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San Diego International Airport Launches SAN Assist Program to Support Travelers with Non-Visible Disabilities

Program Available in Terminals 1 & 2

SAN DIEGO, CA — February 24, 2026— San Diego International Airport (SAN) today announced the launch of **SAN Assist**, a new program designed to help travelers with non-visible disabilities feel more comfortable and confident when traveling through SAN.

SAN Assist is tailored for passengers with non-visible disabilities such as autism, chronic illness, sensory sensitivities, or other conditions that may make air travel challenging. The program offers personalized support and preparation resources to reduce stress and improve the overall travel experience.

SAN Assist Services include:

- **Travel Guides** – One-on-one assistance to support passengers on the day of travel, helping them navigate the airport with greater ease.
- **Familiarization Tours** – Pre-travel tours that allow passengers to practice navigating the airport environment ahead of time, building comfort, and confidence before their trip.

Request Guidelines:

- All services are provided based on availability.
- **Travel Guides** must be requested at least **three business days** in advance and are available daily from **6:00 a.m. to 10:00 p.m.**
- **Familiarization Tours** are available for those with planned future travel and should be requested **two to three weeks** in advance of the desired tour dates. Tours are offered **Monday through Friday during standard business hours.**

“We are very proud to offer our SAN Assist program to help all travelers feel supported and welcomed at SAN,” said Kimberly Becker, President and CEO, San Diego County Regional Airport Authority. “By providing personalized assistance and advance preparation options, our goal is to help all travelers easily navigate the airport experience and ensure their experience is positive.”

SAN Assist services are available in both Terminals 1 and 2. The program reflects SAN’s ongoing commitment to accessibility and customer care, recognizing that not all disabilities are visible, and that thoughtful support can make a meaningful difference.

For more information about SAN Assist or to request services, travelers are encouraged to visit www.san.org/accessibility/.

ABOUT SAN DIEGO INTERNATIONAL AIRPORT (SAN)

Owned and operated by San Diego County Regional Airport Authority (Airport Authority), San Diego International Airport (SAN) is one of the busiest single-runway commercial service airports in the world and the third-busiest airport in California. SAN serves 11 nonstop international routes to Europe, South America and Asia, and contributes nearly \$12 billion in economic activity for the San Diego region. In September 2025, the Airport Authority opened the first phase of the new Terminal 1, a larger and more

efficient facility that has greatly enhanced the customer experience at SAN. Once the New T1 project is complete in 2028, it will feature a total of 30 gates and will have generated more than \$4.5 billion for San Diego's economy and created more than 25,000 jobs, paying a total of \$2 billion in wages to local workers. For more information about SAN, please visit san.org.

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