

ACCESSIBLE CRUISING
AN UNRIVALED CRUISE VACATION
FOR EACH AND EVERY GUEST

Celebrity **X** Cruises®





ACCESSIBILITY FOR ALL

Celebrity Cruises® believes the best vacations come without boundaries. We're committed to providing the most accessible cruise vacation experience to our guests with disabilities. That's why we strive to meet the needs of every guest, by outfitting our fleet of modern luxury ships with a wide variety of features designed to give access to all*, including guests of all ages who have:

- Mobility disabilities
- Hearing disabilities
- Visual disabilities
- Autism, developmental and intellectual disabilities
- Other disabilities, including people of short stature

Every year, thousands of guests with disabilities sail on Celebrity Cruises. Wherever our ships can go, you can too—on an unrivaled cruise designed for you.

**Features vary by ship.*



MOBILITY DISABILITIES

Feel right at home on our spacious ships. These features and services ensure guests with mobility disabilities can cruise with ease.

GETTING AROUND THE SHIP*

- Wider corridors that accommodate wheelchairs
- Automatic doors, available on Celebrity Solstice® and Celebrity Edge® series ships
- Gradual inclines into public rooms
- Elevators and ramps

ACCESSIBLE FEATURES

- Lifts for one pool and one whirlpool per ship, throughout the fleet
- Lowered playing tables and slot machines in the casino
- Accessible Guest Relations desk with lowered counter
- Accessible public restrooms

ACCESSIBLE STATEROOM FEATURES*†

- Available on all ships in a variety of categories
- Stateroom and bathroom door width: at least 32 inches
- Lowered closet rods and safes
- Lowered sink and vanity
- Ramped bathroom doorway thresholds
- Roll-in showers with grab bars
- Fold-down shower seat and hand-held shower head
- Raised toilet seats—between 17 and 19 inches high
- Five-foot turning radius in sleeping, sitting, and bathroom areas for easy maneuverability
- Accessible verandas†
- Most located near elevators

* Stateroom features and ship-wide accessibility features vary by ship. For more details, see www.celebrity.com/special-needs/accessibility/accessible-rooms † Select staterooms



HEARING DISABILITIES

Don't miss a minute of the action. Our deaf and hard of hearing guests can enjoy an immersive cruise experience and peace of mind, thanks to features like visual alerts, sign language interpreters, and captions.

ACCOMMODATING HEARING DISABILITIES

- Portable hearing room kits that provide visual and tactile alerts for door knocking, telephone ringing, alarm clocks, and smoke detector*
- TTY (teletypewriter) that interfaces with Guest Relations desk TTY to meet all in-stateroom needs*
- Assistive listening system (ALS) available in:
 - Main theater on all ships
 - Celebrity Central on Solstice® Series ships
 - The Club on Edge® Series ships
- Sign language interpreters** (available on a shared basis to guests who utilize American Sign Language as their primary means of communication)
- Closed-captioned televisions in all staterooms fleet-wide. Closed captioning provided on select programs

* Notify us at least 30 days prior to sailing.

** Notify us at least 60 days prior to sailing in order to ensure interpreter services. Requests are subject to availability of interpreters. Sign language interpreting services are provided on cruises that depart from and return to the U.S. and Canada.



VISUAL DISABILITIES

For guests with visual disabilities, Celebrity Cruises has worked to incorporate braille wherever possible, including but not limited to: staterooms, staircase handrails, and public areas. Additionally, our crew and staff are on hand to assist by reading menus and signage or any other way we can make our guests' cruise vacation experience even more exceptional.

ACCOMMODATING VISUAL DISABILITIES

- Service dogs welcome on board – a 4 x 4 foot relief area* with cypress mulch will be provided
- Braille/tactile signage
- Braille/tactile elevator buttons and audio call signs
- Braille deck numbers on staircase handrails
- Menus and *Celebrity Today* available in large-print*
- Qualified readers
- Orientation tours

*Notify us 30 days prior to sailing



AUTISM-FRIENDLY SHIPS

As an autism-friendly cruise line, Celebrity Cruises offers a warm and welcoming environment on board our ships for children and adults with autism and other developmental and intellectual disabilities.

We offer a unique collection of products and services providing options for families to choose all or some of the features depending on their needs, including sensory-friendly films and toys, dietary menu options, and overall autism-friendly training for Camp at Sea staff. Additionally, we offer a wide range of autism-friendly products and services, which include:

- Priority check-in, boarding, and departure
- Special dietary accommodations including gluten-free and dairy-free
- Camp at Sea flexible grouping by ability for children 3 to 12 years old
- Camp at Sea toilet-trained policy exception
- Pagers/phones for parents of children while signed into the care of Camp at Sea programs (subject to availability)

AUTISM-FRIENDLY FILMS

Autism-friendly films are presented in a low-light and low-volume environment. Guests are encouraged to talk freely and walk around during the film. These films will be offered on all autism group cruises and cruises when there are at least five children with autism on board. Dates and times will be highlighted in *Celebrity Today*.

AUTISM-FRIENDLY TOY LENDING PROGRAM

In our efforts to deliver top-rated products with both play and educational value, Celebrity Cruises partnered with Fat Brain Toys, one of the toy companies most highly regarded by occupational, physical, and play therapists, to offer an exclusive autism-friendly Toy Lending Catalog. We also offer: non-toxic crayons, markers, water colors, building blocks, dominoes, and picture books. Upon request, we will provide a tote bag with the Fat Brain toys of your selection.

AUTISM-FRIENDLY ACTIVITIES

We offer activities for children of all abilities. Families are encouraged to consult with Camp at Sea staff regarding any special needs that their children may have in order to identify which activities are appropriate for their children and any possible modifications.

CRUISING SOCIAL STORY

A social story is a written or visual guide describing various social interactions, situations, behaviors, skills, or concepts. These social stories help individuals with autism to cope with social situations. Celebrity Cruises offers a Social Story Booklet about cruising to help families with autism prepare for their cruise vacations. Cruise Social Story is available on our website at www.celebrity.com/autismfriendly

WHAT DO YOU OFFER FOR TEENS WITH AUTISM?

- Expedited check-in, boarding, and departure
- Special dietary accommodations including gluten-free
- Autism-friendly Toy Lending Program
- Autism-friendly Films
- Social Story Booklet
- Our teen program with teens-only hangouts and activities

Please note while some activities are hosted, we do not provide supervision or one-on-one attention.

WHAT DO YOU OFFER FOR ADULTS WITH AUTISM?

- Expedited check-in, boarding and departure
- Special dietary accommodations including gluten-free
- Autism-friendly Toy Lending Program
- Autism-friendly Films
- Social Story Booklet
- Our cruise activities program

Please note while some activities are hosted, we do not provide supervision or one-on-one attention. Adults are not permitted in Teen or Camp at Sea spaces. Developed by Autism on the Seas' advisory team, autism awareness training covers the following topics: characteristics of autism and developmental disabilities, communication tactics such as person-first language and terms, and skills to initiate a conversation with a parent about his or her child's needs. All of our Camp at Sea youth counselors have a bachelor's Degree, and over 60% of our team members have graduate level diplomas, making them truly qualified education professionals.

OTHER DISABILITIES AND SPECIAL NEEDS

ONBOARD MEDICAL SERVICES

Every Celebrity Cruises ship offers limited professional medical services for a reasonable fee. Physicians and nurses can be found in the onboard medical facility.

OXYGEN

All types of oxygen are permitted on board. Please notify the Access Department as to the type, quantity, and delivery schedule of your oxygen. Oxygen must be stored in your stateroom.

DIALYSIS

Guests requiring continuous ambulatory peritoneal dialysis are welcome on board. Guests should bring on board or arrange to have delivered all necessary supplies and equipment needed to perform the dialysis. Please have your supplier contact our Access Department to request clearance for port delivery.

We are unable to administer or assist with hemodialysis treatments. However, guests using self-administered hemo-dialysis equipment are welcome to sail under certain requirements; contact our Access Department for details. Otherwise, guests requiring physician-assisted dialysis may make arrangements by contacting Dialysis at Sea at 1-800-544-7604 or go to this website at dialysisatsea.com. The company specializes in hemodialysis care while on board select Celebrity sailings by providing trained doctors and nurses as well as dialysis equipment and supplies.

PERSON OF SHORT STATURE

People of short stature love cruising too. With many of our accessibility offerings, such as lowered Guest Service counters and lowered playing tables in the casino, height doesn't get in the way of an excellent cruise vacation experience.

PERSONS OF SIZE

Larger guests are always welcome on board. Armless chairs and special seating are provided throughout the ship and in various venues for your comfort and convenience. Larger guests may find our accessible staterooms with wider doors, roll-in showers, and grab bars more accommodating.

COGNITIVE, INTELLECTUAL, AND DEVELOPMENTAL DISABILITIES

Celebrity Cruises welcomes guests with cognitive, intellectual, and developmental disabilities such as autism, cerebral palsy, Down syndrome, and Alzheimer's disease. Upon request, every reasonable effort will be made to provide accommodations to meet the needs of guests with these disabilities. Some of these may include:

- Priority boarding
- Boarding and departure assistance
- Priority disembarkation

MORE...

If you have another disability or medical condition that has not been mentioned, please inquire how we might make reasonable accommodations to meet your specific needs. Please note that not all accommodations may be able to be provided.

Also, note that guests should be fit for travel. We do not require guests to travel with a companion; however, our personnel are not required to perform personal tasks. See "Can I travel alone?" on page 11 for details.

CHILDREN WITH DISABILITIES

Children with disabilities, including autism, will love our fun-filled, complimentary Camp at Sea program. Some of the accommodations for our youngest travelers include:

- Camp at Sea grouping by ability (rather than age)
- Camp at Sea toilet-trained policy exception
- Pagers for parents of children in Camp at Sea program

SPECIAL DIETS

Celebrity Cruises can accommodate guests with a variety of special dietary needs at no charge.

We offer **low-sodium, low-fat, and gluten-free** items on our menus. There is no need to notify us in advance. Check with your Head Waiter for assistance with selecting appropriate menu items.

Lactose-free/soy milk and Ensure are available at no extra charge. Simply notify us at least 45 days prior to sailing and 90 days for Europe or South America itineraries.

We can accommodate most **food allergies** in the main dining room. Once you're on the ship, speak with our headwaiter to discuss your needs and review your menu selections for the next day. For complex food allergies, contact our Access Department for assistance. Please note we may not be able to accommodate all food allergies.



HOW TO GET THE MOST OUT OF YOUR CRUISE

PLANNING AHEAD

While we don't require information about the type or extent of your disability, the more information you can share with us about your specific needs, the better we are able to assist you.

We encourage you to notify us of your needs at the time of booking; however, to guarantee availability of specific equipment or services, please provide at least:

- 60 days notice if you need sign language interpreting services
- 30 days notice if you need special equipment or services (see list to the right) to accommodate your disability

If we don't receive enough advance notice, we'll make reasonable efforts to provide requested equipment or services, but we can't guarantee they will be provided.

To customize your accommodations to meet your specific needs, contact your travel agent or complete the Guest Special Needs form online at www.celebrity.com/specialneedsform

LIST OF EQUIPMENT AND SERVICES REQUIRING ADVANCE NOTICE

60 days prior to sailing

- Sign language interpreting services

30 days prior to sailing

- Commode chair
- Shower stool
- Transfer bench
- Service animal relief area
- Large print materials
- TTY
- Visual-tactile alert system
- Assistive listening device
- Mini-refrigerator
- Sharps container
- Distilled water
- Extension cord
- Oxygen supply delivery
- Dialysis supply delivery

FREQUENTLY ASKED QUESTIONS

Below are answers to some frequently asked questions. They are organized alphabetically by topic.

ACCESSIBLE STATEROOMS

Do you require proof of disability to reserve an accessible stateroom?

We don't require proof of disability such as medical certificates or disability placards. However, during the booking process we will ask guests to attest to their need for the accessible stateroom.

ASSISTANCE

What kind of assistance do you provide?

We provide boarding and departure assistance with wheelchairs to guests with mobility disabilities. We also provide assistance to guests who are blind. Request assistance once you arrive at the pier or contact us prior to your cruise so we may prioritize your assistance. During peak times, there may be a wait for assistance. Our crew members are not permitted to lift our guests.

Do you provide priority boarding?

Guests with mobility disabilities are offered quicker processing at the pier. If boarding has not begun, we will offer priority boarding.

Do you offer accessible transfers?

If requested in advance, we can arrange for accessible transportation to transfer guests between the airport and the pier. This service is offered at no extra charge to guests who have purchased transfers. Please note that accessible transportation may be limited or not available outside the United States.

ASSISTIVE DEVICES

Do you provide wheelchairs or scooters?

We provide complimentary wheelchairs for getting on and off the ship. If you require a wheelchair or scooter during the cruise, you can bring your own or rent one from a company that provides rentals for cruises.

Can I bring my own assistive devices with me?

Yes, you may bring and use wheelchairs, mobility scooters, walkers, canes and other assistive devices on board our ships. Due to safety reasons, Segways® may not be used on board.

Must I store my assistive device in my stateroom?

Yes, assistive devices including mobility scooters must be stored and recharged in your stateroom, so fire doors, corridors and elevator lobbies are kept clear for emergency evacuation.

Can my assistive device fit through the stateroom door?

If your assistive device is 23 inches or less, it will fit through a standard stateroom door. If your assistive device is 32 inches or less, it will fit through an accessible stateroom door.

Can I bring a CPAP or BIPAP machine?

Yes, please notify us at least 30 days prior to sailing if you will need distilled water and an extension cord.

COMPLAINT RESOLUTION OFFICIAL (CRO)

What are CROs?

CROs are available to respond to disability related concerns. They are trained on applicable U.S. Department of Transportation (DOT) disability regulations and our policies and procedures for guests with disabilities. Feel free to request a CRO at our pier check-in counters at all U.S. ports of departure or at the Guest Relations desk on board our ships.

CRUISETOURS

Do you offer accessible Cruisetours in Alaska?

Yes, accessibility extends to the land portion of our Alaska Cruisetour packages. One third of our motorcoaches are wheelchair lift-equipped, and Wilderness Express® railcars are equipped with dome-level wheelchair seating, allowing travelers with disabilities to access both levels.

What about other Cruisetours?

Most non-U.S. Cruisetours are not wheelchair accessible. In most cases we are unable to accommodate full-time wheelchair users. If guests are able to take steps to get into motorcoaches and can maneuver in a standard hotel room, they may be accommodated. Portions of these Cruisetours may require extended periods of walking over uneven surfaces and/or steep terrain, as well as extended periods of standing and steps.

DINING

What if I need to eat at a certain time due to my diet and/or medication?

If you are not able to confirm your desired dining time, contact our Dining team at celebritydining@celebrity.com within 50 days prior to sailing.

What if my desired dining time is closed? You have several options:

1. Request a new dining time with our headwaiter upon boarding the ship.
2. Request My Time Dining and reserve a specific dining time every day.
3. Take advantage of our Oceanview Café or specialty restaurants on board.

HEARING DISABILITIES

Do you provide tactile interpreters?

Yes, we provide tactile interpreters on cruises to/from United States and Canada only, however support service provider (SSP) services are not provided. Please notify us at least 60 days prior to sailing.

Do you provide CART?

Yes, we provide real-time captioning (CART) services on cruises to/from the U.S. and Canada only. Please notify us at least 60 days prior to sailing.

PLANNING AHEAD

Can I travel alone?

We do not require guests with disabilities to travel with another person as a condition for traveling on our ships. However, our personnel are not required to perform personal tasks (e.g. assisting with eating, dressing, toileting or lifting), guests requiring assistance with these functions should consider these needs when making a booking. If there is a question about the guest's fitness to travel without personal assistance, this must be discussed with our Access Department.

SERVICE DOGS

Do you accept service dogs?

Yes, we accept service dogs. A service dog is defined as "any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability." Service dogs are not considered pets.

Can I bring dog food on board?

You may bring a reasonable quantity of dog food and bowls at no charge. If refrigerated space is needed, notify us at least 30 days prior to sailing.

What health paperwork is required for service dogs?

Guests are responsible for obtaining all required documentation for service dogs to depart the ship in ports of call. These documents must be carried on the ship, and a copy left with the Guest Relations desk once on board. Please note that additional screening may be conducted at the pier or on board.

SHORE EXCURSIONS

Do you offer accessible shore excursions?

Yes, we offer two options:

- **Level 1:** Tours recommended for guests who are able to walk short distances, can navigate the steps of a motor coach, and/or travel with a standard size manual collapsible wheelchair or scooter that can fit in the motor coach luggage compartment. This tour accommodates between 15 and 45 guests.

- **Level 2:** Excursions designed for guests unable to negotiate motor coach steps or full-time wheelchair/scooter users. The vehicle used on this type of tour is adapted with an access ramp (or lift, where available) for easy access. In order to use the ramp and/or lift, guests are required to be seated on a wheelchair or scooter. Due to the vehicle type, the tour accommodates a limited number of mobility devices. This tour ranges between 4 and 12 guests. Currently, the accessible shore excursion program is available throughout several Caribbean, Baltic, and Mediterranean ports. To see a complete list of available destinations, please visit our website at www.celebrity.com/accessible-excursions

How do I find and book accessible shore excursions?

To find accessible shore excursions and FAQs, please visit our website at www.celebrity.com/accessible-excursions

We recommend booking in advance as the tours have limited seating. Please submit the Accessible Shore Excursions request form on our website no later than 10 business days prior to the start of your cruise. We will advise you of availability and book the tours for you. Written confirmation will follow via email.

For other questions you can also email us at shorexaccess@celebrity.com

TENDERING

What is your tender policy?

In order to board most tenders safely, guests must be able to take steps and use a collapsible manual wheelchair. In addition, power wheelchairs and mobility scooters can not be taken on tenders unless roll-on capability is available. Inquire about tender roll-on capability at Guest Relations Desk while on board. Please note roll-on capability is not guaranteed. In some cases, tendering may preclude guests from going ashore. For more information, see www.celebrity.com/tenderaccess

VISUAL DISABILITIES

Do you provide braille formatted material?

No, however we provide qualified readers on board our ships for guests who are blind or have low vision

What is a Qualified Reader?

Select crewmembers have been trained as qualified readers to read written material such as the daily *Cruise Today* and shore excursions information. Waiters will also read dining menus upon request. Please request a qualified reader at Guest Relations upon boarding.

CONTACT US

For more information :

For Travel Advisors

Most questions can be answered by our agents at:

Individual Reservations: (800)-437-3111

Group Reservations: (800)-963-0311

For Guests

Most questions can be answered by your professional travel advisors or Certified Vacation Planners: (888)-751-7804

Access Department

Email: Special_Needs@Celebrity.com

Phone: (866)-592-7225 (voice)

Local: (954)-628-9708 (voice)

Fax: (954)-628-9622

Hours of operation:

Monday through Friday, 9 a.m. to 6 p.m. ET

www.celebrity.com/access

Accessible Shore Excursions

Email: ShorexAccess@Celebrity.com

www.celebrity.com/accessible-excursions

