

Compassion Cacti™

America's Friendliest Airport® is offering a new lanyard program aimed at providing an extra-friendly and patient hand to customers who need more time or additional assistance when traveling through the airport.



Purpose

To provide extra patience and understanding to customers who self-identify as needing additional assistance, when appropriate.

How it works

Customers, their parents, caregivers or guardians can request a Compassion Cacti™ lanyard prior to their next visit (within 3 months or less) by completing a request form at Skyharbor.com.

- Requests will be reviewed by customer service staff within 5-7 business days.
- Once processed, customers can pick up their lanyard at the Compassion Corner Office by showing a photo ID prior to or on the day of travel.
- When a customer wears the lanyard, PHX Airport employees will know that the passenger may need extra assistance, or a little more time at the check-in counter, security checkpoint and other areas.
- The Compassion Cacti™ lanyards can be kept and used each time the passenger travels through PHX, but the lanyard will only be recognized at PHX.

The Compassion Corner is located in Terminal 4 on level 3 behind elevator B in the Chapel at PHX. For additional information and assistance, please email Skyharbor@phoenix.gov or call 602-534-0293

***This program is not related to or will not impact TSA Pre-Check, CLEAR, early boarding, wheelchair assistance in anyway. This program does not bypass any security standards.*