

## **Accessible Travel to University of Galway**

### **EACD 2026**

Welcome to Galway and to the European Academy of Childhood-onset Disability Conference 2026 at the University of Galway.

This guide has been created in plain English to support delegates with disabilities, disabled travellers, families, carers, personal assistants and supporters travelling to the conference.

It includes:

- step-by-step travel guidance
- wheelchair and mobility supports
- autism and sensory supports
- deaf and hard of hearing supports
- blind and vision impaired supports
- airport, coach and rail assistance
- accessibility contact details
- practical tips to reduce travel stress

### **Before You Travel**

Planning ahead can make your journey easier and less stressful.

If possible, book supports early, especially if you need:

- wheelchair assistance

- step-free travel
- a wheelchair space on a train or coach
- sighted guide support
- assistance navigating stations or airports
- communication support
- visual announcements
- hearing loop supports
- support for autism or sensory needs
- extra time during boarding or transfers

We recommend arranging assistance:

- **48 hours before flights**
- **24 hours before train or coach journeys where possible**

## **1. Travelling Through Dublin Airport**

Dublin Airport provides assistance for passengers with reduced mobility and disabled passengers. Assistance services are operated by **OCS** on behalf of Dublin Airport.

You can request support through:

- your airline
- travel agent
- tour operator

- PRM Assist App ([PRMAssist](#))

## **Step-by-Step at Dublin Airport**

### **Before travel**

1. Book your flight.
2. Tell your airline what assistance you need.
3. Download or register through the PRM Assist App if desired through the IOS App or Android.
4. Arrive early to reduce stress and allow additional time.

### **On arrival at the airport**

1. Go to the Special Assistance desk or assistance point.
2. OCS staff can support you:
  - through check-in
  - security
  - passport control
  - boarding
  - long walking distances

### **Assistance Desk Locations**

- **Terminal 1:** Departures level facing Check-in Area 11
- **Terminal 2:** Lower level near Aer Lingus check-in

## **Autism and Sensory Supports at Dublin Airport**

Dublin Airport provides supports for hidden disabilities and autism.

Supports include:

- Important Flyer lanyard or wristband
- sensory rooms
- quieter support through the airport
- additional time if needed
- support for non-visible disabilities

Sensory rooms are available in:

- Terminal 1
- Terminal 2

Advance booking is recommended. ([Sensory Rooms at Dublin Airport | Calming Spaces for Passengers](#))

## **Deaf and Hard of Hearing Supports at Dublin Airport**

Supports available may include:

- visual flight information screens
- text-based communication
- hearing loops in some areas

- staff assistance
- support through security and boarding

If you use:

- Irish Sign Language (ISL)
- hearing aids
- cochlear implants
- speech-to-text apps

**please notify your airline in advance if additional support is needed.**

Helpful tip:

Keep your phone fully charged for:

- live captions
- translation apps
- text communication
- airline notifications

### **Blind or Vision Impaired Supports at Dublin Airport**

Supports available include:

- sighted guide assistance
- support navigating terminals
- assistance through security

## EACD 2026 Travelling to the Event Access Guide

- help locating gates, toilets or seating areas
- support boarding aircraft

Passengers travelling with:

- guide dogs
- assistance dogs

should notify the airline in advance. ([Travelling with Pets & Animals | Dublin Airport Pet Travel Guide](#)) There is a relief area in Terminal 2 opposite Butlers.

### **Dublin Airport Contact Information**

- Accessibility / PRM Support: [prm@daa.ie](mailto:prm@daa.ie)
- OCS Reduced Mobility Support: **+353 1 944 6108**