

# Compassion Cacti Lanyard Program

America's Friendliest Airport® is offering a new 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](http://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](mailto: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.*