UN Tourism

Accessible Tourism across the Air Travel Journey in the Americas:

Improving the Experience of Neurodivergent Passengers

Concept Note Overview

Title	**Accessible Tourism across the Air Travel Journey in the Americas: Improving the Experience of Neurodivergent Passengers**
Output	**Webinar on Accessibility for Neurodivergent Passengers**
Member States	UN Tourism Member States of the Americas
Geographical coverage	Americas
Date and time	December 1st, 2026 12:00 Rio de Janeiro (UTC-3) - 16:00 Madrid (CET)
Expected outcome	Governments, airport operators, airlines and destinations have an increased awareness of inclusive strategies that improve the air travel experience of neurodivergent passengers.
SDG Related / Impact on SDG	

Background

As we mark the 20th anniversary of the adoption of the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD), the tourism sector also needs to reflect on all the good work and the challenges that still remain in mainstreaming accessibility.

The air travel ecosystem plays a key role in enabling safe, efficient and seamless travel. Yet, despite considerable progress in accessibility, many passengers with specific access requirements still encounter barriers. This includes neurodivergent travellers with autism, ADHD or dyslexia, who are estimated to represent up to 15–20% of the global population.

Without appropriate policies and support services, the air travel ecosystem and the destinations it serves can create barriers for neurodivergent passengers. These challenges include queuing protocols, last-minute changes, stressful security screening and overwhelming sensory environments, amidst the noise, bright lighting or crowded spaces.

Within its mandate on accessible tourism, and **in order to raise awareness of the role of air mobility in promoting the full participation of persons with disabilities, UN Tourism is**

organizing a webinar *Accessible Tourism across the Air Travel Journey in the Americas: Improving the Experience of Neurodivergent Passengers.*

By adopting a collaborative approach, the key stakeholders can work together to develop strategies that improve confidence, independence, and well-being of neurodivergent passengers, from departure to arrival at the destination. The webinar will therefore bring together stakeholders from the air travel ecosystem, including airport operators, airlines, government authorities, ground service providers and accessibility organizations, committed to creating better service quality and travel experience for all.

Objectives

1. **Raise awareness** of the benefits of accessible and neuroinclusive environments across the air travel ecosystem and tourism destinations in the Americas.

2. **Strengthen cooperation** between tourism authorities and the air travel ecosystem in developing inclusive policies, services and environments for neurodivergent passengers through knowledge exchange and practical guidance.

3. **Showcase good practices** developed by airports, airlines, national authorities and destinations to improve the travel experience of neurodivergent passengers.

4. **Promote collaboration** among the air travel ecosystem key players, governments, neurodiversity advocacy organizations, accessibility experts and people with lived experience.

Duration of the Webinar

The webinar's duration will be approximately **1,5 hours**.

Language

The webinar will be delivered in **English** and **Spanish**.

Accessibility arrangements

Live Captioning will be provided **in English** and **Spanish**.

With the support of:

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