

Hilton Garden Inn Dubai, Mall Avenue Earns Certified Autism Center™ Designation

Hilton Garden Inn Dubai, Mall Avenue Earns Certified Autism Center™ Designation, Strengthening Inclusive Hospitality for Autistic and Sensory-Sensitive Guests

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The International Board of Credentialing and Continuing Education Standards ([IBCCES](#)) proudly announces that [Hilton Garden Inn Dubai, Mall Avenue](#) earns the [Certified Autism Center™](#) (CAC) designation. This achievement recognizes the hotel's commitment to strengthening accessibility, advancing staff training, and creating a more informed and supportive hospitality environment for autistic and sensory-sensitive guests and their families.



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Becoming a Certified Autism Center™ underscores our dedication to creating a welcoming environment where every guest can travel, stay and connect with confidence,”

Nadia Nassar, General Manager

“Hospitality is about making everyone feel they belong. Becoming a Certified Autism Center™ underscores our dedication to creating a welcoming environment where every guest can travel, stay and connect with confidence,” says Nadia Nassar, General Manager of Hilton Garden Inn Dubai, Mall Avenue

As part of the certification process, at least 80% of Hilton Garden Inn Dubai, Mall Avenue staff completed autism and sensory-sensitivity training through IBCCES. The certification process also includes an onsite review

conducted by IBCCES to assess key guest areas and provide recommendations that support a more accessible and sensory-inclusive experience. Together, the training and onsite review help ensure staff are better prepared to support guests across different touchpoints during their stay.

Through the CAC designation, Hilton Garden Inn Dubai, Mall Avenue supports a more inclusive

guest experience for autistic guests, sensory-sensitive individuals, and their families. The training provides team members with practical strategies to better understand autism and sensory sensitivities, communicate with patience and respect, and provide thoughtful support based on individual guest needs.

The hotel offers several features that assist in the support of guests with sensory sensitivities, including accessible rooms, mobility-accessible options, accessible features through Hilton's accessibility program, connecting family rooms, and quieter room options that may help guests who need additional space or reduced stimuli. Guests also have access to multiple dietary options at the restaurant, including gluten-free, dairy-free, vegetarian, vegan, and halal options.

Hilton Garden Inn Dubai, Mall Avenue also offers additional accommodations upon request and based on availability, including quiet room placement away from elevators and housekeeping areas, early or flexible check-in, reduced housekeeping frequency, dining during less busy periods, and extra space through connecting rooms or suites. Sunflower bands are also available for guests with hidden disabilities who request them, offering seamless hotel staff support. The CAC designation reflects Hilton Garden Inn Dubai, Mall Avenue's broader commitment to staff development, accessibility, and inclusive hospitality. By completing IBCCES training, certification, and onsite review requirements, the hotel is better equipped to provide practical support for autistic and sensory-sensitive guests throughout their stay.

"We are proud to recognize Hilton Garden Inn Dubai, Mall Avenue as a Certified Autism Center™," says Myron Pincomb, CEO and board chairman of IBCCES. "Their commitment to staff training, accessibility, and the onsite review process reflects the meaningful steps hospitality organizations can take to help autistic individuals and sensory-sensitive guests feel more welcomed and supported."

For 25 years, IBCCES has been a leader in providing autism, sensory, and neurodiversity training and certification for professionals worldwide, including those in healthcare, education, public safety, travel, and corporate sectors. As the only credentialing board offering these programs, IBCCES provides training from subject matter experts and autistic self-advocates, along with long-term support, continuous learning, onsite reviews, and renewal requirements to ensure continued growth and lasting impact.

To further support inclusivity efforts, Hilton Garden Inn Dubai, Mall Avenue is now featured on the IBCCES Accessibility App, a free tool that provides individuals with disabilities real-time guidance on certified locations, sensory-friendly spaces, and tailored recommendations. By connecting users to accessible locations worldwide, the app helps individuals and families identify organizations that have completed IBCCES certification requirements.

IBCCES also provides access to resources such as [AccessibilityCertified.com](https://www.accessibilitycertified.com) and [AutismTravel.com](https://www.autismtravel.com), free online tools for families that list certified locations and professionals. Each organization listed on the site has met IBCCES certification requirements.

About Hilton Garden Inn

The award-winning Hilton Garden Inn brand provides business and leisure guests upscale, affordable accommodations and modern amenities. The Hilton Garden Inn Promise affirms the brand's goal to make each guest's stay better and brighter. Guaranteed.

With more than 1,100 hotels in 65 countries and territories around the world, the brand serves today's busy travelers with a bright and satisfying experience, starting with the first hello. Hilton Garden Inn also offers culinary options tailored to regional tastes and preferences, providing dining experiences across its locations.

Guests can book a stay at hiltongardeninn.com or through the Hilton Honors app. Hilton Honors members who book directly through preferred Hilton channels have access to instant benefits. Learn more about Hilton Garden Inn at stories.hilton.com/hgi and follow the brand on Facebook and Instagram.

About IBCCES

Delivering the global standard for training and certification in the fields of autism, neurodiversity, and accessibility – IBCCES provides a series of certification programs that empower professionals to be industry leaders and improve the outcomes for the individuals they serve. For 25 years, IBCCES has been a global leader, setting the industry standard in autism and cognitive differences training. IBCCES works in over 111 countries and provides training in 8 languages, and its programs have been recognized around the world as the leading benchmark in training and certification.

In addition to individual certification programs, IBCCES partners with cities, destinations, and organizations on initiatives like the Certified Autism Destination™ (CAD) and Autism Certified City™ (ACC), ensuring autistic and sensory-sensitive residents and visitors feel welcomed and safe. Destinations that achieve the CAD designation have completed a specialized program that ensures a multitude of recreation, hospitality and entertainment organizations have completed an autism and sensory-sensitivity training, certification and IBCCES facilities review process. The ACC designation expands on that program and includes IBCCES training and certification for the public safety, education, healthcare and workplace sectors.

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