

## TRAVELLING WITH SENSORY IMPAIRMENT

**As you have registered a sensory impairment, we would like to take this opportunity to inform you of some important information about your time onboard.**

As you know, a cruise is quite different from a land-based holiday and it is important for passengers with any sensory impairment to know about certain aspects of shipboard life.

### PERSONAL CARERS

P&O Cruises is unable to provide day-to-day personal care as we do not provide a nursing or carer service onboard. If you require assistance in relation to any of your day-to-day living, then you must arrange for a companion or carer to accompany you on your cruise. Our medical centre provides care only in the case of illness or injury.

### SERVICE ANIMALS

Travel with service animals is permitted in any grade of accommodation, subject to availability at time of booking. If you require assistance from a service animal during your cruise, please notify us as soon as possible.

At time of booking, P&O Cruises will ask to be presented with a copy of documentation that verifies the animal is a qualified and fully trained service animal. You will then be asked to obtain the necessary quarantine documentation, vaccinations and permissions for the animal to accompany you to each country.

Before travel, we will then require a certificate from a qualified vet outlining that the animal is in good health and free from contagious diseases. This certificate should be dated not more than ten (10) days prior to the cruise departure date.

During the cruise, you will be responsible for the hygiene, maintenance and feeding of your service animal. You will also be responsible for any claims arising from an injury caused by your service animal.

### ONBOARD FACILITIES

All elevators onboard our ships have been fitted with voice synthesisers which announce arrival at each deck, as well as Braille buttons.

**We hope this factsheet has provided some useful information in preparation for your cruise holiday.**

If you have any further enquiries, please do not hesitate to contact our Sales & Service team on 13 24 94 (AU) or 0800 780 716 (NZ)

### SPECIAL DEVICES

All ships can provide special devices to alert and communicate with hearing impaired passengers. As there are only a limited number of kits onboard each ship, it is important that you request a kit as early as possible. These kits contain:

- Text Telephone (Excluding Pacific Pearl)
- Vibrating Bed Shaker
- Door knock transmitter
- Telephone handset amplifier

Please ensure you speak to one of our telephone sales and service team members to request a kit as soon as possible.

### IN CASE OF EMERGENCY & SHIP MUSTER INFORMATION

On the day you embark the ship you will attend a mandatory passenger muster drill. At this drill the ship's emergency procedures will be explained.

A safety video (available with subtitles) explaining the action required during a shipboard emergency will be showing on the television in your room and information is also available in the safety section of the compendium information folder located in your room. A safety notice displayed inside your room also explains the action required in an emergency, a route map from your room to your muster station and instructions on how to put on your lifejacket.

In the event of an emergency each ship has a specially trained passenger assistance party. They are equipped with a list of all passengers requiring assistance in an emergency and will provide the required level of assistance in getting you from your room to your muster station.

In addition your cabin steward is responsible for evacuating all passengers in their section during an emergency and will also ensure you receive the required assistance in the event of an emergency.

Once onboard if you would like more information about our emergency procedures, please ask at the Purser's Desk for a copy of our Emergency Procedures Information Sheet.

*We look forward to welcoming you onboard.*