



Information  
for  
Guests with Disabilities  
*Disney Dream*

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Information is subject to change without notice

## General Information

This information provides an overview of services and facilities available for Guests with disabilities who will be sailing on the *Disney Dream*. This booklet is intended to supplement the *Disney Cruise Line* Personal Navigator that contains additional information and entertainment schedules.

### **NOTICE**

**This information is subject to change. Once onboard, you may wish to visit Guest Services, Deck 3 Midship, for current information on accessibility and services or contact a Crew Member prior to visiting a particular location.**

### **SPECIAL RESERVATIONS**

To assist our Guests with questions they may have, *Disney Cruise Line* Reservation Services is equipped with information about onboard services and facilities. *Disney Cruise Line* offers special equipment and facilities for Guests with disabilities. For information, please call Reservation Services at **(407) 566-3500 [voice] or (407) 566-7455 [TTY]**.

Accessible stateroom features for Guests with disabilities may include the following:

Minimum 32" doorways	Portable TTY phone device
Refrigerators	Roll-in showers
Open bed frames	Hand-held shower heads
Captioned television	Ramped bathroom thresholds
Emergency call buttons	Fold-down shower seats
Portable hearing communication kits	Bathroom and shower grab bars

Special Reservations can also supply information about medical supply companies in the port area upon request (i.e., oxygen, wheelchairs, and motorized transport).

### **GUEST SERVICES**

*Guest Services*, located on Deck 3 Midship, provides a variety of services including general information, entertainment schedules, and information on services for Guests with disabilities.

### **ACCESS**

Most Guest areas aboard the ship, including theaters, restaurants and shops are accessible. In some cases, such as when utilizing tender services or in Guest pools, Guests may need to transfer from their wheelchairs to utilize the facility, and this transfer may require the assistance of a member of their party. We, therefore, recommend that Guests plan to sail with someone who can physically assist them when necessary.

### **DISABILITY PARKING**

Designated disability parking areas are available at the *Disney Cruise Line* Terminals at US embarkation ports. A valid disability-parking permit is required.

### **HEALTH CENTER**

The *Health Center* is located on Deck 1 Forward and is accessible only by use of the forward stairs or elevators. Please note that the *Health Center* is equipped to provide first-aid and basic emergency care only, and does not have the facilities to treat children less than 6 months of age. Additional fees may apply.

### SMOKING RESTRICTIONS

For the comfort and safety of all our Guests, smoking is permitted in designated areas only. All staterooms are non-smoking.

### LAUNDRY AND DRYCLEANING

Dry cleaning, pressing and full laundry services are available aboard the ship. In addition, *Disney Cruise Line* ships are equipped with self service laundry facilities at an additional cost. Guests use their *Key to the World* cards to charge washer and dryer services as well as to purchase detergent and fabric softener. An accessible laundry facility is located on Deck 5 aft. Please inquire at *Guest Services* on board for any additional questions.

### PORT ADVENTURES

One of the highlights of your *Disney Cruise Line* adventure is exploring the ports of call. Please note that many of the shops, facilities, and destinations in our international ports of call may not be accessible to Guests with disabilities. Please review the Port Adventures information which includes descriptions as well as the level of physical activity required for each excursion.

### GANGWAY ACCESS

When possible, we dock at each port of call so Guests may travel directly from the ship to the shore via the gangway. Typically, gangways provide a minimal incline for embarking and disembarking the ship. However due to tidal changes or other causes, there may be times where the gangway could be at a steep incline. This can be difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Crew Members can provide some gangway assistance, but in particular cases may request to assist Guests separately from their wheelchair/device.

### TENDERING

At times, the ship may anchor some distance from the port and use tenders (small boats) to transport Guests from the ship to shore and back. The tendering process can be extremely difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Normally, the wheelchair must be lifted down a gangway to a platform and then transferred into the tender. Guests may have to be transferred separately from their wheelchairs/devices. In certain situations, it may be impossible for Guests with limited mobility and/or using a wheelchair or mobility device to utilize the gangway or transfer to the tenders.

The decision to assist and allow passage of Guests via a steep gangway or tender is at the sole discretion of the Captain or his designee.

### SHOPS AND RESTAURANTS

Guests with disabilities can utilize all food and merchandise locations aboard the ship. Crew Members are available to assist Guests when necessary. At counter-service locations, Guests using wheelchairs may ask a member of their party to order and transport food or the Guest may contact a Crew Member who will provide table service for them.

## Special Services Information

In order to assist *Disney Cruise Line* in addressing its passengers' special needs, Guests may notify the Reservation Department, at the time of booking, of any condition for which special accommodations and/or the use of a medical or mobility device might be necessary while onboard ship.

### SPECIAL SERVICES INFORMATION FORM

Guests with special needs may submit a Special Services Information Form to *Disney Cruise Line* at least 60 days prior to the sailing date. Once the Form has been received, *Disney Cruise Line* will determine its ability to accommodate any special need on a case-by-case basis. Due to the limited medical facilities onboard ship and other factors, *Disney Cruise Line* may not be able to accommodate all special needs. Failure to disclose an accurate or complete description of any special needs may result in *Disney Cruise Line* not being able to provide the appropriate accommodations or arrangements.

### MEDI-VAC AIR EVACUATION

Occasionally, in the event of serious medical conditions and/or due to the limited medical facilities onboard the ship, it may become necessary for a patient to be air-lifted to a nearby medical facility.

Please check with your insurance carrier to determine whether your insurance covers medical air evacuations occurring outside of the United States. If your current health insurance policy does not cover this service, it is recommended that you purchase additional medical insurance that offers air evacuation coverage (such as the Vacation Protection Plan), as the charges for this service are very expensive.

### SHIP EVACUATION VIA LIFEBOATS

In the event of an emergency evacuation of the ship, Guests may have to spend extended periods of time in lifeboats where electricity and other special accommodations are not available.

### MEDICATIONS

Guests should carry an ample supply of all necessary medications with them when they board the ship. Guests should pack medications and medical supplies in original containers in their carry-on bag, and not in checked luggage. Limited medications and medical supplies are available onboard in the ships' *Health Center* at an additional cost.

Upon your return to the port, please be sure not to leave any medications behind when you disembark, as *Disney Cruise Line* is not permitted to mail medications to your home.

### ELECTRICAL LIMITATIONS

For those Guests requiring electrical power for medical equipment, there is an average of two 110-volt electrical outlets per stateroom with a total power capacity of 12 amps.

All equipment should have a substantial back-up power supply in the event of an emergency or power outage. Durations of power outages cannot be guaranteed.

### EQUIPMENT REPAIRS

*Disney Cruise Line* Crew Members are not typically equipped to repair the various types of Guest personal use equipment.

## Oxygen Policy and Delivery Procedures

**Please note that carriage or use of liquid oxygen systems or large tank systems are not permitted on board Disney Cruise Line ships.**

Due to safety and storage concerns, the types and quantity of oxygen tanks may be limited. Please contact *Disney Cruise Line Special Services* at 407-566-3602 to discuss usage needs prior to sailing.

Guests travelling with oxygen must provide their own oxygen and related equipment and are responsible for arranging delivery of their oxygen and related equipment (packaged in a secure container with each item being labeled with the Guest's name and stateroom number) to the *Disney Cruise Line Terminal* prior to 1:00 p.m. on the day of ship embarkation.

Guests who have purchased *Disney Cruise Line* hotel and sea vacations must arrange for the transportation of oxygen between the airport, their hotel and the *Disney Cruise Line Terminal*. ***Disney Cruise Line* ground transportation cannot transport oxygen; however, the Guests may carry one oxygen tank for use while on board the transportation.**

Guests are responsible for notifying their air carrier of any oxygen requirements. Guests who book their air travel through *Disney Cruise Line* and who will require oxygen on their flight should complete a Special Services Information Form as soon as possible. This information is necessary to expedite the delivery of airline tickets and airline contact information in order for the Guest to be able to make adequate arrangements with their air carrier for the use of oxygen in flight.

Guests are free to use their preferred medical supply company and are responsible for providing their own oxygen supplies.

As a convenience, below is a listing of rental companies that may deliver medical supplies to the ships.

Advanced Aeromedical, Inc.	1-800-346-3556	<a href="http://www.aeromedic.com">www.aeromedic.com</a>
	International: 757-481-1590	
	24-Hour Alarm Center: 800-346-356	
	International 24-Hour Alarm Center: 757-481-1590	
	Fax: 757-481-2874	
Apria	1-800- 277-4288	<a href="http://www.apria.com">www.apria.com</a>
Brevard Medical (Port Canaveral)	1-866-416-7383	<a href="http://www.brevardmedicalequip.com">www.brevardmedicalequip.com</a>
	1-321-453-3370 local	
	1-321-768-9013 after hours	
Care Vacations	1-877-478-7827	<a href="http://www.carevacations.com">www.carevacations.com</a>
Special Needs at Sea	1-800/513-4515	<a href="http://www.specialneedsatsea.com">www.specialneedsatsea.com</a>
	International 1-954/585-0575	

## Traveling During Pregnancy

Women who have entered their 24th week of pregnancy as of their embarkation date or who will enter their 24th week of pregnancy during the cruise will be refused passage due to safety concerns. Neither a physician's medical statement nor a waiver of liability will be accepted. In addition, Disney Cruise Line cannot be held responsible or liable for any complications relating to pregnancy at any stage.

This policy is in place for the safety of our pregnant Guests and their babies. While the *Health Center* onboard ship can handle many emergency situations, it is not equipped to provide critical care for premature infants or their mothers.

# Mobility Disabilities

## WHEELCHAIRS

*Disney Cruise Line* strongly advises Guests requiring the use of a wheelchair onboard ship to travel with someone who is able to personally assist them both aboard ship and on shore. Guests may need to transfer from their wheelchairs to utilize certain facilities (such as Guest pools and tenders), and this transfer may require the assistance of a member of their party.

Guests requiring the use of a wheelchair during their cruise must provide their own wheelchair prior to boarding the ship. *Disney Cruise Line* has a limited supply of complimentary beach wheelchairs on *Castaway Cay*, which are available on a first-come, first-served basis.

## SAFETY REMINDER

Safety regulations require all Guest equipment-including wheelchairs, electric mobility scooters and strollers-be stored inside Guest staterooms or designated public areas when not in use. Parking electric mobility scooters, wheelchairs, strollers or other devices in Guest corridors or stairwell landings is strictly prohibited. Please contact Guest Services on board for designated public areas.

## WHEELCHAIR ACCESSIBLE STATEROOMS

*Disney Cruise Line* offers wheelchair accessible staterooms and suites, equipped for Guests with disabilities. Features include: minimum 32" doorway, ramped bathroom thresholds, open bed frames, bathroom and shower handrails, fold-down shower seats, hand-held shower heads, power assist door openers, refrigerators, lowered towel and closet bars.

## GANGWAY ACCESS

When possible, we dock at each port of call so Guests may travel directly from the ship to the shore via the gangway. Typically, gangways provide a minimal incline for embarking and disembarking the ship. However due to tidal changes or other causes, there may be times where the gangway could be at a steep incline. This can be difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Crew Members can provide some gangway assistance, but in particular cases may request to assist Guests separately from their wheelchair/device.

## TENDERING

At times, the ship may anchor some distance from the port and use tenders (small boats) to transport Guests from the ship to shore and back. The tendering process can be extremely difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Normally, the wheelchair must be lifted down a gangway to a platform and then transferred into the tender. Guests may have to be transferred separately from their wheelchairs/devices. In certain situations, it may be impossible for Guests with limited mobility and/or using a wheelchair or mobility device to utilize the gangway or transfer to the tenders. The decision to assist and allow passage of Guests via a steep gangway or tender is at the sole discretion of the Captain or his designee.

## IN-PORT ACCESS

One of the highlights of your *Disney Cruise Line* adventure is exploring the ports of call, but please note that many of the shops and facilities in the foreign ports of call may not be accessible to Guests with disabilities.

## ON-DECK VIEWING AREAS

For activities around the Donald's Pool deck, ramped access for Guests using wheelchairs is available on the port side of the pool deck. In addition, viewing is also available on deck 12 overlooking the pool area. Please visit Guest Services in advance for information.



## THEATRES

At the *Walt Disney Theatre*, Crew Members will be available at the Deck 3 entrance beginning 30 minutes prior to show times to assist Guests with seating. Wheelchair seating is available in the various areas of the main seating and balcony sections. For access to seating in the center or front sections of the theater, please contact a Crew Member outside the entrance for assistance at least 10 minutes prior to the show time.

At the *Buena Vista Theatre*, wheelchair seating is available in the rear of the theater via the deck 5 entrance, or the center of the theater via the deck 4 entrance.

## LOCATION ACCESS

Access to shipboard facilities is generally through the main entrance to the facility. However, accessibility varies from location to location. Guests may contact a Crew Member at each location for additional information.

### Accessible Common Area Restrooms

All public restrooms onboard the *Disney Dream* offer wheelchair accessible facilities.

### Restaurants

At the *Royal Palace* restaurant, access for Guests using wheelchairs is available via the restaurant entrance on the portside hallway. All other restaurants are accessible via the main entrances.

### The District

All locations in *The District* are accessible via the main entrance. In *Evolutions*, access to the dance floor is available via the ramp to the left side of the stage. Stage access is available via the ramp to the right side.

### Goofy's Sports Deck

Access to Goofy miniature golf is available using the ramp at the entrance to each hole.

### Senses Spa & Salon/Fitness Center -

Please see a Spa host/hostess for accessible treatment opportunities.

### Promenade Deck-Deck 4

For outer deck access, Guests using wheelchairs should use the Forward or Aft doors.

### Recreation

For pre-arranged pool lift bookings through the *Disney Cruise Line* contact center, Guest Services will contact you upon boarding the ship to arrange a time and location for your pool lift needs. Additionally, a pool lift may be available upon request by contacting Guest Services in advance. The pool lift will be available only for requested periods and cannot remain in place for the duration of the sailing. Please be advised of all pool operating hours as well as adverse weather or sea conditions that may restrict pool lift use. Pool lift maximum weight limit is 300 pounds.

## **Disney Castaway Cay**

### **PATHWAYS**

There are paved pathways throughout the main *Castaway Cay* promenade that provide access to First Aid, *She Sells Seashells and Everything Else*, *Cookie's BBQ*, *Cookies Too BBQ*, *Spring-A-Leak*, *Pelican Point Tram Stop*, *Buy the Seashore*, *Gumbo Limbo*, *Pop's Props*, *Dig In*, *Conched Out Bar*, *In Da Shade Games*, all pathways leading to the Cabana's and all restrooms (excluding *Serenity Bay*).

Hard-packed sand pathways provide wheelchair access to *Gil's Fins and Boats*, *Heads Up Bar*, the massage cabanas at *Serenity Bay*, *Lookout Point leading to Pelican Deck of Pelican Plunge* and *Castaway Air Bar*.

The remaining areas, which consist mainly of beach areas, are accessible through the use of sand wheelchairs, which are available free of charge on a first-come, first-served basis.

### **TRAM SERVICE**

Personal and electric wheelchairs are able to board the tram that runs on *Castaway Cay*; however motorized scooters and the sand wheelchairs do not fit on the tram.

### **SAND WHEELCHAIRS**

*Castaway Cay* has a limited number of sand wheelchairs available on a first-come, first-served basis. There is no charge for this service. The majority of these chairs can be picked up across from *Scuttle's Cove*, with a few available at *Serenity Bay*. Your personal wheelchair may be left at *Scuttle's Cove* or *Serenity Bay* while you are using the sand wheelchair. Please take all personal items with you when leaving your wheelchair at these locations.

Please note: Sand wheelchairs are not designed for use in the water and may cause injury if used inappropriately.

### **ACCESSIBLE RESTROOMS**

Accessible restrooms are located next to First Aid, inside *Scuttles Cove* (for children), *Cookies Too* and *Windsock Hut* at *Serenity Bay Beach*.

Companion-assisted restroom facilities are at the First Aid, *Cookies Too* and *Windsock Hut* locations.

### **CABANA RENTAL**

Cabana #1 is accessible; please contact Special Services at 407-566-3602 prior to sailing or Guest Services or Port Adventures onboard for availability.

# Hearing Disabilities

## HEARING DISABILITIES

A pad of paper and pens/pencils are readily accessible for Crew Members to utilize, if necessary, to communicate with Guests.

## ASSISTIVE LISTENING DEVICES

Assistive Listening Systems which utilize an infrared signal to amplify sound have been installed at various locations. Assistive listening receivers are recommended for Guests with mild to moderate hearing loss and are available at Guest Services. Although there is no charge for the use of the receivers, a refundable security deposit will be charged to the Guest's onboard account. This deposit will be removed from the Guest's onboard account upon return of the receiver.

## WRITTEN AIDS

Guest Assistance Packets containing show scripts, flashlights, and pen/paper are available at Guest Services. Packets can be signed out and kept until the night before debarkation, when they must be returned to Guest Services.

## SIGN LANGUAGE

*Disney Cruise Line* provides complimentary American Sign Language interpretation for live theater performances and other shows and events on various sailings. Guests can request sailing dates and other information by calling *Disney Cruise Line* Information at (407) 566-3500 [voice] or (407) 566-7455 [TTY]. Reservations must be confirmed 60 days prior to departure to ensure interpretation availability. While onboard, please contact *Guest Services* for further information about Sign Language services.

## STATEROOM COMMUNICATION KIT

Stateroom Communication Kits are available for Guests with hearing disabilities and contain a base unit with alarm clock, bed shaker notification, door bell and phone alerts, phone amplifier, smoke detector with a strobe light, and a TTY. Guests may make arrangements to receive Stateroom Communication Kits through a reservations agent at the time of booking or by contacting Guest Services while onboard ship.

## CAPTIONING

Captioning on a Guest's stateroom TV may be activated using the CC button or TV menu options. Guests should be aware that due to satellite limitations and other factors, not all video sources or television signals are available with a caption playback option. Certain movies in the Buena Vista Theatre are available with open captions. Please consult your Personal Navigator or Guest Services for additional information.

## **Special Dietary Needs**

*Disney Cruise Line* can accommodate some special dietary needs, including gluten free, no added sugar, vegetarian, dairy free, prepackaged kosher meals and lighter note offerings at no additional charge. Please request any special dietary needs in writing to our Special Reservations Department at least 60 days prior to your sail date. Once onboard, please direct any special dietary requests to your Head Server in the full service restaurants prior to ordering each meal. Please note that *Disney Cruise Line* will use reasonable efforts to prevent introducing an allergen of concern into the food, by paying close attention during our sourcing, preparation and handling processes. However, it is ultimately up to the Guest to use discretion to make informed choices when ordering food items. *Disney Cruise Line* cannot guarantee that allergens have not been introduced during another stage of the food-chain process or even inadvertently during preparation. We do not have separate kitchens to prepare allergen-free items or separate dining areas for Guests with allergies or intolerances.

*Unfortunately, Disney Cruise Line may not be able to accommodate all special dietary requests.*

## Service Animals

Trained service animals are welcome in most locations onboard *Disney Cruise Line* ships. We recognize service animals as those that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure or performing other special tasks.

While onboard our ships, all service animals must remain on a leash or in a harness and be under the control of their person or a member of the Guest's party at all times. The owner is responsible for the feeding, care and maintenance of the animal. Be advised that *Disney Cruise Line Crew Members* are not permitted to take control of service animals.

Due to the nature of some Port Adventures, service animals may not be permitted. In addition, service animals are not permitted in the pools or wet play areas onboard our ships. In those instances, a member of the Guest's party must remain with the animal. Also, service animals are not permitted to be left unattended inside the staterooms.

Guests who are traveling with a service animal must obtain the import permits from all countries which require special documents as per the country regulations. Specific information may be obtained by contacting the Department of Agriculture, consulate or embassy of the countries to determine the policies and to obtain the permits needed for each port of call on the sailing itinerary. Completed permits must be sent back to *Disney Cruise Line* Special Services Department prior to sailing and the originals are to be available from the Guest at all times during travel. Some countries may not allow animals to enter.

Entry requirements may include some or all of the following documents:

- Completed up to date vaccination records issued by a licensed veterinarian
- Proper blood titer testing results
- Completed Governmental International Health Certificate (APHIS form 7001) with USDA endorsement
- International Standards Organization (ISO) microchip information
- Proof of treatment and freedom from internal & external parasites
- Completed specific country health certificate
- Any specific country permits and forms as required by that country

Please be aware that the requirements may take weeks or months to complete.

Guests traveling with a service animal should contact Special Services at 407-566-3602 as soon as possible for information regarding the availability of Port Adventures with service animals, arranging the relief area and to discuss required documentation

## Youth Activities Participation

### PARTICIPATION DETAILS

The secured Oceaneer Lab/Club are open only to children ages 3-12. Activities are held in separate areas for tweens (ages 11 – 14) and for teens (ages 14 – 17). Our programs are available to children who are fully toilet trained, able to individually participate within our counselor-to-child ratio groups, and interact socially and comfortably with peers of their own age and physical size. We are unable to accommodate children who require one-on-one care, which includes counselor assisted medical attention. Additional participation guidelines and restrictions may apply and are established to provide a safe and secure youth entertainment environment. Open House hours are available so the entire family can join the fun and participate together. Families are encouraged to speak with our Special Services team pre-arrival at 407-566-3602 to discuss any questions or clarify these guidelines.

### EXCEPTIONS THAT PREVENT PARTICIPTATION

A child who has a contagious disease, or who shows symptoms of illness, such as fever, vomiting, diarrhea, unexplained skin rash, discharge from the nose or eyes or has any other contagious disease or illness will not be allowed to participate. A child who becomes disruptive within the group may not be allowed to participate further without a parent or guardian present.

### SPECIAL REQUESTS THAT WE ARE UNABLE TO ACCOMMODATE

We are unable to accommodate children who require one-on-one care, children who need the attention of a counselor with special training, or children who need counselor-assisted medical attention. Families are encouraged to speak with the Special Services pre-arrival at 407-566-3602 to discuss any questions.

### **Opportunities for children whose needs exceed the parameters for Youth Activities participation**

*Disney Cruise Line* offers a multitude of events and activities throughout the ship, which the entire family can enjoy together, including main stage shows, family game shows, first-run movies, deck parties and events, selected shore excursions, and activities at *Disney's Castaway Cay*. In addition, parents/guardians may accompany their child to the youth activities during Open House times throughout the cruise. Families are encouraged to speak with the Special Services pre-arrival at 407-566-3602 to discuss any questions.

For 3 year olds who are not potty trained or who may interact more comfortably within a smaller adult to child ratio, parents may request that the child be accommodated in the nursery, the infant and toddler group babysitting area. The fee for this service is \$9 per hour, per child and is subject to change and based on availability.

## Group Babysitting Participation

### PARTICIPATION DETAILS

Group babysitting in the nursery is available to children up to 3 years of age. Please note we do not provide babysitting in Guest staterooms.

Reservations may be made online at [www.disneycruise.com](http://www.disneycruise.com) in advance or anytime once onboard through the nursery. Space is limited and available on a first-come, first-served basis, based on counselor availability. In order to accommodate as many families as possible, we may limit the number of multiple requests per family.

The fee is \$9 per child per hour, \$8 per additional child per hour, and a 1-hour minimum is required. The nursery is open each evening and selected times during each day. All rates and times are subject to change and availability.

### EXCEPTIONS THAT MAY PREVENT PARTICIPATION

A child who has a contagious disease, or who shows symptoms of illness, such as fever, vomiting, diarrhea, unexplained skin rash, discharge from the nose or eyes, or has any other contagious disease or illness will not be allowed to participate. A child who becomes disruptive within the group may not be allowed to participate further without a parent or guardian present.

### SPECIAL REQUESTS THAT WE ARE UNABLE TO ACCOMMODATE

We are unable to accommodate children who require one-on-one care and children who need counselor assisted medical attention. Families are encouraged to speak with the Special Services pre-arrival at 407-566-3602 to discuss any questions.

***\*\*For any further assistance, please contact the Special Services Department at (407) 566-3602 [voice] or (407) 566-7455 [TTY].***