SPECIAL SERVICES REQUESTS & INFORMATION

FAX - 01932-820603

EMAIL - specialservices.uk@rccl.com

POST - Special Services Department
Building 2, Aviator Park,
Station Road, Addlestone.
Surrey KT15 2PG

WHEELCHAIR ACCESSIBLE CABINS – WHATS THE DIFFERENCE

- DOOR WIDTH – 32" – 34"
- ELECTRIC ENTRANCE DOOR
- NO DOOR SILLS
- RAMPED BATHROOM THRESHOLDS
- BATHROOM GRAB BARS
- LOWERED SINK AND VANITY
- ROLL-IN SHOWER
- FOLD-DOWN SHOWER SEAT
- HAND HELD SHOWER HEADS
- LOWERED CLOSET RAILS

REQUEST BASIS ITEMS :

- RAISED TOILET SEATS – 17.5" BUT CAN BE TALLER
- COMMODE CHAIR OR SHOWER STOOL
- REFRIGERATOR/ SHARPS BIN
- BED BLOCKS - must be informed of the height in advance.

ADDITIONAL SERVICES -

- PRIORITY BOARDING
- WHEELCHAIR ADAPTED TRANSFERS WITH A LIFT (for fly/cruise transfers or cruise only transfers)
- EMBARKATION/DISEMBARKATION ASSISTANCE
- HOISTS AVAILABLE FOR ONE POOL AND ONE JACUZZI THROUGHOUT ALL ROYAL CARIBBEAN AND SELECTED CELEBRITY SHIPS.

AND ALSO. . . . . .

- CORRIDORS WIDE ENOUGH FOR WHEELCHAIRS TO MAKE A 180 DEGREE TURN - FLEET WIDE
- EXTERNAL DOORS OPEN AUTOMATICALLY WITH THE TOUCH OF A BUTTON
- RAMPS AND LIFTS ON ALMOST EVERY DECK
- ACCESSIBLE BLACK JACK TABLES
- ACCESSIBLE GUEST RELATIONS DESK
- ACCESSIBLE GUEST RELATIONS DESK

SPECIAL MEALS:

Special meals can be provided on all ships, when requested in advance, we do try to accommodate most dietary needs however, please be aware that not all requests can be guaranteed.

Requests need to be submitted in writing to the Special Services department or by email to specialservices.uk@rccl.com no later than 90 days prior to sailing. (if closer to the sail date than 90 days we cannot guarantee requirements will be met).

- VEGETARIAN – Separate vegetarian menus are not provided, however, all vegetarian options will be listed in the standard menu in the main dining room, there will also be a wide variety of vegetarian choices in the Windjammer cafe. Please note, we are unable to fully accommodate a vegan diet.

- CHILDRENS MEALS – There are child-friendly menus available on board, you will need to advise the restaurant manager at time of seating that you will require one.

- SOFT FOODS – For guests who require soft foods, this is not a problem, please ensure you booking is noted in advance and please ensure that you speak to your waiter once onboard the ship. Please note: All of our ships have blenders.

- GLUTEN FREE – Separate gluten free menus are not provided onboard, it is very important guests meet with the Matrie D' on the day of embarkation so they can go over the menu with them and adapt it accordingly. Gluten free bread is made freshly onboard the ship and guests are permitted to take their own supply of dry, non-perishable food items onboard.

KOSHER MEALS – If ordered far enough in advance Kosher meals can be provided. Please note: Kosher meals come pre-packaged and may not be to the same standard and range of choice provided under the general menu.

Please see below deadlines for ordering Kosher meals, please be aware that once it has past the deadline we cannot guarantee availability –

North American Sailings – **45** days prior to sailing
European Sailings – **90** days prior to sailing
Australia/Asia Sailings/ South America – **100** days prior to sailing

- HALAL FOOD – At this moment in time we do not provide Halal meals.

- DAIRY FREE FOOD- Please be aware if you require a dairy free diet it is very important that you meet with the Matrie D' on the day of embarkation so they can go over the menu with you and identify the items that need to be avoided or modified.

ALLERGIES - All items prepared for guests with food allergies are handled separate from the main food production. It is recommended that guests with specific food allergies not eat in the Windjammer Café as there is a risk of cross contamination of food items. Please note, that if you choose to dine in food venues other than the Main Dining Room, it is required that you meet with the Restaurant Manager for that particular venue. This is to ensure that your needs are properly communicated to the staff

The ship's medical facility has the necessary medication and equipment to treat guests with allergic reactions. However, guests are reminded that any necessary medication needs to be with them at all times.

Any other meal, or special dietary requirements are on request. Please email special services for information, and we will advise if it is possible.

ADDITIONAL INFORMATION

HEARING IMPAIRED:

A portable hearing kit is available for guests if requested in advance (TTY – Text Telephone or TDD – Telecommunication device) These kits provide the following –

- STROBE LIGHT DOOR KNOCKER
- STROBE LIGHT TELEPHONE
- AMPLIFIER FOR TELEPHONE
- ALARM CLOCK WITH UNDER MATTRESS VIBRATOR OR UNDER PILLOW VIBRATOR
- FM SOUND RECEIVERS ARE ALSO AVAILABLE FOR THE THEATRES FOR SOUND ENHANCEMENT
- SIGN LANGUAGE INTERPRETERS CAN BE PROVIDED IF REQUESTED AT LEAST 60 DAYS BEFORE SAILING – Please note: Sign Language interpreters use American Sign Language.

VISUALLY IMPAIRED:

All staterooms, cabin corridor signs, and menus are available with Braille
A ship tour can be given to the guest to familiarise them with their surroundings- This must be requested at least **45 days** prior to the sail date.

Guide dogs are allowed onboard to aid visually impaired guests if advised far enough in advance and the relevant documents are provided.

DIALYSIS: (Kidney Failure)

We do not have any dialysis machines on board any of our ships, and we do not have any facilities on board to administer treatment.
Guests who are on self administered, Peritoneal Dialysis can take the machine onboard and store in their cabin, all equipment and fluids must be arranged by the guest.

There are two types of Dialysis treatments:

➘ Haemodialysis: **Royal Caribbean & Celebrity do not book guests (directly or through an individual Travel Agent)** that require haemodialysis treatments. Guests can however book through a specialised travel agency, please see their contact details as follows –

Dialysis Holidays – 0844-8002624 - www.dialysisholidays.co.uk
Dialysis at Sea – 001 813 775 6000 – www.dialysisatsea.com

➘ Continuous ambulatory Peritoneal dialysis (CAPD)**:** Royal Caribbean & Celebrity will book guests (directly or through a Travel Agent) that need CPAD because it is self-administered.

WHEELCHAIRS FOR HIRE:

Royal Caribbean do not hire out wheelchairs onboard.

Any guest who needs a wheelchair guaranteed whilst onboard their cruise or for a shore excursion, must take their own or hire one from an outside vendor. Wheelchairs are held onboard, however they are for emergency use and for wheelchair assistance embarking and disembarking the ship, they are only available on a first come first serve basis so availability cannot be guaranteed.

PREGNANCY:

We only allow pregnant guests to travel up to their 24th week. We cannot allow a guest to sail with us if they enter the 24th week at any stage during the cruise package. A fit to travel letter from the doctor must be provided in advance of sailing, and the original letter must be taken to the port to provide at check in.

Please note: This policy is separate from the rules applicable to flights, which are set by the airlines.

The fit to travel letter must state the following things –

- The guest is fit to travel on the specified ship and sail date
- That she does not have a high risk pregnancy
- How many weeks pregnant she will be on the day of embarkation or disembarkation, which must clearly state she will not enter the 24th week at any point during the cruise.

PLEASE BE AWARE WE ARE NOT ABLE TO PROVIDE THE FOLLOWING ITEMS ONBOARD – GUESTS MUST EITHER TAKE THEIR OWN OR HIRE FROM AN OUTSIDE VENDOR:

- Hoists of any kind
- Bed guards
- Wheelchairs/scooters
- Profiling beds
- Bed levers
- Grab bars

Please be advised we are **NOT** able to add grab bars into a standard cabin.

There is a company we can recommend who hire out medical equipment such as hoists, electric wheelchairs, bed guards etc, guests need to contact them directly – Contact information as follows –

Care Vacations (www.carevacations.co.uk)
krystyna@carevacations.co.uk
07821 614 803

SHORE EXCURSIONS:

We do offer shore excursions for guests with accessibility needs and these fall into 2 categories:

Level 1 – Guests must be able to walk up to approximately 100 yards, however, may travel with a manual collapsible wheelchair/walker.
Guests must be able to board the steps on to a standard tour coach.
These tours can all be booked online by downloading the brochure.

Level 2 – Guests who are wheelchair bound and require a fully accessible vehicle for their excursions.

To obtain details, availability and prices of these specialised tours you will need to contact the specialist shore excursion team at our Head Office on the following email address – **shorexaccess@rccl.com**

Please note: These specialised tours can not be booked through the Special Services Department in the UK office.

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Please note: All the information in this leaflet is correct at the time of printing, but is subject to change by Royal Caribbean International, Celebrity Cruises & Azamara Club Cruises or its vendors.

Special requests cannot be guaranteed and all services and items listed are subject to availability.