



# ACCESSIBLE SEAS

A VACATION OF LIMITLESS ADVENTURE



## DID YOU KNOW...

That 12% of Americans with disabilities have taken a cruise in the last 5 years<sup>1</sup>, while 10% of the general U.S. population has taken a cruise in the last 3 years<sup>2</sup>. That means travelers with disabilities enjoy cruising at an even greater rate than those without!

<sup>1</sup> Study by the Open Doors Organization and U.S. Travel Association

<sup>2</sup> Cruise Lines International Association





## ACCESSIBILITY FOR ALL

Royal Caribbean International® believes the best vacations come without limitations. We are committed to providing the most accessible cruise vacation experience to our guests with disabilities and special needs. That's why we strive to meet the needs of every guest, by outfitting our ships with a wide variety of features designed to give access to all\*, including guests who have:

- Mobility disabilities
- Hearing disabilities
- Visual disabilities
- Other disabilities including children with disabilities, people of short stature and individuals with cognitive, intellectual and development disabilities

Every year, thousands of guests with disabilities and special needs sail on Royal Caribbean International. Wherever our ships can go, you can, too - on a cruise designed to wow and accommodate you.

*\*Activities and amenities vary by ship.*



## MOBILITY DISABILITIES

Feel right at home on our spacious ships. These features and services ensure guests with mobility disabilities can cruise with ease.

### GETTING AROUND THE SHIP\*

- Corridors that accommodate 180-degree turns for wheelchairs
- Automatic doors, available on most ships
- Gradual inclines into all public rooms
- Elevators and ramps

### ACCESSIBLE FEATURES

- Lifts for one pool and one whirlpool per ship, throughout fleet
- Lowered playing tables and slot machines in Casino Royale®
- Accessible Guest Relations desk with lowered counter
- Accessible public restrooms – many with automatic doors

*\* Stateroom features and ship-wide accessibility features vary by ship.  
For more details, see [www.RoyalCaribbean.com/AccessibleStaterooms](http://www.RoyalCaribbean.com/AccessibleStaterooms)*

*† Select staterooms*

### ACCESSIBLE STATEROOM FEATURES\*†

- Available on all ships in a variety of categories
- Stateroom and bathroom door width: at least 32 inches
- Automatic stateroom doors on Radiance-class ships
- No stateroom doorway threshold
- Lowered closet rods and safes
- Lowered sink and vanity
- Ramped bathroom doorway thresholds
- Roll-in showers with grab bars
- Fold-down shower seat and hand-held shower head
- Raised toilet seats – most are between 17 to 19 inches high
- 5-foot turning radius in sleeping, sitting and bathroom areas for easy maneuverability
- Accessible balconies†
- Most located near elevators



## HEARING DISABILITIES

Don't miss a minute of the action. Our deaf and hard of hearing guests can enjoy an immersive cruise experience and peace of mind, thanks to features like visual alerts, sign language interpreters and captions.

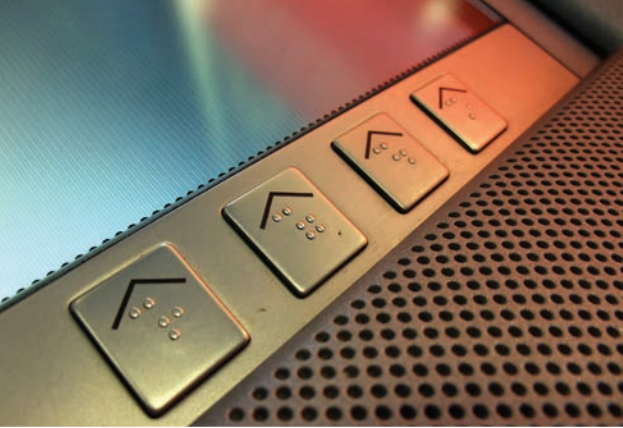
### ACCOMMODATING HEARING DISABILITIES

- Portable hearing room kits that provide visual and tactile alerts for door knocking, telephone ringing, alarm clock and smoke detector.\*
- TTY (Teletypewriter) that interfaces with Guest Relations Desk TTY to better meet all in-stateroom needs.\*
- Amplified telephones in staterooms and public areas
- Assistive Listening System (ALS) available in:
  - Main theater on all ships
  - Studio B (ice-skating theater) on Voyager, Freedom and Oasis-class ships
  - AquaTheater on Oasis-class ships
- Sign Language interpreters\*\* (available on a shared basis to guests who utilize American Sign Language as their primary means of communication)
- Closed-captioned televisions in all staterooms fleetwide. Closed captioning provided on select programs.

\* Notify us at least 30 days prior to sailing.

\*\* Notify us at least 60 days prior to sailing in order to ensure interpreter services. Requests are subject to availability of interpreters. Sign language interpreting services are provided on cruises that depart from and return to the U.S. and Canada.





## VISUAL DISABILITIES

For guests with visual disabilities, Royal Caribbean International® has worked to incorporate Braille wherever possible, including but not limited to: staterooms, staircase handrails and public areas. Additionally, our crew and staff are on hand to assist by reading menus and signage or any other way we can make our guests' cruise vacation experience even more exceptional. It's all part of our award-winning Gold Anchor Service®.

### ACCOMMODATING VISUAL DISABILITIES

- Service dogs welcome onboard – a 4 x 4 foot relief area\* with cypress mulch will be provided
- Braille/tactile signage
- Braille/tactile elevator buttons and audio call signs
- Braille deck numbers on staircase handrails
- Menus and Daily Cruise Compass available in large-print\*
- Qualified Readers
- Orientation tours

*\*Notify us 30 days prior to sailing*





## OTHER DISABILITIES & SPECIAL NEEDS

These services and features ensure that more guests can sail away on an incredible Royal Caribbean International® vacation, without a worry in the world.

### CHILDREN WITH DISABILITIES

Children with disabilities, including autism, will love our fun-filled, complimentary Adventure Ocean® Youth Program. Some of the accommodations for our youngest special-needs travelers include:

- Adventure Ocean grouping by ability (rather than age)
- Adventure Ocean toilet-trained policy exception
- Pagers for parents of children in Adventure Ocean program
- Babysitting services in stateroom (age restrictions apply)

### SPECIAL DIETS

Royal Caribbean can accommodate guests with a variety of special dietary needs at no charge.

- We offer **low-sodium, low-fat and gluten-free** items on our menus. There is no need to notify us in advance. Check with your Head Waiter for assistance with selecting appropriate menu items.
- **Lactose-free/soy milk and Ensure** are available at no extra charge. Simply notify us at least 45 days prior to sailing and 90 days for European/South American itineraries.
- We can accommodate most **food allergies** in the main dining room. Once you are on the ship, speak with our Head Waiter to discuss your needs and review your menu selections for the next day. For complex food allergies contact our Access Department for assistance. Please note we may not be able to accommodate all food allergies.

### **ONBOARD MEDICAL SERVICES**

Every Royal Caribbean ship offers limited professional medical services for a reasonable fee. These physicians and nurses can be found in the onboard medical facility.

### **OXYGEN**

All types of oxygen are permitted onboard. Please notify the Access Department as to the type, quantity and delivery schedule of your oxygen. Oxygen must be stored in your stateroom.

### **DIALYSIS**

Guests requiring continuous ambulatory peritoneal dialysis are welcome onboard. Guests should bring onboard or arrange to have delivered all necessary supplies and equipment needed to perform the dialysis. Please have your supplier contact our Access Department to request clearance for port delivery.

We are unable to administer or assist with hemo-dialysis treatments. However, guests using self-administered hemo-dialysis equipment are welcome to sail under certain requirements; contact our Access Department for details. Otherwise, guests requiring physician assisted dialysis may make arrangements by contacting a service provider who specializes in this service.

### **PEOPLE OF SHORT STATURE**

People of short stature love cruising too. With many of our accessibility offerings, such as lowered Guest Service counters and lowered playing tables in Casino Royale®, height doesn't get in the way of an excellent cruise vacation experience.

### **PERSONS OF SIZE**

Larger guests are always welcome onboard. Armless chairs and special seating are provided throughout the ship and in various venues for your comfort and convenience. Larger guests may find our accessible staterooms with wider doors, roll-in showers and grab bars more accommodating.

### **COGNITIVE, INTELLECTUAL AND DEVELOPMENTAL DISABILITIES**

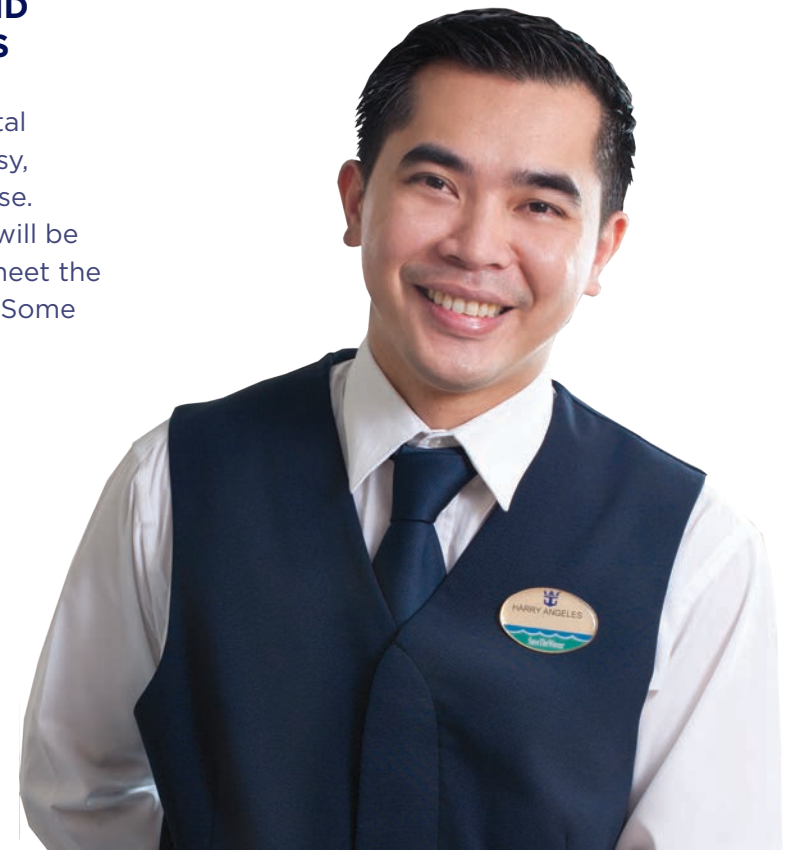
Royal Caribbean welcomes guests with cognitive, intellectual and developmental disabilities such as autism, cerebral palsy, Down syndrome and Alzheimer's disease. Upon request, every reasonable effort will be made to provide accommodations to meet the needs of guests with these disabilities. Some of these may include:

- Priority boarding
- Boarding and departure assistance
- Priority disembarkation

### **MORE...**

If you have another disability or medical condition that has not been mentioned, please inquire how we might make reasonable accommodations to meet your specific needs. Please note that not all accommodations may be able to be provided.

Also, note that guests should be fit for travel. We do not require guests to travel with a companion; however, our personnel are not required to perform personal tasks. See "Can I travel alone?" question on page 11 for details.







## HOW TO GET THE MOST OUT OF YOUR CRUISE

### PLANNING AHEAD

While we don't require information about the type or extent of your disability, the more information you can share with us about your specific needs, the better we are able to assist you.

We encourage you to notify us of your needs at the time of booking, however to guarantee availability of specific equipment or services, please provide at least:

- 60 days notice if you need sign language interpreting services
- 30 days notice if you need special equipment or services (see list to the right) to accommodate your disability

If we do not receive enough advance notice, we will make reasonable efforts to provide requested equipment or services, but we do not guarantee they will be provided.

### LIST OF EQUIPMENT AND SERVICES REQUIRING ADVANCE NOTICE

#### 60 days prior to sailing

- Sign language interpreting services

#### 30 days prior to sailing

- Commode chair
- Shower stool
- Transfer bench
- Service animal relief area
- Large print materials
- TTY
- Visual-tactile alert system
- Assistive listening device
- Mini-refrigerator
- Sharps container
- Distilled water
- Extension cord
- Oxygen supply delivery
- Dialysis supply delivery

To customize your accommodations to meet your specific needs, contact your travel agent or complete the Guest Special Needs Form online at [www.RoyalCaribbean.com/SpecialNeedsForm](http://www.RoyalCaribbean.com/SpecialNeedsForm)

# FREQUENTLY ASKED QUESTIONS

Below are answers to some frequently asked questions. They are organized alphabetically by topic.

## ACCESSIBLE STATEROOMS

### **Do you require proof of disability to reserve an accessible stateroom?**

We do not require proof of disability such as medical certificates or disability placards. However, during the booking process we will ask guests to attest to their need for the accessible stateroom.

## ASSISTANCE

### **What kind of assistance do you provide?**

We provide boarding and departure assistance with wheelchairs to guests with mobility disabilities. We also provide assistance to guests who are blind. Request assistance once you arrive at the pier or contact us prior to your cruise so we may prioritize your assistance. During peak times, there may be a wait for assistance. Our crew members are not permitted to lift our guests.

### **Do you provide priority boarding?**

Guests with mobility disabilities are offered quicker processing at the pier. If boarding has not begun, we will offer pre-boarding.

### **Do you offer accessible transfers?**

If requested in advance, we can arrange for accessible transportation to transfer guests between the airport and the pier. This service is offered at no extra charge to guests who have purchased transfers. Please note that accessible transportation may be limited or not available outside the U.S.

## ASSISTIVE DEVICES

### **Do you provide wheelchairs or scooters?**

We provide complimentary wheelchairs for getting on and off the ship. If you require a wheelchair or scooter during the cruise, you can bring your own or rent one from a company that provides rentals for cruises.

### **Can I bring my own assistive devices with me?**

Yes, you may bring and use wheelchairs, mobility scooters, walkers, canes and other assistive devices onboard our ships. Due to safety reasons, Segways® may not be used onboard.

### **Must I store my assistive device in my stateroom?**

Yes, assistive devices including mobility scooters must be stored and recharged in your stateroom so fire doors, corridors and elevator lobbies are kept clear for emergency evacuation.

### **Can my assistive device fit through the stateroom door?**

If your assistive device is 23 inches or less, it will fit through a standard stateroom door. If your assistive device is 32 inches or less, it will fit through an accessible stateroom door.

### **Can I bring a CPAP or BIPAP machine?**

Yes, please notify us at least 30 days prior to sailing if you will need distilled water and extension cord.

## COMPLAINT RESOLUTION OFFICIAL (CRO)

### **What are CROs?**

CROs are available to respond to disability related concerns. They are trained on applicable U.S. Department of Transportation (DOT) disability regulations and our policies and procedures for guests with disabilities. Feel free to request a CRO at our pier check-in counters at all U.S. ports of departure or at the Guest Relations Desk onboard our ships.

## CRUISETOURS

### **Do you offer accessible Cruisetours in Alaska?**

Yes, accessibility extends to the land portion of our Alaska Cruisetour packages. One third of our motorcoaches are wheelchair lift-equipped and Wilderness Express® railcars are equipped with dome-level wheelchair seating, allowing travelers with disabilities to access both levels.

### **What about other Cruisetours?**

Most non-U.S. Cruisetours are not wheelchair accessible. In most cases we are unable to accommodate full-time wheelchair users. If guests are able to take steps to get into motorcoaches and can maneuver in a standard hotel room, they may be accommodated. Portions of these Cruisetours may require extended periods of walking over uneven surfaces and/or steep terrain, as well as extended periods of standing and steps.

## DINING

### **What if I need to eat at a certain time due to my diet and/or medication?**

If you are not able to confirm your desired dining time, contact our Dining team at [rcldining@rccl.com](mailto:rcldining@rccl.com) (mailto:rcldining@rccl.com) within 50 days prior to sailing.

### **What if my desired dining time is closed?** You have several options:

1. Request a new dining time with our Head Waiter upon boarding the ship.
2. Request My Time Dining and reserve a specific dining time every day.
3. Take advantage of our Windjammer or specialty restaurants onboard.

## HEARING DISABILITIES

### Do you provide tactile interpreters?

Yes, we provide tactile interpreters on cruises to/from U.S. and Canada only, however SSP (Support Service Provider) services are not provided. Please notify us at least 60 days prior to sailing.

### Do you provide CART?

Yes, we provide CART (real-time captioning) services on cruises to/from the U.S. and Canada only. Please notify us at least 60 days prior to sailing.

## PLANNING AHEAD

### Can I travel alone?

We do not require guests with disabilities to travel with another person as a condition for traveling on our ships. However, our personnel are not required to perform personal tasks (e.g. assisting with eating, dressing, toileting or lifting) and therefore, guest requiring assistance with these functions should consider these needs when making a booking. If there is a question about the guest's fitness to travel without personal assistance, this must be discussed with our Access Department.

## SERVICE DOGS

### Do you accept service dogs?

Yes, we accept service dogs. A service dog is defined as "any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability." Service dogs are not considered pets.

### Do you provide sod for service dog relief areas?

Yes, sod for cruises from the U.S. can be provided; please notify us at least 30 days prior to sailing.

### Can I bring dog food onboard?

You may bring a reasonable quantity of dog food and bowls at no charge. If refrigerated space is needed, notify us at least 30 days prior to sailing.

### What health paperwork is required for service dogs?

Guests are responsible for obtaining all required documentation for service dogs to depart the ship in ports of call. These documents must be carried on the ship, and a copy left with Guest Relations Desk once onboard. Please note that additional screening may be conducted at the pier or onboard.

## SHORE EXCURSIONS

### Do you offer accessible shore excursions?

Yes, we offer two options: "Easy" tours and private shore excursions with accessible transportation.

- Easy tours, designed for full-time wheelchair users, are available in various European and Caribbean ports of call. Each Easy Tour vehicle features an access ramp (or lift where available) to accommodate a limited number of wheelchairs.
- Private excursions with accessible transportation may be arranged at certain non-U.S. ports at an additional cost.

### How do I find and book accessible shore excursions?

To find accessible shore excursions on our website and brochures, look for the word "Easy" or the wheelchair symbol next to the tour name. Please submit requests for Easy tours at least 10 business days prior to sailing and private excursions at least 21 days prior to shorexaccess@rccl.com or fax to (305) 982-2547.

## TENDERING

### What is your tender policy?

In order to safely board most tenders, guests must be able to take steps and use a collapsible manual wheelchair. In addition, power wheelchairs and mobility scooters can not be taken on tenders, unless roll-on capability is available. Inquire about tender roll-on capability at Guest Relations Desk while on board. Please note roll-on capability is not guaranteed. In some cases, tendering may preclude guests from going ashore. For more information, see [www.RoyalCaribbean.com/TenderAccess](http://www.RoyalCaribbean.com/TenderAccess)

## VISUAL DISABILITIES

### Do you provide braille formatted material?

No, however we provide Qualified Readers onboard our ships for guests who are blind or have low vision

### What is a Qualified Reader?

Select crewmembers have been trained as Qualified Readers to read written material such as the daily Cruise Compass and shore excursions information. Waiters will also read dining menus upon request. Please request a qualified reader at Guest Relations upon boarding.

# CONTACT US

For more information about our Accessible Seas program:

## **For Travel Agents**

Most questions can be answered by our agents at:

Individual Reservations: (800) 327-6700

Group Reservations: (800) 437-4111

## **For Guests**

Most questions can be answered by  
your professional travel agent or

Certified Vacation Planners: (866) 562-7625

## **Access Department**

E-mail: [Special\\_Needs@rccl.com](mailto:Special_Needs@rccl.com)

Phone: (866) 592-7225 (voice)

Local: (954) 628-9708 (voice)

Fax: (954) 628-9622

Hours of operation:

Monday through Friday, 9 a.m. to 7 p.m. ET

## **Accessible Shore Excursions**

E-mail: [ShorexAccess@rccl.com](mailto:ShorexAccess@rccl.com)

Visit [www.RoyalCaribbean.com/AccessibleSeas](http://www.RoyalCaribbean.com/AccessibleSeas)

