



Special Needs Form

Guest's Name: _____

Reservation ID: _____

Ship: _____

Departure Date: _____

E-mail: _____

Telephone: _____

We look forward to welcoming you on your cruise with us.

In order to ensure that you have the best experience possible, can you please advise us of any special needs or dietary restrictions by completing the following Special Needs Form.

The information you provide will assist us, so far as is reasonably possible, in catering for any special needs you may have on your vacation with us. We will share such information only as required in order to fulfil that objective with, for example, certain crew members e.g. housekeeping staff. Where necessary we will also share such information with certain third parties e.g. airlines, ground transportation, land-based hotels and shore excursion providers. Such disclosure may include transfer of your information outside the EU where different rules apply to the use of personal data. In such circumstances we shall ensure that such providers meet the highest standards of data privacy.

You can read our global privacy policy on any website operated by us (e.g. www.royalcaribbean.com/privacy). This sets out your rights to access, rectification and erasure of your data and contact details for a revocation of your consent.

I have read and understood this consent declaration and confirm that:

- | | | |
|--|-----|----|
| (1) I consent to the processing of sensitive personal data to cater for my special needs | YES | NO |
| (2) I consent, as required to the transfer of my sensitive personal data outside of the EU | YES | NO |

For your convenience, you can complete this form on-line at www.RoyalCaribbean.com.au/SpecialNeedsForm.

We ask you do this as soon as possible, preferably in the next three days, so we can make the necessary arrangements to customize your cruise to your needs.

We need to know at least 30 days prior to sailing (60 days if you are requesting American Sign Language interpreting services) to make these arrangements. If it is within 30 days, please submit the form and we will make a reasonable effort to accommodate your request. If there is a request not listed on this form, please use the OTHER field to make your request.

Mobility

Wheelchair assistance at the pier

Cannot ascend/descend steps into a bus/motor coach

Note: Accessible transportation (with either a lift or ramp) will be provided if you are a Cruise tour guest or have purchased cruise only transfers. Accessible transportation may be limited or not available outside the U.S.

Mobility Equipment

Please complete all dimensions so we may ensure that your device can be accommodated in the stateroom and if applicable, for transfers and shore excursions.

| Are you bringing a... | Is it... | Battery type? | Equipment Dimensions | Combined Dimensions |
|--|--|--|---|--|
| <input type="checkbox"/> Manual wheelchair <input type="checkbox"/> Power wheelchair <input type="checkbox"/> Mobility Scooter | <input type="checkbox"/> Folding <input type="checkbox"/> Non-folding | <input type="checkbox"/> Gel <input type="checkbox"/> Dry | Width: ____ Length: ____ Height: ____ Weight (lbs): ____ | (Guest & Equipment) Height: ____ Weight (lbs): ____ |

Note: At certain ports of call, gangway and tender conditions may make it difficult for equipment to be taken on or off the ship. Power wheelchairs and mobility scooters may not be taken on tenders unless roll-on capability is available. For more information see www.RoyalCaribbean.com/TenderAccess

Please note that any wheelchair or scooter must be stored inside the stateroom.

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



Special Needs Form

Guest's Name: _____

Reservation ID: _____

Written Attestation for Accessible Stateroom

If you are booked in an accessible stateroom, please sign below:

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

Stateroom Accommodation (on the ship)

- Raised toilet seat
- Shower stool
- Commode chair (non-motorized)
- Refrigerator in your stateroom
- Sharps container for syringes

Hotel Room Accommodations (for any pre/post-cruise hotels and Cruisetours, based on availability)

- Accessible hotel room with roll-in shower
- Accessible hotel room with tub

Dialysis

- Require *Peritoneal Dialysis*. Supplies delivered by an outside vendor.

Vendor Name / Phone Number / Fax Number _____

Note: If you require hemo-dialysis, please contact our Access Department for assistance.

Accessible Shore Excursions

- Would you like to book accessible shore excursions? Yes No

If yes, contact our Accessible Shore Excursions team at shorexaccess@rccl.com to arrange your excursions.

- Can you do minimal walking? Yes No Distance: _____

- Are you traveling with a companion who can assist you? Yes No

- Are you able to transfer from wheelchair to a seat? Yes No

Note: The above information will be passed along to our Accessible Shore Excursions team. Be sure to complete the Equipment Section above so we can ensure the tour operator will be able to accommodate your device.

Medical Equipment

- Bringing CPAP onboard (distilled water and extension cord will be provided)
- Bringing hospital bed onboard Hospital bed delivered by an outside vendor
Vendor Name / Phone Number / Fax Number _____
- Bringing oxygen onboard Oxygen delivered by an outside vendor
Vendor Name / Phone Number / Fax Number _____
- Bringing a recliner Recliner delivered by an outside vendor
Vendor Name / Phone Number / Fax Number _____
- Bringing ventilator onboard Ventilator delivered by an outside vendor
Vendor Name / Phone Number / Fax Number _____

Low Vision / Blind

- Large Print menus and daily activity planners Blind Low Vision
- Preferred front row seating for shows in Main Theatre, Studio B, Aqua Theatre and other venues



Special Needs Form

Guest's Name: _____

Reservation ID: _____

Hard of Hearing / Deaf

- | | | |
|--|---|--|
| <input type="checkbox"/> Sign language interpreting services | <input type="checkbox"/> TTY (teletypewriter) in stateroom (and hotel room in U.S. only) | <input type="checkbox"/> Stateroom visual-tactile alert system for door knocking, smoke detector and telephone ringing |
| <input type="checkbox"/> American Sign Language (ASL) | <input type="checkbox"/> Assistive Listening Device | |
| <input type="checkbox"/> Tactile | | |

Policies: Requests for American Sign Language (ASL) interpreting services should be made at time of booking, but no later than 60 days prior to sailing. Requests are subject to availability of interpreters. Services are provided on cruises to and from the U.S. and Canada. Please note SSP (Support Service Provider) services are not provided.

Autism / Developmental Disabilities

- Autism Developmental Disability

Medical Related Dietary Requests

- Vanilla Ensure® Qty ____ cans (8-fl oz)

Note: We carry lactose free milk, soymilk, and almond milk onboard and is available upon request.

Service Dog

- Bringing a service dog Breed: _____ Tasked trained to perform: _____

Guests are responsible for obtaining required permits for service dogs to depart the ship. Step by Step guide to service dogs departing Australia or New Zealand can be found at: www.agriculture.gov.au/cats-dogs/assistance-dogs/travelling-cruise-vessel A 4-foot by 4-foot relief area with cypress mulch will be provided.

OTHER Disability Related Needs including Allergies (food and non-food related)

Please note we are unable to guarantee an allergy-free environment; however, we can make reasonable accommodation(s) for your allergies. **Not all disability and dietary requests may be able to be accommodated.**

Please contact us if you have any questions. Thank you and we look forward to welcoming you onboard!

ACCESS DEPARTMENT
specialneeds.au@rcclapac.com
1800 754 500 Australia
0800 102 123 New Zealand
Monday – Friday 9 AM to 6 PM
Level 12, 157 Walker Street, North Sydney, NSW 2060 AUSTRALIA
ATTN: Access Department

IMPORTANT NOTE FOR CRUISETOURS GUESTS – Please note Canadian CruiseTours are not wheelchair accessible. Therefore, we will not be able to accommodate guests who are full-time wheelchair users. If guests can take several steps to get into the motor coaches and can maneuver in a standard hotel room (instead of an accessible room), they may be accommodated. Parts of these Cruisetours may require extended periods of walking over uneven surfaces and/or steep terrain, as well as standing and steps. If you have questions regarding Cruisetour accessibility, please contact our Access Department.

For more information, see www.RoyalCaribbean.com.au/AccessibleSeas