

Remarks and Requirements for Travel by Handicapped Persons on the Ships 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 organizers who can offer the required facilities.

Hapag-Lloyd Cruises, being an organizer of first-class cruises, strives at all times to meet the requirements of all of the passengers. Every one of our ocean-going vessels has cabins which are barrier-free.

As we wish to be able to guarantee you a carefully planned, relaxing trip without any problems in the organization, 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 for longer periods of 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 of "normal dimensions" can be used on board.

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.

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. It is therefore necessary to order from us a **separate transfer, subject to charge**, by car well in advance.

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 to negotiate for passengers who have difficulty walking or who require a wheelchair. Our crew will always try to give you as much help as possible. But for safety reasons, we cannot guarantee debarking/land 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. All of the doors to the outer decks on the port side are equipped with small ramps to simplify passage.

Land excursions

Land 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.

Barrier-free suites

The suites **734 and 733** on the Sport Deck have been designed barrier-free. There are two comfortable beds in each of the suites, one of them with electric motors so that it can be adjusted in a number of ways. There are sliding doors on the wardrobe. All of the areas are accessible by wheelchairs with a **max. width of 81 cm**. The bathroom is wheelchair-accessible and equipped with a shower level with the floor and a seat. Fold-down support bars have been mounted at the lavatory. All of the door thresholds in the suite are equipped with small ramps.

For the sake of completeness, here are some further dimensions of the two suites and social rooms:

- Width of the suite door: 90 cm
- Width of bathroom door: 90 cm
- Width of the veranda door: 81 cm
- Lift door: 88 cm
- Door to restaurant: 200 cm
- Door to EUROPA Lounge: 280 cm
- Door to the speciality restaurants: 100 cm
- Door to Lido Café: 135 cm
- Door to Havana Bar: 150 cm
- Door to Clipper Lounge: 165 cm
- Door to hospital: 98 cm

Zodiac or rubber boat excursions

Travel in the ship's zodiacs or motorized rubber boats 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.

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 us as an indication that you have read the material and are in agreement with the conditions. Thank you!

Sincerely,
Hapag-Lloyd Cruises

Date:

Signature:.....