

Hidden Disabilities Sunflower Lanyard

The Sunflower Lanyard Scheme® was originally created to act as discreet identification that the wearer, or their companion, has a hidden disability and might require additional assistance. London's Gatwick was the first airport to introduce the scheme in May 2016, and multiple other airports across the UK have adopted the sunflower lanyard. Based on the success of the lanyards in airports additional organizations in the UK have adopted them including supermarkets, railway stations, museums, and sport venues. Although some other airports across the US are beginning to recognize the Sunflower Lanyard, we cannot guarantee that this lanyard will be recognized in other airports in the US.

How does the MCO Hidden Disabilities Sunflower Lanyard Program work?

Wearing a sunflower lanyard enables passengers to self-identify to staff that they have a hidden disability. It is a voluntary program and passengers are not required to participate. Passengers may choose to disclose their disability on the card, but they do not have to. They may also have a contact name and phone number on the card, which would be helpful if they are lost or are separated from their party. Airport staff are trained to recognize the lanyards and to be understanding if additional help is needed. Lanyards are available in the information booths on the Departures Level, prior to the security checkpoints and on level 5 of the train station.



Wearing a lanyard DOES NOT guarantee fast tracking through security or any preferential treatment. Passengers are still required to arrange special assistance with their airlines and TSA Cares. TSA Cares provides travel assistance for persons with disabilities or medical conditions.

TSA Cares Contact:

Call 72 hours ahead 1-855-787-2227

Weekdays 8am to 11pm ET, Weekends/holidays 9am to 8pm ET Website:

<https://www.tsa.gov/travel/passenger-support> Email: TSA-

ContactCenter@tsa.dhs.gov

Federal Relay: 711

TSA Cares
Travel assistance for persons with disabilities or medical conditions

Transportation Security Administration
Toll-free: 1-855-787-2227
tsa.gov

TSA Cares is a toll-free helpline for passengers with disabilities and medical conditions that provides assistance in preparing for the airport security process.

Contact

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