

## GENERAL MOBILITY POLICY

This policy forms part of your contract with Arena Travel / Fred. Olsen Cruise Lines ("FOCL"). Please note that in the event of a conflict between the terms of this policy and FOCL's Passenger Terms and Conditions, the Passenger Terms and Conditions will prevail.

### Impaired Mobility Policy

We reserve the right to refuse boarding at the port on day of departure if, in our opinion (through observation), you or any of your party's impaired mobility prevents you from safely negotiating a stepped gangway or moving around the vessel in a safe & secure manner at all times. If anybody in the party is unsure if they meet this minimum mobility requirement, please contact Arena Travel on 01473 660800.

**CHANGES TO MOBILITY** - Should you or any of your parties health decline between the time of booking and the time of travel that would lead to a decline in mobility, it is the guest's responsibility to advise Arena Travel at the earliest opportunity and no later than 48 hrs prior to departure. In such cases where mobility has declined, Fred Olsen Cruise Lines reserve the right to refuse travel if the requirements of the impaired mobility policy are no longer met.

### Mobility Questionnaire

It is also your responsibility to keep Arena Travel fully updated with any change in your health that might affect your mobility (including any change in your sight, hearing or other sense.

Failure to adequately comply with this clause may give rise to health and safety concerns, and may thus result in a delay to the release of your tickets and to a refusal of embarkation onto the ship, either at the first port of embarkation or any intermediate port.

### Wheelchairs

FOCL warmly welcomes guests dependent on the use of a wheelchair for mobility on all vessels within the fleet. However, the nature of a holiday at sea inevitably gives rise to certain extra considerations that need to be taken into account before your holiday in order to ensure your health and safety, from the moment you arrive at the port of embarkation, until the very end of your holiday.

All veterans must be accompanied by an able-bodied companion to provide any assistance that you may require both on board and ashore.

In accordance with the International Maritime Organisation's Convention on "Safety of Life at Sea" (SOLAS), the number of guests either reliant upon the use of a wheelchair, or with reduced mobility, that we can accept on any cruise is limited by the number of crew that we are able to assign to assist those guests in the unlikely event of an emergency.

All mobility devices must be stored within the guest's room and on no account may they be left in corridors, stairwells or public areas unattended. Fred. Olsen Cruise Lines will not offer a storage facility on board for mobility devices.

Whilst all vessels have lifts on board, please be advised that the lifts on board Boudicca are smaller than our other vessels and may not accommodate all sizes of wheelchair without them being tipped up at an angle whilst inside the lift.

Any repairs carried out to guests' wheelchairs on board by FOCL staff are entirely on a discretionary basis. FOCL accept no responsibility for any repair work carried out.

Please see section entitled 'Embarkation/Disembarkation'.

### Adapted Rooms

A limited number of rooms on each ship have been adapted to facilitate more comfortable occupation for guests using wheel chairs on board (4 on Boudicca). These are the only rooms on board that have wide thresholds to facilitate the acceptance of a wheelchair and feature wet-rooms. However, we must stress that these rooms have been modified based on standard specifications and may not be suitable for certain purpose built mobility aids. Guests must check the specification of their room before booking to prevent difficulties arising on board.

For all adapted rooms there are no handrails in the main room area, only in the shower/WC. A rail is provided to assist with use of the WC and a fixed seat is provided in the shower. In effect the entire floor of your bathroom acts as the shower tray. Your dedicated Cabin Stewardess will naturally clean and dry the floor as reasonably required. Bed and toilet heights are relatively low, however, an additional mattress and/or raised toilet seat can be requested. All rooms have a telephone link with both the ship's Guest Services and Medical Centre.

Guests are welcome to bring or privately hire additional equipment, such as hoists, if required, with prior approval from FOCL. The delivery/collection and safe use of such equipment will be entirely the responsibility of the guest. Guests may find that the Boudicca is the most wheelchair-friendly vessel in our fleet owing to the room dimensions and layout.

### Wheelchair specification

In all cases guests must supply their own wheelchair. For safety reasons, such devices weighing in excess of 25kgs (empty), cannot be carried ashore at any ports of call, unless easily dismantled with each part weighing no more than 25 kgs. The maximum width of any mobility device permitted on board is 56 cm.

Again, in line with SOLAS regulations, wheelchairs must not be left unattended at any time in public areas and/or corridors.

### General

In general, and particularly on guest accommodation decks, wheelchair users will encounter shallow gradient ramps and shallow risers as a result of the vessel's construction and location of fire and water tight doors.

Similarly, public areas and Promenade Decks are accessed via shallow ramps or a gradual slope. Not all doors leading on to open deck areas will be suitable for wheelchair users. Our staff will be happy to offer advice on the most practical exit/entrance for you. While all ships have public

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lifts to all guest decks, excluding Sun Deck, these do have restricted space for wheelchairs, particularly for the larger motorised type. Please bear in mind that most doors leading to outside decks are non-automated and to serve their purpose are very heavy and could not be negotiated by a wheelchair user unless accompanied by an able-bodied companion.

### **Embarkation/Disembarkation**

In most UK ports access to our vessels is either via an overhead walkway or sloped gangway, the angle of the latter being subject to tidal variation. However, on occasions we regret access is only via a stepped gangway. Access for guests with impaired mobility is unavoidably restricted at these ports and embarkation and disembarkation may not be possible. On safety grounds at no time are we able to physically lift guests on/off the vessels.

Where an overseas port is unable to supply a sloped or overhead gangway, FOCL will be solely reliant upon the ship's own stepped gangway. Regrettably this will again prevent certain guests with impaired mobility from going ashore.

All guests are required to be able to safely negotiate a stepped gangway with only minimal assistance from the crew if required. Guests who are unable to comply with this requirement must discuss their needs with FOCL prior to the date of departure of their cruise, in accordance with the terms of this Policy and FOCL's Passenger Terms and Conditions.

Where wheelchair-confined guests are unable to board a transfer vehicle required for access to or from a vessel, FOCL will make reasonable efforts to provide a suitable alternative, provided we have been given reasonable notice of the needs of the guest in advance of the date where the assistance is required. However, FOCL cannot guarantee that such assistance will be available at every port and where the additional cost of the transfer is disproportionate to the value of the holiday (in FOCL's sole

discretion) the guest will have to bear the cost of the transfer.

Where the use of shuttle buses are in operation to transport guests to/from the local area, guests must be able to safely embark and disembark the vehicle provided without assistance. Fred. Olsen Cruise Lines are unable to provide specially adapted vehicles for use as shuttle buses.

### **Other Mobility Aids**

We are able to supply raised toilet seats and shower stools but these must be pre-booked in advance by contacting Arena Travel on 01473 660800

Please note that there are limits to the availability of such items. Failure to provide us with prior notice may result in you being unable to bring the mobility device on board, or to board the vessel yourself.

### **Assistance Animals**

We will accept assistance dogs on board but these must be pre-booked in advance and are subject to the terms & conditions set out by DEFRA. The acceptance of assistance dogs on board is strictly capacity controlled on board all vessels.

### **Audibly and Visually Impaired Guests**

As with mobility impaired guests must be accompanied by an able-bodied companion to assist them both on board and ashore during their holiday.

Whereas infra-red hearing loops are fitted on all vessels, with headsets available from Guest Services, for use in the main 'Show Lounge', none of our cabins feature any additional emergency equipment such as flashing lights or 'bed shakers' that can be used in the event of an emergency. In the event of an emergency our specifically trained and assigned crew will come directly to your cabin. Written emergency information is available on board via the Guest Services Department.

### **General Assistance**

On board we are unable to offer any sustained or long term assistance.

### **Medical**

If you require the use of a sharps container in your room, please contact Arena Travel on 01473 660800

If you are over 24 weeks pregnant at the return date of your cruise, FOCL are unable to allow you to travel on board due to the limited nature of medical facilities on board.

We are unable to care for guests that require BIPAP equipment. Please note that Haemo Dialysis is not available on board.

Please advise us in advance of any serious food allergies that you suffer from. If you plan to bring any medical equipment on board, please note that this must be pre-booked in advance by contacting Arena Travel on 01473 660800.

### **Oxygen Cylinders**

If you are bringing Oxygen cylinders on board, please note that this must be pre-booked in advance by contacting the Arena Travel on 01473 660800

Please note that liquid oxygen is not permitted on board. Please ensure you bring adequate supplies with you for the entire cruise as we are unable to supply or refill oxygen cylinders on board.

### **Electrical Supply**

All our cruise ships feature dual voltage - 110\*volts requiring a US style flat 2-pin plug, and 220 volts requiring a continental round 2-pin plug (both have a 60 volt cycle). To ensure your electrical appliances are safe to use please check with Arena Travel. Adapters can be hired on board or can be purchased in the on board shop. Travel irons are strictly prohibited.

\*Shaver point only on Boudicca.