

JetSuiteX proudly presents:
A Guide for Passengers with
Autism Spectrum Disorder
(and other Cognitive Disabilities)





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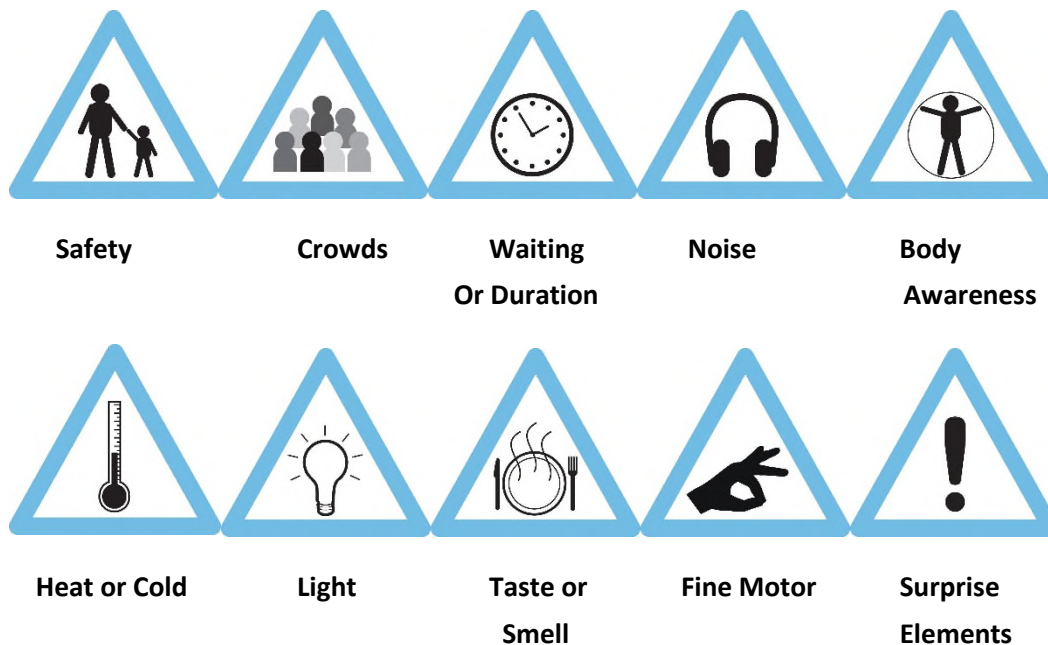
About this Guide

This guide has been prepared by Autism Double-Checked in order to assist parents and caregivers of passengers with ASD when flying with JetSuiteX.

The objective is to give advance information about sensory and other issues that may need extra consideration for passengers with ASD. The Guide gives information about the nature of these issues and guidance for how to best handle them.

Due to the wide variety of issues that may arise for individuals with ASD, such guidance is general in nature. If you encounter something that is not covered in this guide, please seek the help of a JetSuiteX Crewmember.

Throughout this Guide, we will make use of the Sensory Issue Advisory Triangles below. Each Advisory Triangle is cross-referenced to the appropriate section in the Guide.



Important General Information



Hollywood Burbank Airport (BUR)

Address: Hangar 2, 4561 W Empire Ave, Burbank, CA 91505

Nearest ER: Providence St Joseph Medical Center Emergency Room, 501 S Buena Vista St, Burbank, CA 91505 (4mi from JetSuiteX location)

Nearest Pharmacy: CVS, 511 N Hollywood Way, Burbank, CA 91505 (3mi from JetSuiteX location)

Minimum recommended check-in time: 30 minutes

Parking. Valet Parking is available at Hangar 2 for \$28 per day. Alternatively, VSP Parking at 2616 N. Hollywood Way in Burbank provides shuttle service for JetSuiteX passengers to Hangar 2. You may visit vsparking.com to make a parking reservation. Please be advised that the airport terminal and airport car rental counters are nearly a mile away from JetSuiteX Hangar 2 and the airport shuttle DOES NOT service the private hangars.

Uber/Lyft/Taxi Drop Off/Pick up You can be dropped off or picked up right at the JetSuiteX Terminal at 10832 Sherman Way in Burbank. (The address may appear as Sun Valley on some maps.)



Body Awareness. Part of the waiting area at the Burbank location is inside an aircraft hangar with high ceilings although there is additional waiting space where this is not the case.

If such areas may cause problems, it may help to practice in a similar structure near home prior to arrival. Alternatively, you may request to use one of the rooms with lower ceilings.

Noise. Since the hangar doors are usually open, noise from aircraft may be an issue for some. There is a freight railway line directly across the street from Hangar 2. When trains pass there may be considerable noise. Trains do not run to a fixed schedule.

If noise is a possible issue, even for children who are moderately sensitive, you may wish to utilize noise cancelling headphones in the area outside of Hangar 2

Las Vegas, McCarran International Airport (LAS)

Departure Address: JetSuiteX Lounge: 105 E. Reno Ave., Suite 22, Las Vegas, NV 89119

Arrival Address: Atlantic Aviation: 275 E. Tropicana Ave #100, Las Vegas, NV 89169

Nearest ER: Desert Springs Hospital Medical Center: Emergency Room, 2075 E Flamingo Rd, Las Vegas, NV 89119 (4mi from JetSuiteX Location)

Nearest Pharmacy: CVS Pharmacy, 3758 S Las Vegas Blvd, Las Vegas, NV 89109 (2mi from JetSuiteX location)

Minimum recommended check-in time: 30 minutes



Waiting or Duration. At the Las Vegas facility, boarding is not directly from the lounge. Passengers take a 30-seat private luxury coach from the lounge to the aircraft.

If you have concerns about this extra transition, please use the Social Story component about flying from Las Vegas.

Parking

Parking in front of the JetSuiteX Lounge is free, but extremely limited. We ask that customers are dropped off or use a rideshare (Uber, etc.) when possible.

Uber/Lyft/Taxi Drop Off

JetSuiteX Lounge: 105 E. Reno Ave., Suite 22, Las Vegas, NV 89119 (at Haven St.) The lounge is along the right side of the building if you're facing it from Reno Ave., adjacent to Haven.

Black Car/Limo Drop Off

Please have your car service drop you at the JetSuiteX Lounge.

Uber/Lyft/Taxi Pick Up

Atlantic Aviation - 275 E. Tropicana Ave #100, Las Vegas, NV 89169 To meet your car, walk through the terminal building to the parking lot outside where your car will be waiting.

Black Car/Limo Pick Up

Certified car services can pick you up planeside in Las Vegas. To do so, they pull up to the breezeway and provide your JetSuiteX flight number and ETA, and once you arrive, an Atlantic Aviation representative will escort them onto the tarmac.

Concord, Buchanan Field Airport (CCR)

Address 181 John Glenn Drive, Concord, CA 94520

Nearest ER: John Muir Health, Concord Medical Center: Emergency Room, 2540 East St, Concord, CA 94520 (2mi from JetSuiteX location)

Nearest Pharmacy: Walgreens Pharmacy, 1800 Concord Ave, Concord, CA 94520 (1.5mi from JetSuiteX location)

Minimum recommended check-in time: 30 minutes

Parking

Parking right in front of the JetSuiteX building is free!

Uber/Lyft/Taxi Drop Off/Pick up

JetSuiteX Terminal: 181 John Glenn Drive, Concord, CA 94520 Make sure you enter this address; Google Maps will send you to the wrong side of the airport if you just use the airport address!

Oakland International Airport (OAK)

Flying from Oakland

Address: 9351 Earhart Road, Oakland, CA 94621

Nearest ER: Emergency Room | Kaiser Permanente San Leandro Medical Center, 2500 Merced St, San Leandro, CA 94577 (4mi from JetSuiteX location)

Nearest Pharmacy: Walmart Pharmacy, 1919 Davis St, San Leandro, CA 94577 (3mi from JetSuiteX location)

Minimum recommended check-in time: 20-30 minutes

Parking

Valet is available for \$32 a day.

Uber/Lyft/Taxi Drop Off/Pick up

You can be dropped off right at 9351 Earhart Road, Oakland, CA 94621.

John Wayne Airport, Orange County (SNA)

Address: ACI Jet: 19301 Campus Drive, Suite 152, Santa Ana, CA 92707

Nearest ER: Hoag Hospital Newport Beach Emergency Room, 1 Hoag Dr 1st floor, Newport Beach, CA 92663 (6mi from JetSuiteX location)

Nearest Pharmacy: CVS, 17625 Harvard Ave, Irvine, CA 92614 (3.5mi from JetSuiteX location)

Minimum recommended check-in time: 20 minutes

Parking

Valet parking is available on site at ACI Jet for \$ 30 per day.

Follow the JetSuiteX signs to the south entrance of the building. Please note: You cannot make a left into ACI Jet from Campus Drive. From SR-73, exit Birch, proceed to MacArthur and left onto Campus in order to enter ACI Jet.

Uber/Lyft/Taxi Drop Off/Drop off

You can be dropped off right at ACI Jet: 19301 Campus Drive, #152, Santa Ana, CA 92707

Boeing Field Airport, Seattle (BFI)

Address: 7277 Perimeter Rd S, Seattle, WA 98108

Nearest ER: Valley Medical Center Emergency Room 400 S 43rd St, Renton, WA 98055 (10mi from JetSuiteX location)

Nearest Pharmacy: Sea Mar Pharmacy 8800 14th Ave S, Seattle, WA 98108 (1.4 mi from JetSuiteX location)

Minimum recommended check-in time: 30 minutes

Parking

Valet parking will be available on site.

Uber/Lyft/Taxi Drop Off/Drop off

You can be dropped off right at 7277 Perimeter Rd S, Seattle, WA 98108

Rental Car Information (All locations)

For all locations [Go Rentals](#) cars are available on arrival. Please call Go Rentals at (949) 449-2833 or email JetSuiteX@gorentals.com to book your car.

Phone Number for all locations: (800) 435-9579

Preparing for Your Flight



Make use of the company website at: www.JetSuiteX.com

Download and use the Social Story and the Flyer's Guide from the website.

JetSuiteX operates scheduled service from small office-like facilities and on small (30 seater) jets and therefore offers a semi-private jet experience. **This style of operation (from much calmer and less crowded airport facilities) should be extremely helpful to most passengers with ASD.**



Crowds. In general terms the months of March-August & November/December are the busiest and the months of February, September & October are the quietest.

In general terms, Sunday, Monday, Thursday & Friday are the busiest days of the week and Tuesday, Wednesday & Saturday are the quietest.

Passengers who have problems with crowds may wish to take this information into account when planning a flight and in addition may call JetSuiteX for advice on times of day that may be least crowded.

JetSuiteX lounges are uncrowded and should seldom present problems for most people.

If needed, a small room off the main lounge has been designated as a 'quiet room'. Passengers may request the exclusive use of this room. A member of staff will alert you when it is time for boarding.

Heat or Cold. Boarding is by way of stairs or a ramp on the runway.

Passengers who have problems with either heat or cold may need to wear clothing that they will find comfortable when considering outdoor temperatures.

Waiting or Duration. Check in is very quick and does not involve long lines.

Upon arrival at the departure lounge, passengers may check any bags that need to be checked, obtain boarding pass and then wait in the lounge.

It is usually possible to arrive at the lounge as little as 20-30 minutes prior to departure. Please see Important General Information for specifics at each location.

Potential passengers may contact JetSuiteX in order to arrange an inspection of the facilities. This opportunity can be turned into a 'practice run' if desired.

Noise. JetSuiteX lounges have low volume background music playing.

Passengers may ask a member of staff to lower the volume of the music, if that might be helpful. Alternatively, they may request use of the 'Quiet Room'

Noise cannot be avoided when flying.

If your child is very sensitive to noise, you probably already have noise-cancelling headphones. If your child has less sensitivity but has occasional trouble with noise, try using the headphones in advance so you can be sure that they will be tolerated.

Body Awareness. While anybody may feel some discomfort if internal organs “inflate” due to the reduced pressure in the airplane, a child who already has gastro-intestinal (GI) issues may experience extra problems.

Speak to your physician ahead of time about suitable remedies.

During flight changes in pressure may cause ears to “pop” or just general discomfort during adjustment.

Practice all of the possible techniques for dealing with this that are not already familiar to your child. You won't know, until you are in the air, which ones are going to work so you need your child to be familiar with all of them. (See “During the Flight” section for details). Try EarPlanes™ in advance to see if they are tolerated.

Packing.



JetSuiteX aircraft do not feature overhead bins for storing carry-on items. You may bring a personal item on board. Every family member is allowed one personal item that will need to fit underneath the seat in front of you. This personal item should be no bigger than 11" X 11" X 9".

You will need to pack all other items into checked bags.

Things that you may need to pack in your 'personal item':

- ***iPad or similar***
- ***iPod or similar for music, if not using the above***
- ***Other electronic games that your child likes***
- ***Headphones for all of the above.***
- ***Non-electronic games and activities - for those periods when electronic devices are not allowed. This can be anything that you know your child will like and is sufficiently portable.***
- ***Extra sweater and/or blanket if your child is sensitive to cold. Cold pack, if sensitive to heat.***
- ***If your child is sensitive to strange smells, bring tissues or a handkerchief with acceptable perfume/odor: Strongly flavored snacks may also work for this.***
- ***Wipes, if your child likes to touch everything in order to investigate.***
- ***Gum, hard candy, straws and/or juice boxes, EarPlanes™ (See "During the Flight" for details).***
- ***Medications. Always in carry-on, never in checked bags. Have an extra supply in case something is dropped or lost.***
- ***Snacks. Although snacks, including some gluten-free are provided, it will still help to have a good supply of your child's favorite. This way you can be sure that you'll have preferred brands and flavors.***

Checking in



Waiting or Duration. Sufficient parking is available just outside most facilities (see Important General Information). Check in is quick and uncrowded. **There is no TSA security line to cause delays.** For security purposes, bags are subject to being swabbed.

The process should be acceptable for most people with autism. If your child has considerable issues with waiting, or with strangers touching their bag, please arrange a visit to the facility beforehand in order to assess waiting times and procedures.

Noise. Gentle background music plays in the waiting lounge. It is at a level that is acceptable to most people.

If the noise level is too much for your child, ask a staff member to lower the volume. Alternatively ask for use of the 'quiet room'. Persons with very acute sensitivity to noise may need to use noise-cancelling headphones.

Body Awareness. Part of the waiting area at the Burbank location is inside an aircraft hangar with high ceilings although there is additional waiting space where this is not the case.

If such areas may cause problems, it may help to practice in a similar structure near home prior to arrival. Alternatively, you may request to use one of the rooms with lower ceilings.

Taste or Smell. A small supply of gluten-free snacks is available in the waiting lounge.

If your child has very particular 'favorite' snacks, it will be advisable to bring your own supply.

Boarding



Safety. Boarding is outside on the tarmac. The aircraft is entered via a small ramp or small set of stairs.

It is important to keep your child close to you at this time even though this is only a short walk.

Light. Since boarding is outside, normal daylight conditions apply.

If your child has sensitivity to light you will need to take the normal precautions that you take for any other outdoor situation.

Body Awareness. The aircraft are small and boarding is very quick and not generally disruptive.

If you feel that your child may still be disrupted by other passengers boarding, you may ask a member of JetSuiteX staff to board either first or last.

Noise. Since boarding is on the tarmac, you should expect noise levels to be high.

Even those with moderate noise sensitivity may benefit from the use of noise cancelling headphones.

During the Flight.



Please speak to the flight attendant after boarding in order to make any special requests or just to let them know that you are traveling with an autistic person and may need their help at some time.

Safety. Everybody is required to wear a seatbelt during taxiing, take off, landing and preferably throughout the flight especially if turbulence is expected.

Your child will probably find the lap belt familiar. If you have concerns that they may wriggle out of the regular belt, you may use a CARES Safety Harness. For a size of up to 40" tall and 44 lbs in weight, this is FAA approved. A larger size is available but you will need an exemption from the FAA to use this. Please go to: <http://kidsflysafe.com/instructions/cares-for-special-needs-flyers/> for further information.

Heat or cold. Cabins are climate controlled to a temperature that is comfortable for most people.

You may wish to bring extra layers to wear for a child that is sensitive to cold. If your child is sensitive to heat they may need to wear their lightest clothing. You could also have a cold pack on hand, a portable fan or both.

Waiting or duration. While flights are of short duration, they do involve sitting in the seat for all, or nearly all, of the time.

Have plenty of activities that will hold your child's attention. Many parents introduce a new activity every 20 minutes but you should judge this based upon your knowledge of your child. Make sure that some of the activities are non-electronic for the times when electronic devices are not permitted.

Noise. JetsuiteX aircraft do have extra sound insulation. Even then, flying is noisy.

Even children who have moderate noise sensitivity may benefit from the use of noise cancelling headphones.

If your child needs to use the bathroom, be alert to the loud sucking noise that airplane toilets make when flushed. The wash basin makes a similar noise when draining.

It may make sense to have your child exit the bathroom first and for you to flush and/or drain after they leave.

Body Awareness. Be prepared ahead of time for cabin pressure changes. These mostly occur during ascent and descent but can happen at any time. Remember that your child may be more sensitive to such events than you are.

If you found that your child will tolerate EarPlanes™, place them in advance of takeoff and try to keep them in place until you have landed.

If your child doesn't tolerate them or if they seem not to be effective, keep trying possible remedies until you find which one is working for them on the day. Remember that the solution that works may vary between the outbound and return flights.

Once the 'Fasten Seatbelt' light is off, you are allowed to take a walk around the aircraft with your child.

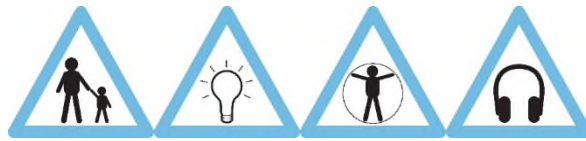
You should walk around if you think that this will help you child with the inactivity of sitting. On the other hand, if your child is happy and content in their seat, you won't want to disturb that calm state.

Taste or smell. A small supply of gluten-free snacks and juice boxes is available in-flight.

If your child has very particular 'favorites' of either, it will be advisable to bring your own supply.

If your child does get distressed at any time during the flight, remind the flight attendant of your earlier conversation and let them do the explaining to other passengers that your child has autism and is not just misbehaving.

Arrival.



Safety. Deplaning is outside on the tarmac. The aircraft is exited via a small ramp or small set of stairs.

It is important to keep your child close to you at this time even though this is only a short walk.

Light. Since deplaning is outside, normal daylight conditions apply.

If your child has sensitivity to light you will need to take the normal precautions that you take for any other outdoor situation.

Body Awareness. The aircraft are small and exiting is very quick and not generally disruptive.

If you feel that your child may still be disrupted by other passengers leaving, you may wait until last.

Noise. Since boarding is on the tarmac, you should expect noise levels to be high.

Even those with moderate noise sensitivity may benefit from the use of noise cancelling headphones.

Lost Person Help.



Safety. Since JetsuiteX locations are small and the time spent in them is short, somebody getting lost is highly unlikely. However if this does happen:

- If a family member gets lost, immediately report it to a member of JetSuiteX staff and ask them to request an alert to all staff members who may be able to assist in searching.
- Give them as much information as possible including; gender, age, race, clothing being worn, last known location and direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication).
- It is recommended that you have a recent photo available on your mobile device so that you can share that with the JetSuiteX team.
- Stay at the check in desk. This will enable the JetSuiteX team to locate you as soon as possible once your family member has been located.
- If you utilize an RF or GPS tracking system, inform the staff of this, contact your service provider and ask them to cooperate with the JetSuiteX staff.
- Project Life Saver™ has service in the area around each facility. SafetyNet by LoJack™ does not have service in these areas.
- For other services, please check with your provider.

In normal circumstances GPS functions throughout the premises and there are no “blind spots”.

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Advisories for the following sensory issues are located as follows:



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For Further Information.

Further information about the Autism Double-Checked program can be obtained from:

Autism Double-Checked LLC

156 Seaside Avenue, Suite 250

Stamford, CT 06902

Web: www.AutismChecked.com

Email: Info@AutismChecked.com

Phone: (203) 750-0000

This Guide has been prepared in order to give as much information as possible so that parents and caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter any sensory challenge(s) that has not been addressed, please contact Autism Double-Checked and let us have of any suggested inclusions.