



Guest Special Services Form

Reservation ID: _____

Ship Name: _____

Sail Date: _____

Guest Name: _____

Guest E-mail: _____

Telephone: _____

Please fill out this form and return by e-mail to specialservices.uk@rccl.com or by fax to +44 (0)1932-820603 or by post to OSU Dept, RCL Ltd, Building 2, Aviator Park, Station Road, Addlestone, Surrey KT15 2PG at the time of booking or at least 90 days prior to sailing, in order for us to process your requests in a timely manner.

Mobility

Guests with Flights through Royal Caribbean, Celebrity Cruises or Azamara Club Cruises;

Do you require wheelchair assistance at the AIRPORT? YES NO
Can you climb aircraft steps unaided? YES NO

If you are a full time wheelchair user, please provide your approx body weight (Kgs): _____ (Airline use only)

Can you board the steps to a standard coach for your airport to pier transfers? YES NO

Pier Assistance

Do you require wheelchair assistance at the pier? YES NO

Equipment

If you are taking a wheelchair/scooter/walking mobility device onboard, please provide details;

Collapsible wheelchair Fixed wheelchair Electric wheelchair
 Collapsible scooter Non-collapsible scooter Walking frame/stick

Please provide dimensions;

Width: _____ Inches Make: _____

Height: _____ Inches Model: _____

Length: _____ Inches Weight(Kgs): _____

Battery type (if applicable);

Wet cell

Dry cell

Gel cell

Please note that any wheelchair or scooter must be stored inside the stateroom when not in use.

The width of the doorway on our regular staterooms can be a minimum of 23 inches/58 cms.

Stateroom Facilities (On request)

Raised toilet seat Shower stool Commode chair

Hotel Room Accommodation (for pre/post-cruise hotels and Cruisetours, subject to availability) †

Accessible hotel room with roll-in shower

Included Transfers (for transfers between airports, pre/post cruise hotels and ship, subject to availability) †

Accessible (adapted) vehicle required for full time wheelchair users only

Hard of Hearing / Deaf

Sign language interpreting services

ASL (American Sign Language)*

Tactile

TTY (teletypewriter) in stateroom

Assistive Listening Device (Theatre)

Stateroom visual-tactile alert system for door knocking, smoke detector and telephone ringing

Low Vision / Blind / Service Animals

Large Print menus and daily activity planners

Blind

Bringing a service dog*



Guest Special Services Form

Medication

- Refrigerator in your stateroom Sharp's Container for syringe disposal

Oxygen

- Bringing oxygen onboard Oxygen delivered by outside vendor (Please contact us to arrange clearance at port)

Sleep Apnea

- Bringing a CPAP or BIPAP machine*

Dialysis

- Require *Peritoneal Dialysis*. Supplies delivered by an outside vendor (Please contact Special Services to arrange delivery clearance at port) If you require *hemo-dialysis*, please contact Special Services for information.

Shore Excursions

Guests who are full time wheelchair users, OR who wish to take a motorised scooter on a shore excursion, please contact our head office to obtain details of available tours and pricing by emailing them at: shorexaccess@rccl.com

Do you have any other medical conditions/requirements we should be aware of in order to try and provide you with the best cruise holiday possible?

Accessible Stateroom Requirement*

If you have booked an accessible stateroom as shown at the top of this page, please read the below statement carefully. By signing this form you are confirming that this is a true and accurate statement of your situation and requirements:

"I require an accessible stateroom because I have a mobility disability or other disability that requires the use of the specific accessible features that are provided in the stateroom."

*Please ensure you visit our website, or contact Special Services for further details of our policy.

†Please note this is only for hotels/transfers purchased through ourselves.

The above information will be passed onto any external suppliers and also our head office in Miami in order that the ship is fully appraised of our guests needs. However, we must emphasise that all requests are subject to availability and cannot be guaranteed. Please ensure that your holiday insurance adequately covers any pre-existing medical condition.

For guests travelling on their own who have a medical condition, please be aware that you must be fully fit to travel alone, be fully self sufficient and must not require any one to one care whilst onboard the ship, or at any stage during your holiday with us.

The above also applies to any guest who normally has a carer. If not travelling with a carer, they must be fully self sufficient and not require any assistance normally provided by a carer, whilst onboard the ship, or at any stage during your holiday with us.

Please be aware that we may require a letter from your GP with further details of any stated medical condition, in order to ensure your safe carriage, as per our terms and conditions. See our website for full details of our latest terms and conditions.

I have read and agree to all of the information on this form and understand that there is no guarantee that the above special requests can be met.

Guest Signature

Date