

MEET ELMO!

We know airports can be busy, stressful places, especially if you are unsure of what to expect on the day. It's even more stressful when you or your travel companion has a hidden disability that is not immediately obvious to airport staff.

We want to ensure that everyone's journey through Adelaide Airport is as easy and seamless as possible. Other than being a handsome fella, Elmo is our Airport Facility Dog and is available at set times to meet and greet customers that may benefit from the comfort of a dog to help guide them through the process.

In partnership with Guide Dogs SA/NT, Elmo is usually onsite between Monday to Friday 9am – 5pm however, he does have weekends and public holidays off as he likes to travel himself.

If you would benefit from Elmo's presence, please contact our Customer Experience team customerfeedback@aal.com.au or he can be booked via our website by just searching Elmo!

