



Designing frictionless travel experiences



Why This Matters

1.64B

neurodivergent
people globally¹

78%

of travelers are hesitant to
travel or visit new locations
due to sensory challenges²

50%

of neurodivergent people
feel that travel options are
not designed for them²

80%

of young travelers place high
value on trusted, well-reviewed
accommodations³

1 in 5 people are neurodiverse⁴

Opportunities for Innovation

Customer Experience (CX) Solutions

Sensory-smart upgrades
transform hospitality experiences
from overwhelming to inviting

Employee Experience (EX) Solutions

Redesigned systems
help neurodivergent staff
perform at their best

SEE:

Color-coded terminal zones,
animated check-in instructions,
visual schedules and tour timelines



SEE:

Shift dashboards with visual pacing,
room turnover boards with clear
status cues

HEAR:

Sound-dampening boarding zones,
optional noise-canceling guides, silent
boarding notifications



HEAR:

Staff zones with noise buffers, vibration
alerts for duties, calm break
environments

TOUCH:

Non-triggering textures in room linens
and seat upholstery, sensory-friendly
amenity kits



TOUCH:

Ergonomic uniforms and low-irritant
materials for long-wear shifts

SMELL:

Fragrance-free room options,
scent-neutral cabins and terminals

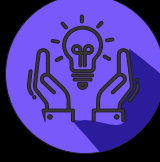


SMELL:

Odor-free staff lounges,
allergen-reduced cleaning solutions

UNDERSTAND:

Predictable itineraries, AI-assisted
travel routines, decompression
guides post check-in



UNDERSTAND:

Interactive training on
neuroinclusive guest handling
and service customization

What Neuroverse Delivers

For Airlines & Transit Providers

- Inclusive travel branding
- Visual journey maps and
mobile sensory briefings
- The Hidden Disabilities
Sunflower program
integration and inclusive
training modules



For Hotels & Accommodations

- Adaptive hospitality
experiences
- Guest experience apps
with customizable
reminders, check-in
checklists
- Universal design
principles for hospitality
spaces



For Tours & Experiences

- Neuroinclusive itinerary
planners with flexible
pacing
- Visual-first signage,
alternative routes, silent
tour guides
- AI tools that adjust time
cues for ADHD and
executive dysfunction
support



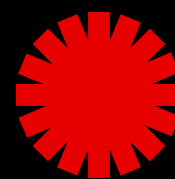
The Business Case



Solo travel is growing,
especially among
Gen Z (55%) and
Millennials (51%).⁵



94% of respondents
would take more
vacations if they had
access to places where
staff are autism-trained
and certified.⁶



Inclusive design
enhances branding,
social sharing, and
customer retention.⁷

The Future of Inclusive Travel

Accessible travel is a smart investment in Gen Z's emerging
influence and long-term brand affinity.

Without it, you lose lifetime loyalty and Gen Z engagement.
With it, you create global experiences they'll return to again and again.

Let's make the world more navigable for every mind.

HAVAS

Contact Info:

David Pflug, Head of Neurodiversity
david.pflug@havas.com
www.havasneuroverse.com

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