

Questionnaire for guests with physical disabilities and guests with a wheelchair / scooter on board the *Mein Schiff*® fleet

First and last name of the guest with disability: _____

Booking number: _____ Desired cabin number: _____

Route and travel period: _____

Phone number: _____ Email: _____

Dear Guests,

We are glad to assist you with any questions you may have about accessible travel aboard the *Mein Schiff*® fleet.

All ships of the *Mein Schiff*® fleet offer accessible cabins so that you can enjoy your holiday to the fullest. These cabins feature more space, wider entrance and bathroom doors, special handrails and an emergency telephone. The cabins are always located near our lifts to ensure easy and comfortable access.

Please note that booking an accessible cabin is only possible if you are dependent on a wheelchair/scooter.

All other necessary and useful information about cabin details, shore excursions, restricted areas on board the *Mein Schiff*® fleet and further details on accessible travel can be found at www.meinschiff.com/kundenservice/barrierefrei-reisen

Please send us the **fully completed questionnaire** by email or fax:

Email: spezialservice@tuicruises.com
Fax: +49 40 60001-5110

Phone number: +49 40 60001-5111
Address: TUI Cruises GmbH, Heidenkampsweg 58,
20097 Hamburg

Once we have received the form, we will require approximately three working days to process your enquiry. Registrations are processed in the order they are received. Please note that only fully completed questionnaires can be considered. Our accessible cabins can only be booked with a binding reservation and cannot be reserved as an option.

Please specify which points apply to you:

- ☐ **Registration of a wheelchair** on board the *Mein Schiff*® fleet.
(Booking of an accessible cabin and special transfer is not required)
- ☐ **Registration of a wheelchair and binding booking of an accessible cabin** on board the *Mein Schiff*® fleet.
- ☐ **Booking of a special transfer** between the airport and the ship.
- ☐ **Registration of special medical needs** on board the *Mein Schiff*® fleet.
(For example, the following medical devices must be registered: patient lifts, wheelchair attachments such as handcycles or motors). Please send us the technical data sheet for your device along with the completed questionnaire.

The **registration of rollators** for transport on board the *Mein Schiff*® fleet is not required.

First and last name of the guest with disability: _____

Booking number: _____

Details of the type of disability:

Please describe your disability in such a way that its nature is clearly understandable.

(e.g. paraplegic and permanently dependent on a wheelchair, etc.)

Information on physical limitations:

(Please select the answer that applies to you)

- ☐ I can't walk long distances, but I am able to climb stairs (e.g. airplane stairs) on my own.
- ☐ I can't walk long distances or climb stairs, but I am able to walk from the aircraft door to my seat on my own.
- ☐ I am permanently confined to a wheelchair and require assistance for all distances.

Type of wheelchair / scooter:

- ☐ manual wheelchair
- ☐ electric wheelchair ☐ scooter
- ☐ dry cell battery
- ☐ gel battery
- ☐ lithium-ion battery

If you are travelling with an electric wheelchair and / or scooter, we also require the technical data sheet.

Is the wheelchair collapsible / foldable? ☐ Yes ☐ No

Size: H = _____ cm W (unfolded) = _____ cm D = _____ cm

Wheelchair weight (without person) _____ kg

Please note that wheelchairs / scooters with wet cell batteries are not permitted for safety reasons.

Should there be any changes in the meantime, we kindly ask you to contact us immediately.

Registration of the wheelchair / scooter / special medical needs with the airline

The registration of wheelchairs/scooters/special medical needs and the registration of special services (e.g. boarding assistance at the airport) must be made directly with the airline. Details can be found at www.meinschiff.com/en/arrival-and-departure/flight

First and last name of the guest with disability: _____

Booking number: _____

Special transfer between the airport and ship on arrival and departure with your own wheelchair

Wheelchair transfer for bookings with arrival and departure by plane via TUI Cruises:

If you have booked the arrival and departure package for your *Mein Schiff*® cruise with TUI Cruises and require a wheelchair/scooter, the corresponding special transfer **with the number of accompanying guests and regular luggage** listed below is already included. Please inform us in advance if you require a wheelchair/scooter.

Wheelchair transfer for individual arrival and departure by plane:

If you are a wheelchair / scooter user travelling individually to or from your cruise and require a special transfer, we will be happy to provide you with a quote for a pre-booked wheelchair transfer by car, minivan or ramp vehicle. To arrange this, we require your flight details, including flight numbers and times. Should these change at a later date, please provide us with the new flight information. Please note that transfers are only available on the official arrival and departure days of the *Mein Schiff*® fleet, and only between the airport and the ship.

Flight information for individually booked flights:

Arrival date: _____ Flight route: _____ Flight number: _____ Arrival time: _____

Departure date: _____ Flight route: _____ Flight number: _____ Departure time: _____

Determining the type of special transfer:

(Please select **only** one transfer that applies to you)

- ☐ **Coach** - I can board a coach with the help of my companion and my wheelchair is foldable. Wheelchair and luggage are transported in the luggage compartment. With this selection, we do **not** provide you with a special transfer.
- ☐ **Car** - I can get into a car with the help of the person accompanying me. Companions: max. one.
Please note that it may also be an SUV. Due to space restrictions, your luggage may be transported in the regular transfer bus.
- ☐ **Ramp vehicle** - I require a transfer while seated in my **wheelchair**.
Companions: one (additional companions on request). Luggage is usually transported in the same vehicle.
- ☐ **Minivan** - With the help of my companion, I am able to get into a **minivan**.
Companions: at least two (additional companions on request).
Please note that the vehicle may have a high entrance, so you may need to step up to get in. Where possible, luggage will be transported in the same vehicle.

If you are unable to board a minivan, please select the car or ramp vehicle transfer.

Please note that we do not offer special transfers between the main railway station and the cruise ship for arrivals and departures in German ports.

Note for travellers to the USA: Depending on availability, the transfer can be arranged in a standard transfer bus with a ramp. In this case, no special transfer will be provided.

Please note that in some destinations, only a limited number of ramp vehicles are available, which may result in waiting times at the airport/port.

Please also note that storage space may vary depending on the type of vehicle.

Declaration of consent for guests with physical limitations

I (last name, first name) _____ expressly declare that I have been informed of the following points and agree with their content, and that I will comply with them in relation to bringing my wheelchair/scooter or walking aid and any special medical requirements on board, as well as my visual and/or hearing impairment.

- For their own safety, TUI Cruises reserves the right to allow deaf or blind guests, as well as persons who, despite wearing corrective lenses, have a visual acuity of no more than 5% of normal vision in their better eye, to travel in their cabin only when accompanied by an adult companion who is not physically or mentally disabled. We also recommend that guests with limited mental abilities travel only when accompanied by another person. Furthermore, TUI Cruises reserves the right to allow guests who are permanently confined to a wheelchair to travel in their cabin only when accompanied by an adult who is not physically or mentally disabled. Permission to travel without a companion will be granted after reviewing each individual case. For insurance reasons, our employees cannot accept any liability in an emergency, meaning that necessary assistance of any kind can only be provided by the responsible companion.
- I am aware that I may be restricted in my freedom of movement on the ship and ashore, as there are no special additional facilities for wheelchair users / scooter users and individual assistance by the crew cannot be guaranteed.
- Please note that for safety reasons, e.g. on steep gangways, wheelchair users may not always be able to go ashore. In ports where the ship is anchored and a tender service operates between the ship and land, there is an increased risk, which means that for safety reasons we cannot guarantee transportation for wheelchair users, blind persons, and persons who, despite visual aids, have a visual acuity of no more than 5% of normal vision in their better eye, and this is subject to the captain's decision (depending, among other aspects, on weather conditions and the situation at the port). This does not apply to guests who are only temporarily dependent on a wheelchair and are able to get on and off the ship independently. The liability of TUI Cruises and the crew is limited to intent and gross negligence.
- The transport and use of a wheelchair or special medical equipment during the entire journey is at your own risk and responsibility. For security reasons, storage is only possible in your own cabin – separate storage rooms are not available. Particularly large or heavy special medical equipment must be stowed safely under the bed when not in use during the time at sea. Technical equipment and spare parts for checking or repairing a wheelchair/scooter or special medical equipment are not available on board. For the safe operation of special medical equipment, electrically powered devices must have a frequency of 50 – 60 Hz (a frequency of only 50 Hz is not sufficient). The crew may conduct a technical inspection at any time.
- I am aware that for technical reasons (stairs, steps, thresholds, etc.) I cannot reach some areas of the ship with a wheelchair / scooter.

I have read and understood the above information and I am aware that any false statements made by me may lead to exclusion from the cruise and that all costs already incurred and additional costs will be charged to me and cannot be refunded.

The declaration of consent is only valid with the signature of the guest with physical limitations or an authorised person.

Place, date

Signature of the traveller