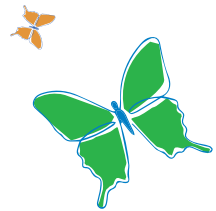




THE BUTTERFLY EFFECT

The Butterfly Effect is a notion of how a small change in one state can make a big difference at a later state. We believe that introducing autism friendly facility is a start towards creating a better experience for our special guests.



**BUTTERFLY
Kit**

**CALM
ROOM**

**SENSORY
WALL**

Special Facilities

Navigating through an airport can be a daunting experience for anyone, especially those with autism. Being a Caring Host we want to ensure inclusivity where everyone can have a Joyful Experience at our airport. Special services available at KL International Airport include Butterfly Kit, Calm Rooms and Sensory Walls.





THE WEARER OF THE BUTTERFLY LANYARD IS OUR SPECIAL GUEST WITH HIDDEN DISABILITIES

- Wear the lanyard at all times while in the airport. This way, our airport staff will be able to easily identify you and will be on hand to provide assistance if needed.
- The Butterfly lanyard can be worn at all airports operated by Malaysia Airports* in Malaysia.
- You may keep your lanyard with you for your next visit to KL International Airport. However, please do register again at the Information Counter each time you come.



Together, we can create joyful experiences for all passengers!



For more information on The Butterfly Effect, please visit



MY_Airports



Malaysia Airports



malaysiaairports



www.malaysiaairports.com.my

*Senai International Airport, Johor Bahru is not operated by Malaysia Airports



THE BUTTERFLY EFFECT



CALM ROOM

A special facility under the Butterfly Effect Project catered to special passengers with hidden disabilities. It is located at Level 5, Main Terminal Building, KLIA.

The Calm Room is a safe space, providing a much needed sense of calm and comfort to individuals within the Autism Spectrum Disorder (ASD) help regulate their emotions.



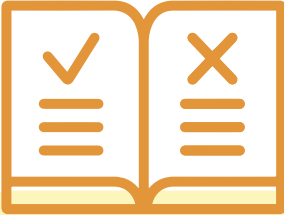
Legends

- Customer Information Counter
- Route
- Calm Room



THE BUTTERFLY EFFECT

CALM ROOM RULES



DO

- ✓ Accompany and supervise your child/charge in the calm room at all times
- ✓ Respect and share the amenities and facilities with others
- ✓ Keep your voices down
- ✓ Be gentle while playing with others
- ✓ Keep the Calm Room clean and tidy up before you leave
- ✓ Leave and arrange your shoes neatly on the shoe rack
- ✓ Proceed to security check point B (next to Delicacies of Malaysia) when you are ready to depart

DON'T

- ✗ Wear your shoes inside the Calm Room
- ✗ Drink or eat
- ✗ Take anything that does not belong to you
- ✗ Litter or cause any damage

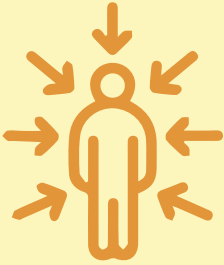
If you need any assistance, please call +60 3-8777 8888

Disclaimer:

Parents/Guardians are required to closely supervise their child at all times while in the Calm Room. Malaysia Airports Holdings Berhad will not be liable for any accidents, loss or injuries sustained in the Calm Room.



THE BUTTERFLY EFFECT



SENSORY WALL

The Sensory Wall is a special feature under the Butterfly Effect Project catered to special passengers with hidden disabilities.

There are five sensory walls at KLIA Main Terminal and four at klia2 for you to enjoy.

Location at KLIA



Customer Information Counter,
Level 5, Main Terminal Building



Contact Pier Domestic,
Level 3



Satellite Building Passenger,
Level 1



Contact Pier International Arrival, Level 3



Contact Pier Domestic Arrival,
Level 3

Location at klia2



Departure Level, Public Concourse,
Level 3A



International Departure,
Level 3



International Departure,
Satellite Building, Level 2



International Arrival,
Satellite Building, Level 2