



ACCESSIBLE SEAS





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BRINGING YOU TO THE WORLD — AND THE WORLD TO YOU

Royal Caribbean® believes the best vacations come without limitations. We are committed to providing the most accessible cruise vacation experience for our guests. That's why we outfit our ships with a wide variety of features and programming designed to give access to all. Rest assured, wherever our ships can go, you can too.

BEST CRUISE LINE SINCE 2003
OVERALL AND IN THE CARIBBEAN
Travel Weekly Readers' Choice Awards





ACCESSIBILITY FOR ALL

Every year thousands of guests with disabilities seek adventures with Royal Caribbean. You can too.



MOBILITY DISABILITIES

Our ships are outfitted with features and services to ensure guests with mobility disabilities can cruise with ease. Additionally, accessible staterooms are available on all of our ships in a variety of categories.

ACCESSIBLE SHIP DESIGN*

- Corridors that accommodate 180-degree turns for wheelchairs
- Automatic public doors, available on most ships
- Gradual inclines into public rooms
- Elevators and ramps

ACCESSIBLE FEATURES

- Lifts for one pool and one whirlpool per ship, throughout fleet
- Lowered playing tables and slot machines in Casino RoyaleSM
- Accessible Guest Relations desk with lowered counter
- Accessible public restrooms – many with automatic doors

ACCESSIBLE STATEROOM AMENITIES**

- Stateroom and bathroom door width at least 32 inches
- Automatic stateroom doors on Quantum Class and Radiance Class ships
- 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 — most are between 17 to 19 inches high
- Five-foot turning radius in sleeping, sitting and bathroom areas for easy maneuverability
- Accessible balconies†
- Most located near elevators



Accessible Superior Ocean View



Elevators and ramps



Lifts for pool or whirlpool

*Stateroom features and ship-wide accessibility features vary by ship. For more details, see [RoyalCaribbean.com/AccessibleStaterooms](https://www.royalcaribbean.com/AccessibleStaterooms)
† Select staterooms



Sign Language interpreters



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 provide visual and tactile alerts for door knocking, telephone ringing, alarm clock and smoke detector.*
- TTY (Teletypewriter) that interfaces with Guest Relations Desk TTY to better meet all in-stateroom needs.*
- Amplified telephones in staterooms and public areas.
- **Assistive Listening System (ALS) available in:**
 - Main theater on all ships
 - Studio B (ice-skating theater) on Voyager, Freedom and Oasis Class ships
 - AquaTheater on Oasis Class ships
- Sign Language interpreters* (available on a shared basis to guests who use American Sign Language as their primary means of communication)
- Closed captioning televisions in all staterooms fleetwide. Closed captioning provided on select programs.



Braille/tactile elevator buttons



Service dog



VISUAL DISABILITIES

We've incorporated Braille in staterooms signage, staircase handrails in public areas and more. Additionally, our crew and staff are on hand to assist by reading menus and signage.

ACCOMMODATIONS FOR VISUAL DISABILITIES

- Service dogs welcome onboard — 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 daily Cruise Compass available in large-print**
- Qualified Readers
- Orientation tours

*Notify us at least 30 days prior to sailing.

**Notify us at least 60 days prior to sailing 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.



OTHER NEEDS

DIETARY NEEDS

Royal Caribbean® can accommodate guests with a variety of 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 European/South American itineraries.
- We can accommodate most food allergies in the main dining room. Once you are on the ship, speak with our Head Waiter 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.

ONBOARD MEDICAL SERVICES

Every Royal Caribbean 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 onboard. Please notify our Access Department as to the type, quantity and delivery schedule of your oxygen. Oxygen must be stored in your stateroom.

DIALYSIS

Guests requiring peritoneal dialysis are welcome onboard. Guests should bring onboard 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. Guests using self-administered hemodialysis equipment are welcome to sail under certain requirements; contact our Access Department for details.

Guests requiring physician-assisted hemodialysis may make arrangements with Dialysis at Sea*. They specialize in hemodialysis care while onboard select Royal Caribbean sailings by providing trained doctors and nurses as well as dialysis equipment and supplies. To take advantage of a Dialysis at Seas cruise, the guest and their companion must be booked through Dialysis at Sea.

For more information, visit DialysisAtSea.com or to book call Dialysis at Sea at 1-800-544-7604.

*Service fees may apply. Please note Dialysis at Sea is an independent company specializing in dialysis cruise vacations.



Gluten-free dietary needs

Medical service



PEOPLE OF SHORT STATURE

- People of short stature will enjoy availability of lowered Guest Service counters and lowered playing tables in Casino Royale®. Height doesn't get in the way of an excellent cruise vacation experience.

PERSONS OF SIZE

- Larger guests will appreciate armless chairs and special seating provided throughout the ship and in various venues for their comfort and convenience. Our accessible staterooms with wider doors, roll-in showers and grab bars may also be more accommodating for our larger guests.

COGNITIVE, INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

- We welcome guests with cognitive, intellectual and developmental disabilities such as autism, cerebral palsy, Down syndrome and Alzheimer's disease. Upon request, reasonable efforts will be made to provide accommodations to meet the needs of guests with these disabilities, including assisted priority boarding and departure.

MORE...

- If you have another disability or medical condition that has not been mentioned, please inquire with our Access Department as to 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.

Assisted priority boarding and disembarkation



Ramped balconies in accessible staterooms



PLAN AHEAD. MAX YOUR VACAY.

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.



Equipment and services by request



Special request 30 days prior to sailing

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 the list below) to accommodate your disability

If we do not receive enough advance notice, we will make reasonable efforts to provide requested equipment or services, but we do not guarantee they will be provided.

To notify us of your needs, please fill out our Accommodation Request Form at [RoyalCaribbean.com/SpecialNeedsForm](https://www.royalcaribbean.com/SpecialNeedsForm)

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

PERFECT DAY AT

CocoCay



ACCESSIBLE PERFECT DAY AT COCOCAY

Our private destination in The Bahamas, Perfect Day at CocoCay, offers everyone a day unlike any other — whether you like to thrill, chill or both. Many of the island's pools and activities are accessible for guests with disabilities.



Accessible Routes

- There are paved accessible routes throughout the island.
- From the pier, there is a paved main pathway called Sandy Lane circling the island.
- From Sandy Lane, there are paved pathways connecting to:
 - Chill Grill and restrooms
 - Oasis Lagoon® and restrooms
 - Skipper's Grill and restrooms
 - Splashaway BaySM
 - Captain Jack's® and restrooms
 - Captain Jill'sSM Galleon
 - Thrill Waterpark® and restrooms

Accessible Tram

- There is an accessible tram service along the pier and throughout the island, including Coco Beach Club®.
- Each accessible tram can accommodate one wheelchair or one scooter at a time.

Beach Wheelchairs

- Complimentary beach wheelchairs are available throughout the island on a first-come first-served basis.
- Once on the island, ask a crew member for assistance to locate an available wheelchair.
- However, crew members are not available to provide ambulatory assistance or push beach wheelchairs.
- Note: Beach wheelchairs have a 300-pound capacity.

Accessible Pools

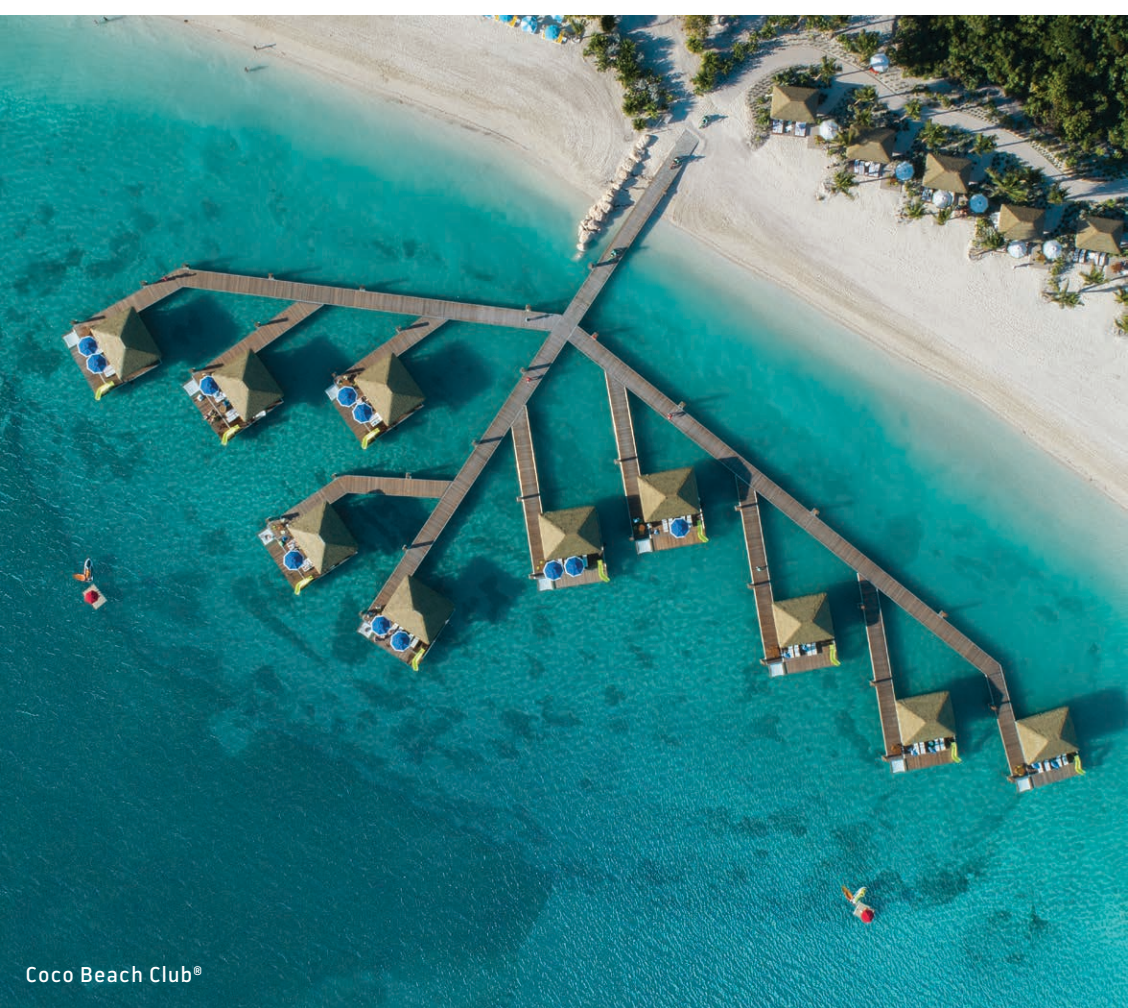
- Oasis Lagoon Freshwater Pool: two pool lifts and a sloped entry
- Thrill Waterpark Wave Pool: a sloped entry
- Note: Pool lifts have a 500-pound capacity.

Captain Jill's Galleon

- Wheelchair lift located in the back of the Galleon with a 500-pound capacity.

Coco Beach Club

- Complimentary beach wheelchairs
- Infinity Pool: a pool lift
- Ramps to the dining area
- Lower counter at the bar
- An accessible restroom
- Accessible routes to every Floating and Beach Cabana
- Note: Pool lift has a 500-pound capacity.





AUTISM FRIENDLY



AUTISM FRIENDLY

Our efforts to include guests with autism, Down syndrome and other developmental disabilities creates an inviting and supportive experience to help ensure no one misses out on their vacation.



EVERY FAMILY DESERVES AN INCREDIBLE VACATION

Set sail with the first autism-friendly cruise line and experience an adventure inclusive for the whole family — with amenities and services to provide a welcoming environment for both children, teens and adults on the autism spectrum, Down syndrome and other developmental disabilities.

THE AUTISM CHANNEL

We offer complimentary on-demand access to exclusive educational and entertainment content from The Autism Channel® onboard.

Availability: The Autism Channel is available on all Quantum, Oasis, Freedom, Voyager and Radiance Class ships. To access The Autism Channel content, select The Autism Channel folder under OnDemand Movies from the iTV (interactive TV) menu.

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.

Availability: These films are offered on all Oasis Class ships and cruises when there are at least five children with autism onboard. Dates and times are highlighted in Cruise Compass.

AUTISM-FRIENDLY TOY LENDING PROGRAM

Upon request, we will provide a tote bag with the toys of your selection, including non-toxic crayons, watercolors, building blocks, dominoes and picture books.

Availability: On all ships.

CRUISING SOCIAL STORY

We offer a Social Story Booklet about cruising to help families with autism prepare for their cruise vacations. A social story is a written or visual guide to help individuals with autism cope with social situations.

Availability: Cruising Social Story is available on our website at RoyalCaribbean.com/AutismFriendly

Family support



Toy Lending Program

Autism-Friendly Films



Adventure Ocean® Youth Program



Private sessions

Other autism-friendly products and services available on all ships:

- Priority check-in, boarding, and departure
- Special dietary accommodations including gluten-free and dairy-free
- Adventure Ocean flexible grouping by ability for children 3 to 12 years old
- Adventure Ocean toilet-trained policy exception
- Pagers/phones for parents of children while signed into the care of Adventure Ocean programs (subject to availability)
- Teen program with teens-only hangouts and activities*

**Adults are not permitted in Teen or Adventure Ocean spaces.*

Our Youth Staff is specially trained with:

- Four-year university degrees or international equivalent in education, recreation or a related field
- At least three years of qualified experience in working with children ages six months to 17 years
- Autism awareness training developed by Autism on the Seas, covering characteristics of autism and developmental disabilities, correct person-first language and terms, and skills to initiate a conversation with a parent about his or her child's needs

Availability: On all ships

To book an Autism Friendly Cruise Vacation, contact your travel advisor or Royal Caribbean at 1-800-562-7625.



AUTISM ON THE SEAS CRUISES

For more even more personalized attention, consider Staff Assisted Cruises with Autism on the Seas*.

To take advantage of these Staffed Assisted Cruises, guests must be booked as part of an Autism on the Seas Group Cruise.

For a list of available sailings, visit

**AutismOnTheSeas.com/RoyalCaribbean
or to book call Autism on the Seas at 1-800-516-5247.**

*Service fees may apply. Please note Autism on the Seas is an independent travel company specializing in autism cruise vacations.

ACCESSIBILITY FREQUENTLY ASKED QUESTIONS

ACCESSIBLE STATEROOMS

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

We do not 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 can 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 pre-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 U.S.

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 onboard our ships. Due to safety reasons, Segways® may not be used onboard.

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 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 onboard 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 The 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 rcldining@rccl.com (mailto:rcldining@rccl.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 Head Waiter upon boarding the ship.
2. Request My Time Dining and reserve a specific dining time every day.
3. Take advantage of our Windjammer or specialty restaurants onboard.

HEARING DISABILITIES

Do you provide tactile interpreters?

Yes, we provide tactile interpreters on cruises to/from the U.S. and Canada only, however SSP (Support Service Provider) services are not provided. Please notify us at least 60 days prior to sailing.

Do you provide CART?

Yes, we provide CART (real-time captioning) 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) and therefore, 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 onboard?

Yes, 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 Guest Relations Desk once onboard. Please note that additional screening may be conducted at the pier or onboard.

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, navigate steps of a motorcoach, and/or travel with a standard size manual collapsible wheelchair or scooter that can fit in a motorcoach compartment. This tour accommodates between 15 to 45 guests.
- Level 2: Excursions designed for guests unable to negotiate motorcoach steps of full-time wheelchair/scooter users. The vehicle for this tour type is adapted with an access ramp (or lift, where available) for easy access. Due to this vehicle type, this tour accommodates a limited number of mobility devices. This tour accommodates between 4 to 12 guests. This program is available in several Caribbean and European ports.

How do I find and book accessible shore excursions?

To find accessible shore excursions on our website and brochures, look for the word "Easy" or the wheelchair symbol next to the tour name. Please submit requests at least 10 business days prior to sailing to shorexaccess@rccl.com or fax to (305) 982-2547.

TENDERING

What is your tender policy?

To safely board most tenders, guests must be able to take steps and use a collapsible manual wheelchair. In addition, power wheelchairs and mobility scooters cannot 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 RoyalCaribbean.com/TenderAccess.

VISUAL DISABILITIES

Do you provide braille formatted material?

No. However, we provide Qualified Readers onboard 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 Compass 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 about our Accessible Seas program

For Travel Advisors

Most questions can be answered by our agents at

Individual Reservations: (800) 327-6700

Group Reservations: (800) 437-4111

For Guests

Most questions can be answered by your professional travel advisor or

Our Certified Vacation Planners: (866) 562-7625

Access Department

E-mail: Special_Needs@rccl.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

Accessible Shore Excursions

E-mail: ShorexAccess@rccl.com • Fax: (305) 982-2547

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**LEARN MORE ABOUT OUR AUTISM-FRIENDLY INITIATIVES AT
ROYALCARIBBEAN.COM/AUTISMFRIENDLY**



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