

## What are SSR Codes for Accessibility?

“When travelling by air, passengers with disabilities may require services and assistance to facilitate their travel experience.

When a passenger with a disability communicates their accommodation request either verbally or via a web based/mobile application to a travel agent or airline employee, it is critical that this request is captured correctly so airlines and their employees may be adequately prepared to meet the passenger’s needs. Otherwise, the passenger may receive delayed or incorrect assistance resulting in a degraded air travel experience.

To capture these accommodation requests, IATA has developed an international system of standardized SSR codes<sup>1</sup> that can be included in the Passenger Name Record<sup>2</sup> and are intended to follow the passenger throughout the air travel journey. These codes are part of a standard protocol that facilitates communication between travel agency systems and airline systems, as well as between different airlines and airports. SSRs are used to communicate passenger preferences, procedural items, or special services needed by a passenger with a disability.

SSR codes may be applied to a passenger’s record by a travel agent, airline ticket agent, or frontline airline employee....”

Source: IATA. Best Practices on the Application of SSR Codes and Assistance Service

SSR code **DPNA** stands for "**Disabled Passenger with Intellectual or Developmental Disability Needing Assistance**," used for passengers with cognitive, neurological, or hidden disabilities (like autism, dementia, learning difficulties) to request specific airport and in-flight support, such as assistance through the airport, priority boarding, seating with companions, or quiet spaces, ensuring smoother travel.