

## Remarks and Requirements for Travel by Handicapped Persons on MS EUROPA of Hapag-Lloyd Cruises

Dear Guests,

Taking a trip somewhere is one of the most wonderful experiences of the year for all of us. This is of course no different for passengers with physical handicaps, but who frequently have difficulties finding organisers who can offer the required facilities.

**Hapag-Lloyd Cruises**, being an organiser of first-class cruises, strives at all times to meet the requirements of all of the passengers. Every one of our cruise ships has cabins / suites with fully accessible layout and equipment.

As we wish to be able to guarantee you a carefully planned, relaxing trip without any problems in the organisation, may we give you below some information and explanatory comments regarding a cruise on board the EUROPA:

### General

Generally speaking, a guest with a physical handicap should always travel with a companion. This is the only way to assure that all of the events of daily life on board a ship can be handled without further help; members of our crew are tightly scheduled in handling routine work on the ship and cannot be released from the performance of their duties at any time. We hope that you will understand this situation.

Passengers who have problems walking and are dependent on a wheelchair must always travel with a companion. We must also ask that you **bring your own wheelchair** with you because the wheelchair which is kept on board must be reserved for use in emergency situations. Please note that only wheelchairs with "normal dimension" can be used on board. Motorised wheelchairs / travelscoots / scooters will be checked upon request.

### Arrival/departure

#### Flights

Before you start your trip, please notify us in advance of the exact nature of your handicap and its scope so that we can order the appropriate services, e.g., for your movement around the airport. We must also send this information to the airlines in case you have booked the flight travel arrangements with us.

### Transfer to/from ship

The transfer to/from the ship is frequently problematic for people in wheelchairs because it is often not possible to transport them in the regular shuttle buses. Please do not hesitate to contact us concerning an individual transfer.

### Arrival and debarking/ship gangway

Please keep in mind that the gangways on the ships are frequently quite high and, depending on the tide level, can be extremely steep, making them very difficult or impossible to negotiate for passengers who have difficulty walking or who require a wheelchair. But for safety reasons, we cannot guarantee debarking/shore excursion in every port if the gangway is too steep (e.g., at high tide) or if the safe boarding of a tender boat cannot be assured. **The captain or, as his representative, the safety officer has sole authority to make the decision in each specific situation.**

### On board

All of the social rooms and some of the outside decks can be comfortably accessed by the lifts, which are designed to accommodate wheelchairs.

### Shore excursions

Shore excursions are conducted almost exclusively by bus. Please read the points "Transfer" and "Arrival and debarking" as well. Naturally we will be glad to arrange individual excursions for you at an extra charge.

### Accessible suites

The suites **733 and 734** on the Sports Deck (Deck 7) have been designed to be fully accessible, with some restrictions. They have two beds, one is electrically adjustable. The accessible bathroom is equipped with grab rails and has a shower with level access and a seat.

For the sake of completeness, here are some further dimensions of the suites and public areas:

- Width of cabin door: 90 cm / 3 ft
- Width of bathroom door: 90 cm / 3 ft
- Width of veranda door: 81 cm / 2.7 ft
- Lift door: 88 cm / 2.9 ft
- Door to restaurant: 200 cm / 6.6 ft
- Door to EUROPA-Lounge: 280 cm / 9.2 ft
- Door to the special dining restaurants: 100 cm / 3.3 ft
- Door to the Lido Cafe: 135 cm / 4.4 ft
- Door to Havanna Bar: 150 cm / 4.9 ft
- Door to Gatsbys: 165 cm / 5.4 ft
- Door to hospital: 98 cm / 3.2 ft

**Zodiac excursions**

Travel in the ship's Zodiacs is generally not possible for people in wheelchairs or who are handicapped in walking for safety reasons. However, we will attempt to make exceptions to this rule in each specific situation, provided that weather and sea conditions are ideal and subject to a final decision by the captain after consideration of all factors.

**Supplementary programmes**

If you wish to book any supplementary programmes to your planned cruise, e.g., before or after the cruise, please ask us before making your booking whether these programmes are also suitable for people who are handicapped in walking. We will be glad to provide extensive information concerning the planned events of our supplementary programmes.

**Oxygen apparatus**

Oxygen apparatus/concentrators that use oxygen from the air and do not require a separate oxygen supply may be brought on board at the user's own risk. Please note that the on-board voltage is 220/230 V, 16 A, 50/60 Hz. Depending on the type of device, any deviations may cause it to malfunction. No repairs can or may be carried out by staff on board. We request that our guests ensure that all air inlet and outlet points are clear. Hapag-Lloyd Cruises takes no responsibility for faults.

Guests are liable for any costs that arise for Hapag-Lloyd Cruises due to emergencies caused by an insufficient oxygen supply during the cruise. These costs may be due to requiring a helicopter rescue or detour from the planned cruise route.

We hope that this information from **Hapag-Lloyd Cruises** has clarified the points which must be taken into account for travel on a cruise by the handicapped or people in wheelchairs. Naturally we will be glad to hear your suggestions or answer any further questions at any time.

Please sign this information sheet and return it to your travel agency or fax it to us on **+49 40 30 70 31 70** or by e-mail **salesteam@hl-cruises.com** as an indication that you have read the material and are in agreement with the conditions. Thank you!

Sincerely,  
Hapag-Lloyd Cruises

Date: ..... Signature: .....