

ACCESSIBLE TOUR INFORMATION AND GUIDELINES

Come and explore ashore with one of our Celebrity Cruises Accessible Shore Excursions. Complement your cruise experience with one of our accessible tours. Visit and enjoy first hand what your destination has to offer. Our ships are well equipped to accommodate the needs of our wheelchair/scooter user guests and those with limited mobility. Our accessible tours are there to make your vacation an unforgettable one.

We offer you a wide array of "Easy" tours to choose from in destinations such as Europe and the Caribbean which can be booked by sending us an email no later than 10 days prior to sail date. Or, you may choose instead to book a Private Accessible shore excursion.

Accessible tours are classified in two levels. These are:

Level I Shore Excursions

Guests who are able to walk short distances, can negotiate motor coach steps and travel with a standard manual collapsible wheelchair or a folding cane are classified under this category. Most of these tours can accommodate a manual collapsible wheelchair or a folding cane as long as guests can negotiate coach steps to access the vehicle.

Guests traveling with a collapsible scooter must submit their collapsible scooter information to shoreaccess@rccl.com so we may further inquire with the tour operator if the collapsible scooter dimensions provided can be accommodated.

It is strongly recommended that our limited mobility guests travel with an able bodied companion in order to assist with the loading/unloading of the wheelchair/scooter. **Please be advised that not all motorized scooters/wheelchairs can be accommodated due to the size and weight.

Level II Shore Excursions

Guests who are unable to walk short distances, cannot negotiate motor coach steps and who travel with a non-collapsible wheelchair/scooter. **Please be advised that most of the motor coaches and/or transportation used for Shore Excursions are not equipped with ramps and/or lifts. In turn, Private Arrangements via Private Accessible Vehicles (with ramp or lift) is suggested and may be available in some ports and at an additional cost.

We recommend that you first review the questions below. Send us your information and include any other pertinent details that may assist us in choosing the right excursion for you. Email your request to shoreaccess@rccl.com **no later than 21 days prior to sail date.**

- Is the guest a wheelchair/ scooter user?
- Can the guest do minimal walking?
- Can the guest climb up and down the steps of the motor-coach?
- Is the wheelchair manual non-collapsible / manual collapsible / electric non-collapsible / electric collapsible?
- Is guest traveling with someone capable of assisting him/her?
- Is guest able to transfer out of the wheelchair into the seat of a car?
- **What are the wheelchair dimensions and weight for guest(s) who can negotiate motor coach steps? Please provide:**
 1. Wheelchair length, width, weight & height

- **What are the Wheelchair dimensions and weight for guest(s) who cannot negotiate motor coach steps? Please provide:**
 1. Combined weight (guest seated on wheelchair)
 2. Combined height (guest seated on wheelchair)
 3. Wheelchair length and width

Tendering Ports

Under certain circumstances, guests may experience difficulties in disembarking the ship and boarding the tenders due to weather or other unforeseen conditions. For tendering procedures, guests must contact our Access Department at **special_needs@rccl.com** or by calling 1-866-592-7225.

General Guidelines and Information:

1. Please note not all destinations offer Accessible shore excursions.
2. All Accessible Shore Excursions inquiries and/or requests must be submitted no later than 21 days prior to your sail date.
3. Once you receive a list of Accessible excursions, email your tour preferences to shorexaccess@rccl.com.
4. Your request will be sent to our operators for availability and confirmation.
5. Once we receive confirmation from the agent, we will contact you via email to finalize tour details, pricing and payment.
6. Please keep in mind that ADA regulations and guidelines do not apply outside of the United States, therefore, you might experience some differences with transportation, venue access, etc., throughout your tour.
7. Celebrity Cruises reserves the right to change pricing and/or tour itinerary without prior notice.
8. Tour pricing is subject to change per fluctuations in the exchange rates.
9. Prices are inclusive of transportation, such as motor coach, minivan, sedan or taxi.
10. All prices are quoted in USD and are applicable per vehicle, not per person.
11. Meals, beverages, entrance fees and other incidentals (parking or tolls) are not included in the price of the tour.
12. Tipping on any private arrangement is strictly optional. Private guides may be available at an additional cost.
13. All transportation requests are subject to availability.
14. Transportation may change due to weather conditions, safety concerns or as deemed necessary by the tour operator.
15. Air conditioning on vehicles may not be up to North America standards.
16. Tour departure time will be established and confirmed with the local agent upon acceptance of pricing.
17. We recommend that you carry some local currency and/or credit cards to pay for any incidentals like entrance fees, parking and tolls.
18. We suggest you carry a copy of your passport with you or any other valid form of identification.
19. Private arrangements will be charged to your reservation once confirmed. Payment can be made via the following credit cards: American Express, Master Card, Visa and Discover cards (US reservations only).
20. Celebrity Cruises will ensure that the content and integrity of the shore excursion is performed as advertised. However, the guest must understand that in certain circumstances, and for reasons beyond our control, Celebrity Cruises may cancel/change the excursion for the safety and comfort of the guest.

Our Accessible Shore Excursions program is well at your reach. Come join us and experience a vacation of a lifetime!