



# Accessibility and Medical fact sheet.

## Joining and leaving your ship.

### Embarkation/debarkation assistance.

Embarkation assistance is available to any guests on request once they arrive inside the cruise terminal building. There will be a mobility assistance team wearing high visibility jackets who will escort you through embarkation either in your own mobility aid or in a ship's wheelchair. Please ensure you only take essential items with you as hand luggage as this will need to be managed between yourself and your travelling companion.

We do not have a priority/fast track check in facility. However, if you arrive at the time provided on your e-ticket this will ensure you are boarded as quickly as possible.

Disembarkation assistance will be arranged on board. If you have any questions please contact the Purser's Office.

### Pre- and post-cruise hotel stays.

If you have booked a hotel with us as part of a pre or post-cruise package (including land tours), and have special hotel accommodation requirements, please let us know as soon as possible so we can secure a suitable room for you. This will be subject to availability as accessible/adapted hotel rooms are limited.

To advise of any such requirements, please speak with our Customer Contact Centre on 03453 550 300\*.

### Transfers.

If you are a full time wheelchair/mobility scooter user or are unable to board a coach our chosen suppliers will be informed so they can provide the most suitable vehicle available. If you have any specific transport requirements, please speak with our Customer Contact Centre on 03453 550 300\*.

Please be aware that in consideration of health and safety, tour providers/coach operators reserve the right to refuse carriage to any guest who is unable to negotiate the steps of the coach independently.

### Flights.

If you choose a fly-cruise holiday, you will be required to check in your wheelchair/mobility scooter at the airport with your baggage. Please request any mobility assistance you require on the questionnaire. Airport assistance is provided from check-in by the airport operator. Please ensure details of any mobility aids you will be taking are provided no later than **14 days prior to your departure**.

Availability of alternative meals is dependent on the airline and normally consist of vegetarian, vegan, diabetic or gluten free options. For scheduled flights please review the airline's website.

Any medical equipment you require on board the flight must be battery operated as the airline will not provide a power supply. If you require additional oxygen on your flight, please contact us urgently on 03453 550 300\* option 3 as airlines dictate that only one passenger is permitted to fly with additional oxygen.

Please also inform us if you intend to bring your own hoist or commode as there may be airline weight associated restrictions or if you require additional baggage allowance for mobility equipment/medical supplies.

## On board.

### Accessible staterooms.

All of our accessible staterooms feature wide doorways into the stateroom and bathroom, as well as sufficient floor space for wheelchair manoeuvrability. All accessible balcony staterooms feature ramped access to the balcony. The bathroom is a wet room style shower room; with a flush threshold into the cabin and grab rails for shower and toilet as well as a pull down shower seat.

If there is any further information that you require that has not been covered on our website, such as the location of grab rails, please feel free to contact us via email at [disability@carnivalukgroup.com](mailto:disability@carnivalukgroup.com).

### Mobility scooters.

Mobility scooters will only be permitted on board if guests have booked into a wheelchair accessible stateroom, or selected suite. This is to ensure there is sufficient space for the scooter to be stored safely.

A list of the suitable staterooms can be found using the following link: [https://ask.cunard.com/help/cunard/before-you-sail/accessible\\_cabins](https://ask.cunard.com/help/cunard/before-you-sail/accessible_cabins)

If you are taking a mobility scooter on board in an approved stateroom please ensure you have checked the stateroom door width as the scooter must be able to fit through to enable it to be stored within your stateroom when not in use. Details of the stateroom door widths can be found using the following link: [https://ask.cunard.com/help/cunard/fleet/door\\_widths](https://ask.cunard.com/help/cunard/fleet/door_widths)

Cunard defines a mobility scooter as a three or four wheeled electrical or battery powered scooter designed for a person of restricted mobility. Motorised wheelchairs, bespoke machines for full time disabled persons and manual collapsible wheelchairs are not included within the definition for the term 'mobility scooters'.

Please note that we can only accept gel, dry cell, sealed lead acid or lithium-Ion battery operated mobility scooters on board.

### Wheelchairs.

If you are booked in a standard stateroom and bringing a collapsible wheelchair, please ensure the wheelchair does not exceed 51cm when collapsed.

If you are taking a non collapsible manual or electric wheelchair please ensure you have checked the stateroom door width as the wheelchair must be able to fit through to enable it to be stored in your stateroom when not in use.

Details of the stateroom door widths can be found using the following link: [https://ask.cunard.com/help/cunard/fleet/door\\_widths](https://ask.cunard.com/help/cunard/fleet/door_widths)

Please note that we can only accept gel, dry cell, sealed lead acid or lithium-Ion battery operated wheelchairs on board.

Whilst there are a limited supply of wheelchairs available for use on board our ships, these can only be requested once on board and are given out on a first come first served basis. We would strongly advise that guests supply their own or hire one independently to avoid disappointment.

We kindly ask that wheelchairs are returned the evening before disembarkation and if not returned a fee of £400 will be applied to your on board account to cover the cost of the wheelchair.

### Other mobility equipment.

Please note that we do not accept segways, trikes or any similar non standard aids to mobility on board.

We do not provide stateroom hoists for guests use but you may bring your own or hire one. If you are bringing a hoist, you will need to check that it is compatible with the ship's electrical supply; further details can be found further on in the fact sheet.

If you are bringing a hoist and you are booked into a non adapted stateroom, please be aware that there will be limited space for manoeuvrability.

Guests are not permitted to bring their own mattress, mattress topper, bed or chair unless the item has the appropriate International Maritime Organisation (IMO) fire rating certification.

Our recommended supplier, Mobility at Sea, do have a selection of approved items available for hire and can be contacted on 0800 328 1699\*\*.

If you are flying and taking any of the above equipment you must populate your Accessibility questionnaire with full details. If you are flying with a Scheduled Airline you will need to contact them directly and confirm carriage of any equipment. If you are flying with a Charter Airline then please ensure your speak to our Contact Centre on 03453 550 300\*.

### Mobility aids.

We are able to provide a limited number of shower stools, shower chairs, raised toilet seats, bath benches and bath seats on a first come first served basis. These will be allocated out in order of date of receipt of your questionnaire.

All ship loaned mobility aids have a maximum user weight limit of 190.5kg/420lb, with the exception of the shower stool maximum user weight limit of 127kg/280lb.

No other mobility aids besides those listed above can be provided. If you require an item that we are unable to supply such as a commode, bed blocks, hoist etc you are welcome to bring your own or contact our recommended supplier, Mobility at Sea on 0800 328 1699\*\*.

### Mobility aid storage.

All mobility scooters, wheelchairs and other aids to mobility must be stored inside your stateroom when not in use; they cannot be left outside your stateroom door. Public walkways and stairwells must be kept clear in case of an emergency.

### Deaf/hearing impairment.

We are able to offer a hearing loop facility at Southampton cruise terminals and at the Purser's Office on board. In addition we also provide an 'infra-red' hearing support system within some of our theatres and show lounges - compatible headsets are available from the Purser's Office.

A limited number of wireless visual alert systems and textphones are available on board. The textphone system is subject to the availability of telephone lines on board. The textphone will also enable us to alert you to any important announcements concerning your voyage and in the event of an emergency. Please note the visual alert system, will reduce surface space in your cabin.

Our in-stateroom emergency video offers closed captioning and a British Sign Language translated version. The televisions within the cabins don't have closed captioning due to the way that the satellite signal is received.

Should you wish to watch a DVD in your cabin; subject to availability we can provide access to a DVD player and a DVD library which contains closed captioning. Please speak to the Purser's Office for further information.

### Blind/visual impairment.

We are able to provide the following voyage information in large print:

- ◆ Safety and Emergency Drill information
- ◆ Main dining room and bar menus
- ◆ Daily Programme

The Safety and Emergency Drill information and the main dining room menus are also available on board in Braille.

The majority of our ships offer Braille cabin numbers and/or Braille lift buttons/audio call signs. Our crew is also on hand to assist you with directions. Once on board, should you require a brief orientation tour of the ship, please visit the Purser's Office and a member of the team will be able to arrange this for you.

### Assistance dogs.

Cunard accepts registered assistance dogs on board that have been specifically trained to assist a person with a disability and has been certified by an organisation that is a full member of Assistance Dogs International (ADI) or International Guide Dog Federation (IGDF), the accrediting bodies for assistance dog organisations worldwide.

Emotional support dogs are not recognised as an assistance dog by the above organisations and are not permitted on board.

Assistance dogs may not be permitted ashore in certain ports of call, in line with current DEFRA regulations which apply in the UK. If you indicate within your questionnaire that you will be taking an assistance dog on board, we will forward on the relevant paperwork for you to complete and return to us with any supplementary information that is required. For further details on Travelling with an assistance dog, please use the following link: [https://ask.cunard.com/help/cunard/before-you-sail/PO\\_CU\\_assdog](https://ask.cunard.com/help/cunard/before-you-sail/PO_CU_assdog)

### Medical waste disposal.

A sharps container can be placed in your stateroom on request and is also available from your stateroom steward for the safe disposal of your medical sharps waste whilst on board your voyage.

Should you require red bags, they are available from your cabin steward throughout your cruise. Soluble pouches must not be flushed into the plumbing systems on board our ships. Please ensure that all medical waste in appropriately wrapped and placed in your cabin bathroom.

## Electrical medical equipment and electrical supply.

All guests taking electrical medical equipment on board will be required to take their own extension lead with them.

Personal extension leads are not permitted on board unless to be used with essential medical equipment (e.g. CPAP and nebuliser machines). These will be checked for electrical safety along with your piece of medical equipment prior to sailing. Surge protected extension leads are not accepted in any circumstances as they interfere with the ship's electrical distribution.

Please note that the electrical supply on board all Cunard ships are: 60 Hz / 220 V / 110 V.

The standard electrical supply in the UK is 50 Hz / 240 V.

It is important you contact the manufacturer/supplier to ensure that your equipment is safe to use at 60 Hz and to ensure that your 50 Hz machine will not be damaged or its performance affected.

## CPAP/BiPAP/Nebuliser/ Oxygen concentrator.

Once on board please notify the Purser's Office so that an Electrical Officer can check your equipment prior to sailing to ensure that it is safe to use with the on board electrical supply.

Should you require the use of your CPAP/BiPAP/Nebuliser/Oxygen concentrator during your flight, please call our Flights Department on 0843 374 1437 no later than 14 days prior to departure. Please refer to the 'Electrical Supply Section' in this document.

## Oxygen cylinders.

Please note that you must have sufficient supplies to accommodate your requirements for the duration of the voyage. The ship's Medical Centre cannot refill or supply oxygen cylinders.

For safety reasons only one cylinder is allowed to be retained in a stateroom. The remainder must be in a suitable secure case and not loose. These will be stored in a secure area to be called on as required. Your stateroom steward will coordinate this with you.

Please note that the NHS and NHS contracted oxygen companies no longer provide oxygen supplies for voyage travel.

If you do require oxygen concentrators, gaseous or liquid oxygen systems for hire whilst on board our ships, our approved vendor will be able to assist.

## UK Sailings

**Contact:** Mr Stephen Quantrill /  
Mr Richard Quantrill

**Company:** Omega Advanced Aeromedical

**Tel:** +44 (0) 1273 308176

**Email:** info@omegaoxygen.com

**Web:** www.omegaoxygen.com

## USA Sailings

**Contact:** Skip Scribner

**Company:** Advanced Aeromedical Inc USA

**Free phone:** 800-346-3556

(within USA/Canada)

**Tel:** (001) 757-481-1590\*\*\*

**Email:** info@aeromedic.com

**Web:** www.aeromedic.com

Liquid oxygen may only be taken on board if arranged through our approved vendor.

## Electrical feeding pump.

Please ensure you bring sufficient quantities of any required medication/liquid feeds for the duration of your voyage. If you anticipate needing additional refrigerator storage whilst on board, please email: medical@carnivalukgroup.com detailing the number and sizes of boxes so alternative arrangements can be made. Please refer to the 'Electrical Supply Section' in this document.

## Peritoneal dialysis.

The medical team on board Cunard ships are not trained to provide peritoneal dialysis. You must provide all your own dialysis equipment and treatment.

Once on board, please notify the Purser's Office so that an Electrical Officer can check your equipment prior to sailing to ensure that it is safe to use with the on board electrical supply. Please refer to the 'Electrical Supply Section' in this document.

It is your responsibility to arrange delivery of your supplies to the docks prior to departure. Should supplies not have arrived before departure, regrettably you will not be able to sail, as the ship does not carry dialysis fluids or equipment.

Please note we are unable to accommodate guests who require haemodialysis.

## Delivery of liquid feeds and dialysis fluid.

Please arrange for the company supplying your feeds/fluids to call our Port Operations Department on +44 (0) 23 8065 5658\*\*\* for assistance with delivery arrangements and

to confirm the delivery address for all guests joining in Southampton.

If you are flying as part of your voyage please call our Contact Centre 03453 550 300\*.

We will confirm any Airlines guidelines and restrictions for carriage of liquid feeds and dialysis fluid.

For all other embarkation ports please email medical@carnivalukgroup.com for Port Agent details. Failure to do so may result in your delivery being refused or delayed. Deliveries must be marked with your name, booking reference, stateroom number, ship name, voyage number and date of travel.

## Pregnancy.

Cunard regrets that it can not carry guests who have entered their 24th of pregnancy or beyond at any point during the voyage. Please use the questionnaire to advise us that you are expecting a baby. You will be required to send confirmation of your expected due date (EDD) certified by your doctor or midwife confirming you are fit to travel. (This must include the EDD calculated from both Last Menstrual Period (LMP) and ultrasound, if performed.) Please send your letter to medical@carnivalukgroup.com

## Children on board.

We encourage all children to use our fantastic children's facilities. If your child has a disability and would like to take part in our great activity programme, then we ask you to speak with our Youth Team during the initial registration so we can be fully aware of your child's needs so they have a great voyage.

## Personal care/assistance and travelling alone.

If you require assistance with daily living, such as washing, toileting, eating, movement around the ship or disembarking in ports of call etc, you will need to travel with a companion/personal assistant who can provide this for you; the ship's crew are unable to assist with these tasks.

If it becomes clear that you are unable to manage safely and independently on board without assistance, you will be required to discuss the situation with a member of the ship's company.

If you have Dementia/Alzheimer's or require the assistance of a carer whilst at home, you will be required to travel with a companion/personal assistant to ensure your safety whilst on board.

## Access on board.

Raised door thresholds are present throughout the ship which need to be negotiated with care and you may find the layout of the ship narrower than you are used to. The majority of public areas and venues will have level or ramped access.

Please also pay careful attention when backing out of elevators in a mobility scooter/wheelchair as these are often in close proximity to the staircases. In the interests of your and other guest's safety on board, you must drive at a safe speed.

There will be wheelchair spaces in our theatres and other entertainment venues for the use of full time wheelchair users and their companions, allocated on a first come first service basis.

All of our ships will have a pool hoist available for use. For details on which pools have this facility, please use the following link: [https://ask.cunard.com/help/cunard/before-you-sail/hoist\\_pool](https://ask.cunard.com/help/cunard/before-you-sail/hoist_pool)

## On shore.

### Accessible shore excursions.

If you are a full time wheelchair user or are unable to board a coach, we will send you a separate shore excursion guide detailing access at your ports of call upon receipt of your questionnaire. This should arrive approximately 12 weeks prior to your departure and will include information regarding accessible transportation.

Please email [shoremobilityinfo@carnivalukgroup.com](mailto:shoremobilityinfo@carnivalukgroup.com) to request accessible information if you have returned your questionnaire less than 12 weeks prior to your departure.

Please note that mobility scooters cannot be accommodated in accessible vehicles as they cannot be safely secured in transit.

### Anchor ports.

In some ports it is necessary to anchor off shore rather than alongside the dock or quay. When this is the case, we use a tender to take you ashore. A tender is a small vessel that carries around 100 guests. In order to board the tender, please note that you will be required to use steps (up to 20cm/8 inches high) and navigate the gap between the platform and the tender (of up to 45cm/18 inches).

In the interests of safety, we require all guests wishing to use the tenders to have sufficient independent mobility to negotiate steps and traverse a gap of up to 20cm/8 inches.

Anyone wishing to board the tender will need to demonstrate this ability via a mobility test prior to tender embarkation by stepping unaided over a distance of 45 cm/18 inches. Children who are unable to step across a gap of this size will be permitted to use the tender service provided their parent/guardian is able to demonstrate that they can carry or pass them safely across the mobility test gap.

There will be crew members there to guide and steady you as you embark, but they cannot support, carry or lift guests on board the tender for safety reasons. Please wear appropriate, flat, and securely attached footwear, when embarking and disembarking the tender.

If you use a wheelchair or mobility scooter, please note that you or your travelling companion will be responsible for assembling and disassembling your wheelchair/mobility scooter. The crew will endeavour to assist where practical and safe to do so, providing that no individual part weighs more than 20kg/40lb.

If you have notified us that you have reduced mobility you will be invited to a tender briefing on board and given the opportunity to take part in the mobility assessment in advance. This must be completed independently, without any assistance. If an officer decides it is not safe for you to board a tender, please respect their decision as this decision is taken to ensure your safety.

### Going ashore.

Staff will be able to provide wheelchair or arm assistance from the top to the bottom of the gangway only where safe to do so. Guests must make their own way to/from the terminal/shuttle bus/tour buses etc. Please note if your Shore Excursions are operated by minibus, there will be no storage space for mobility scooters or wheelchairs. Please be aware that in consideration of health and safety, tour providers/coach operators reserve the right to refuse carriage to any guest who is unable to negotiate the steps of the coach independently.

Due to the extreme tidal nature and gangway configurations required to cope with large varying height differences between the quay and the ship side, there is a strong chance that full and/or part time wheelchair users may be required to stay on board in ports including, but not limited to: Bilbao, Brest, La Coruna, Le Havre, La Rochelle, Lisbon, Zeebrugge, Canary Island ports, Hamburg, Boston, Halifax, Portland, Quebec, Darwin, San Francisco and Mumbai. We apologise for any inconvenience that this may cause but we hope you will appreciate that this is in the interests of your safety. At ports where it is

not possible to use the ship's brow, access to shore will be either by a long straight shore gangway fitted with self levelling steps to take into account the tidal conditions or, in some cases, wooden batons for foot grips. Dependent on tidal conditions the baton type can be quite steep at times.

The ship may also use its own narrow stepped gangway (the 'accommodation ladder') which also features self levelling steps to take account of the tide.

## Additional information.

### Additional requests.

Please be aware we are unable to note any requests for or guarantee where staterooms will be allocated or which dining you will be assigned. All allocations are made dependant on your fare type and when the booking was made.

If you wish to discuss either of these areas further please speak with your Travel Agent or our Customer Contact Centre.

For further information on the EU Regulation 1177/2010 on Passenger Rights when Travelling by Sea and Inland Waterways, please visit our website: <http://www.cunard.co.uk/legal-information/>

It is a booking condition to have fully comprehensive travel insurance that covers you for all pre existing medical conditions. We recommend you discuss your travel itinerary with your GP/Consultant so that they can confirm your fitness to travel.

### Emergencies on board.

Whilst emergencies on board are rare, it is important you know what to do should one occur. All guests are required to attend the passenger muster exercise held prior to departure once you have embarked.

In a real event you should act as per the instructions given at the passenger muster exercise, instructions given over the public address system or by the ship's company.

Elevators/lifts must not be used. If you cannot use the stairs members of the ships company will assist you by using evacuation equipment. Where you are not in your stateroom, you will be taken to your muster station. If you are able to use the stairs we encourage you to do so. In the unlikely event of abandoning ship guests needing assistance will be assisted to the survival craft or gangways.

Please refer to the Emergency assistance section within the questionnaire.