



**AZAMARA
CLUB CRUISES®**

YOU'LL *love* WHERE WE TAKE YOU®



SPECIAL NEEDS REQUESTS & INFORMATION

EMAIL -

specialistservicesuk@azamarclubcruises.com

FAX -

01932-820603

WHEELCHAIR ACCESSIBLE STATEROOM FEATURES:

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

REQUEST BASIS ITEMS : (must email special services)

- RAISED TOILET SEAT
- COMMODE CHAIR OR SHOWER STOOL
- REFRIGERATOR/ SHARPS BIN
- BED BLOCKS - TO RAISE THE BED
- PIER ASSISTANCE
- ACCESSIBLE TRANSPORTATION

ADDITIONAL SERVICES -

- PRIORITY BOARDING
- ADAPTED TRANSFERS (HANDIVAN) WITH A LIFT
- ASSISTANCE ON EMBARKATION & DISEMBARKATION
- HOISTS AVAILABLE FOR ONE POOL AND ONE JACUZZI THROUGHOUT ALL ROYAL CARIBBEAN AND SELECTED CELEBRITY SHIPS.

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

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

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

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

There are 2 companies we can recommend who hire out medical equipment such as hoists, electric wheelchairs/scooters, bed guards etc, but guests need to contact them directly - Contact information as follows -

Mobility at Sea - www.mobilityatsea.co.uk

elle@mobilityatsea.co.uk or Alison@mobilityatsea.co.uk

0800-3281699

Care Vacations - www.carevacations.co.uk

krystyna@carevacations.co.uk

07821 614 803

If you book a guest into an Accessible Stateroom then you **MUST** ensure the guest completes our Guest Special Needs form. It is a two page form and the guest must complete every section, sign it and send it back to Special Services.

If a guest informs you they are taking a scooter/wheelchair or any other type of equipment onboard then again, please ensure they understand the Special Needs form must be completed & returned.

ALL REQUESTS ARE TO BE SENT IN WRITTEN FORM, EITHER BY -

FAX - 01932 820603

EMAIL - SpecialistServicesuk@azamaraclubcruises.com

SPECIAL MEALS:

Special meals can be provided on all ships, when requested in advance, and we do try to accommodate most dietary needs however not all requests are guaranteed. Requests need to be submitted in writing to the Special Services Dept. or by email to SpecialistServicesuk@azamarclubcruises.com **NO LATER THAN 60 DAYS PRIOR TO SAILING (if closer to sail date than 60 days we cannot guarantee requirements will be met).**

However, there are some exceptions -

- VEGETARIAN - There is an extensive choice of vegetarian options already available onboard so this does not need to be requested, a remark in the booking is still necessary though. Please note, we are unable to fully accommodate a vegan diet.
- SOFT FOODS - For guests who are unable to chew most foods, there are many soft items on the menu, which can be ordered and all ships have blenders.
- GLUTEN FREE - For guests requiring Gluten free meals we added GF to standard menus in 2013 for Royal only, guests must speak to their waiter so they can go over the menu and adapt it to suit their needs. Celebrity will adapt the standard menu to suit the guest's needs.

IMPORTANT:

- KOSHER MEALS - We do supply kosher meals onboard. Please see below deadlines for kosher meals. Once it has past the deadline we cannot guarantee availability - Please note: Kosher meals come pre-packaged & may not be to the same standard and range of choice provided under the general menu.

North American Sailings - ** 45 days minimum **

European Sailings - ** 90 Days **

Australia/Asia Sailings/ South America - ** 100 days **

**** WE DO NOT PROVIDE HALAL MEALS ****

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 passengers on request - 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
- AMERICAN SIGN LANGUAGE INTERPRETERS CAN BE PROVIDED IF REQUESTED AT LEAST **60** DAYS BEFORE SAILING BUT ARE ONLY AVAILABLE FOR SAILINGS DEPARTING OR RETURNING TO A US PORT.

VISUALLY IMPAIRED:

All staterooms, cabin corridor signs, and menus are available with Braille.

A ship tour can be given to the guest to familiarise themselves with their surroundings-

please request at least **45 days** in advance of the sail date.

WHEELCHAIRS FOR HIRE:

Unfortunately Azamara ships do not hire out wheelchairs onboard. Guests will have to bring their own wheelchair if they need one guaranteed as the ones we have onboard are for emergency use only.

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.

If the guest can administer the treatment themselves, they can take the machine onboard and store in their stateroom, however they must provide their own machine and fluids.

There are two types of dialysis

✎ Haemodialysis: We do not book guests (directly or through an individual Travel Agent) that require haemodialysis treatments. Guest can book through a specialised company called -

Dialysis at Sea - 0844 800 2624- www.dialysisholidays.co.uk

✎ Continuous ambulatory Peritoneal dialysis (CAPD): We will book guests (directly or through a Travel Agent) that need CAPD because it is self-administered.

PREGNANCY:

We only allow pregnant guests to travel up to their 24th week. We cannot allow them to board if they enter the 24th week at any time during the cruise package. Please check our website for full details of the conditions of travel for pregnant guests, but they must bring a letter with them to the pier for check-in. Our policy is completely separate from the rules applicable to flights, which are set by the airlines.

The pregnancy letter must state the following things -

- The guest is fit to travel on 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.

SHORE EXCURSIONS:

We do offer wheelchair accessible shore excursions for guests who are full time wheelchair users.

To obtain details, availability and prices of these specialised tours, please have the guest email our Specialist Shore Excursion Team at Head Office

directly at the following email address -
shorexaccess@azamarclubcruises.com

The guest must provide the details as below in order to obtain info on available tours and costings.

****These tours cannot be booked in the UK****

Guests should supply the following details on their first email to Miami:

- Is the guest a wheelchair/ scooter user?
- Can the guest do minimal walking?
- Can the guest climb up and down the steps of a coach?
- Is the wheelchair - manual non-collapsible / manual collapsible / electric non-collapsible / electric collapsible?
- Is guest traveling with someone capable of assisting them?
- Is guest able to transfer out of the wheelchair into the seat of a car?
- What are the wheelchair dimensions and weight for guest(s) who can negotiate motor coach steps? **Please provide:** Wheelchair length, width, weight & height
- What are the Wheelchair dimensions and weight for guest(s) who cannot negotiate motor coach steps? **Please provide:**

1. Combined weight (guest seated on wheelchair)
2. Combined height (guest seated on wheelchair)
3. Wheelchair length and width

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

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