Setting the Scene: Accessible Tourism and Standards Applied to Destinations and the Transport Sector**
**Igor Stefanovic**, Technical Coordinator of Ethics, Culture and Social Responsibility Department (ECSR), UN Tourism

10 min
**Member State Perspective: Policies and Initiatives to Improve Accessibility in Air Travel**
**Daniele Silvério**, Civil Aviation Regulation Specialist, Asas para Todos / National Civil Aviation Agency (ANAC), Brazil

10 min
**Civil Society Perspective: Awareness-Raising, Training and Support for Neurodivergent People During Air Travel**
**Carmen Gallinato Canales**, Director, Fundación Grow, Chile

25 min
**Panel Discussion: From Strategy to Action**
*Perspectives from the Air Transport Sector, Airports and Destinations*

Presentations by:

- **Linda Ristagno**, Assistant Director Customer Experience and Facilitation, International Air Transport Association (IATA)

- **Victor Sánchez**, Director of Passenger Experience and Service, El Dorado International Airport, Bogotá, Colombia
- **DMO rep from the Americas (TBC)**

25 min

**Q&A and Key Takeaways**

Moderated by **Igor Stefanovic**, Technical Coordinator of Ethics, Culture and Social Responsibility Department (ECSR), UN Tourism

5 min

**Closing Remarks and Next Steps**

**Heitor Kadri**, Director, UN Tourism Regional Office for the Americas (ROAM)



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World Tourism Organization
C/ Poeta Joan Maragall 42, 28020 Madrid, Spain – Tel: (34) 91 567 81 00 – info@unwto.org / unwto.org