



# Guest Special Needs Form

Reservation ID: \_\_\_\_\_ Ship: \_\_\_\_\_ Departure Date: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Guest Email: \_\_\_\_\_ Phone: \_\_\_\_\_

### Mobility

#### Guests with Flights through Royal Caribbean, Celebrity Cruises or Azamara Club Cruises:

Do you require wheelchair assistance at the airport?  YES  NO

Can you climb aircraft steps unaided?  YES  NO

If you are a full time wheelchair user, please provide your approximate body weight (Kgs): \_\_\_\_\_ (Airline use only)

Can you board the steps to a standard coach for your airport to pier transfers?  YES  NO

### Pier Assistance

Do you require wheelchair assistance at the pier?  YES  NO

### Equipment

If you are taking a wheelchair, scooter, or walking mobility device onboard, please provide details;

- Collapsible wheelchair     Fixed wheelchair     Electric wheelchair  
 Collapsible scooter     Non-collapsible scooter     Walking frame/stick

Please provide dimensions;

Width: \_\_\_\_\_ inches  
 Height: \_\_\_\_\_ inches  
 Length: \_\_\_\_\_ inches

Battery type (if applicable);

Make: \_\_\_\_\_  Wet cell  
 Model: \_\_\_\_\_  Dry cell  
 Weight: \_\_\_\_\_ kgs  Gel cell

**Please note that any wheelchair or scooter must be stored inside the stateroom when not in use.**  
**The width of the doorway on our regular staterooms can be a minimum of 23 inches/58 cms.**

### Stateroom Facilities (On request)

- Raised toilet seat     Shower stool     Commode chair

### Hotel Room Accommodation (for pre/post-cruise hotels and Cruisetours, subject to availability) †

- Accessible hotel room with roll-in shower

### Included Transfers (for transfers between airports, pre/post cruise hotels and ship, subject to availability) †

- Accessible (adapted) vehicle required (for full-time wheelchair users only)

### Hard of Hearing / Deaf ▲

- ASL (American Sign Language ▲)     TTY (teletypewriter) in stateroom     Stateroom visual-tactile alert system for door knocking, smoke detector and telephone ringing  
 Tactile     Assistive Listening Device (Theatre)

### Low Vision / Blind / Service Animals

- Large Print menus and daily activity planners     Blind     Bringing a service dog\*

### Medication

- Refrigerator in your stateroom     Sharps container for syringe disposal

### Oxygen

- Bringing oxygen onboard     Oxygen delivered by outside vendor (Please contact us to arrange clearance at port)



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**Sleep Apnea**

Bringing a CPAP or BIPAP machine\*

**Dialysis**

Require *Peritoneal Dialysis*. Supplies delivered by an outside vendor (Please contact Special Services to arrange delivery clearance at port). If you require *hemo-dialysis*, please contact Special Services for information.

**Shore Excursions**

Guests who are full time wheelchair users, OR who wish to take a motorised scooter on a shore excursion, please contact our dedicated team to obtain details of available tours and pricing: **shoreaccess@rccl.com**

**Dietary Requirements** ♦

We can accommodate vegetarian, diabetic, low fat, low sodium, gluten free, kosher and low cholesterol diets onboard. We also offer lactose free and/or soy milk if arranged in advance. Please detail any requirements below:

**Supplies**

Are you having any medical supplies delivered to the ship?

YES

NO

If yes, please provide the name of the delivery company:

**Do you have any other medical conditions/requirements we should be aware of in order to try and provide you with the best cruise holiday possible?**

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### Accessible Stateroom Requirement\*

If you have booked an accessible stateroom as shown at the top of this page, please read the below statement carefully. By signing this form you are confirming that this is a true and accurate statement of your situation and requirements:

***"I require an accessible stateroom because I have a mobility disability or other disability that requires the use of the specific accessible features that are provided in the stateroom."***

\*Please ensure you visit our website, or contact our Special Services team for further details of our policy.

†Please note this is only for hotels/transfers purchased through ourselves.

▲ Sign language interpreting services can only be provided for guests who use American Sign Language (ASL) as their primary means of communication

◆ Dining requests for specific dietary requirements or food intolerances cannot be accepted for any onboard eatery other than the main restaurant. We will endeavor to accommodate reasonable requests, although we cannot guarantee we will be able to meet requirements.

All requests are subject to availability and cannot be guaranteed.

Please ensure that your holiday insurance adequately covers any pre-existing medical condition(s).

Guests with a medical condition and who are travelling on their own, must be fully fit to travel alone, be fully self-sufficient and must not require anyone to one care for them whilst onboard the ship, or at any stage during the holiday with us.

The above also applies to any guest who normally has a carer. If not travelling with a carer, guests must be fully self-sufficient and not require any assistance normally provided by a carer, whilst onboard the ship, or at any stage during the holiday with us.

Please be aware that we may require a letter from your GP with further details of any stated medical condition, in order to ensure your safe carriage, as per our terms and conditions. See our website for full details of our latest terms and conditions.

**I have read and agree to all of the information on this form and understand that there is no guarantee that the above special requests can be met. I consent to my data being processed in accordance with the attached policy and shared with third parties who may be outside the EEA, such as hotels, transport providers and tour operators to the extent necessary to provide the services I have requested.**

\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Date

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Royal Caribbean International will operate and organize your journey (including transfers and accommodation). In order to maximize your cruise vacation experience, Royal Caribbean International requires some of your data concerning required accommodations due to your disability or special needs.

For this purpose, we ask you to inform us of any accommodations needed due to your disability, special needs or dietary restrictions with the above Special Needs Form and to give us your consent for the respective use of this data:

We will use your data to adapt your journey to your special needs. The specific use of your data depends on your needs and indications made in the Special Needs Form. For example, this use could include informing certain crew members of your mobility or dietary issues or that you may bring along a service dog or preparing special meals to meet your dietary requirements.

If you have booked a shore side tour or excursion, we will share your information with responsible tour operators if and to the extent necessary to enable your participation in the tour or to adapt the tour to your needs.

When we transfer your personal data to third parties, such as hotels, transportation providers and tour operators, outside the EU/EEA, the laws and rules that protect your data, in such countries, may be different (or less protective) from your own country. For example, the circumstances in which law enforcement can access your personal data may vary from country to country. Of course, we will only share your data with third parties that meet our strict requirements regarding the processing of your personal data.

Your consent declaration is completely voluntary and you may revoke your consent at any time. If you withhold or revoke your consent, this will not have any negative consequences for you. However, in this case, we will not be able to adjust your journey to your special needs and you may not be able to partake in a shore side tour or excursion. Your revocation will not impact the legitimacy of the previous submission and the use of your data based on your initial declaration of consent.

You can find all further information on the processing of your personal data including your rights to access, rectification and erasure of your data and contact details for a revocation of your consent in our privacy policy.

<https://www.royalcaribbean.co.uk/privacy/>.