

 PRINCESS®

# Accessibility at sea

The Love Boat® is for everyone



# A Princess® cruise is an experience like no other

It's also an experience for everyone. If you or someone you're traveling with has accessibility and mobility needs, this guide is here to answer any questions you may have.

You'll also find info on the many features and facilities aboard our ships — along with some helpful suggestions for a safe, comfortable and happy vacation.

## Table of contents

- 2** Comfort and convenience for all
- 4** Mobility devices
- 6** Service animals
- 8** Accessible equipment
- 10** Medical services
- 12** Accessible accommodations
- 14** Dining
- 16** Accessibility ashore
- 18** Booking
- 20** Contact information









# Comfort and convenience for all

Your vacation at sea is anything you want it to be — pure relaxation, adventure or a bit of both. You'll visit places you've always dreamed of and immerse yourself in new cultures.

**And no matter where you explore, you can rest assured knowing your ship is easily accessible.**

A lot of thought went into the accessible-friendly design of every restaurant, theater, spa, lounge, stateroom and open-deck space on our ships. Whether you're planning on seeing a show or lounging in one of our public spaces, accessible seating options are available.

## At your service

The Guest Services Director is your point of contact for any accessibility and mobility questions on your cruise. If you need any support, please stop by the Guest Services desk or reach out via CrewCall Chat.

**Please note:** If you have mobility or other accessibility needs, you can use our Accessibility Lane for an easier, more streamlined check-in. When you arrive for check-in, simply ask a representative for directions. Anyone traveling with you also gets access to the lane.

**Good to know:** The Captain's All Souls Manifest includes guests requiring additional assistance in case of emergency. If a guest indicates that they require wheelchair assistance on either embarkation/disembarkation, crew are automatically assigned to help in an emergency.



# Mobility devices

Here are some resources to help you get around your ship — and get the most out of your cruise — so you can spend your time relaxing and making memories.

While we can't guarantee every request, discussing your stateroom needs with your Travel Advisor or our reservations department at the time of booking is always a good idea.

**Pro tip:** Filling out a Mobility Questionnaire before you cruise ensures our team can properly assist you. You can access the questionnaire at [Princess.com/en-us/mobility-device-form](https://Princess.com/en-us/mobility-device-form)

## Bringing a mobility device on board?

Here are some important things to consider:

- **Although Princess doesn't provide mobility devices, we can share helpful information about those who do.** You can pre-reserve a mobility device (including a wheelchair) by contacting the vendors below, and they'll deliver it directly to your stateroom. Please contact the vendor directly for pricing and availability. Kindly note: Guests are responsible for the renting process and rental cost of the item(s).
  - **Special Needs at Sea Group**  
Phone: 1-800-513-4515  
Fax: 1-800-513-4516  
[SpecialNeedsAtSea.com](https://SpecialNeedsAtSea.com)
  - **Scootaround**  
Phone: 1-888-441-7575  
Fax: 1-204-478-1172  
[ScootAround.com](https://ScootAround.com)
- **It's important that you store your mobility device in your stateroom.** Mobility equipment cannot be stored or charged in the hallways or elevator lobbies of your ship. Thank you for helping to ensure the safety of all our guests.
- **Mobility devices can be no wider than 22 inches** if you've booked a standard stateroom or an Ambulatory Accessible cabin (AAC) and no wider than 31 inches if you've booked a fully accessible stateroom (FAC). Elevators have 36- to 42-inch doorways.
- **For airport transfer transportation,** the maximum weight of the mobility device (including guest) cannot exceed 600 pounds on transportation lifts. If you have transfers at the start and end of your cruise, please know that lift-equipped transportation that can accommodate more than 600 pounds may not be available.

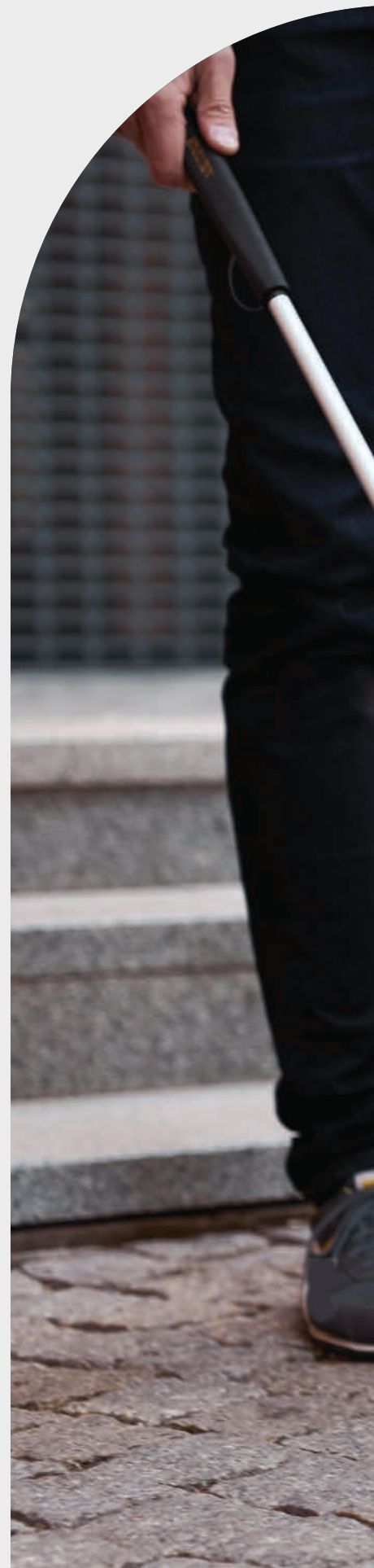
# Service animals

We know the important assistance service animals provide, and we welcome them on our ships. However, please know that **emotional support animals are not permitted.**

**You will need prior approval before bringing your service animal on board.** Be sure to email our accessibility team ahead of time at [AccessOfficePrincess@PrincessCruises.com](mailto:AccessOfficePrincess@PrincessCruises.com). Please include your booking number, ship, sailing date and a brief description of your service animal, including the specific work or task they're trained to provide.

## Here are some important things to consider:

- **Regulations vary by port.** The beauty of your cruise is that you get to see so many different places and ports. Just remember that entry regulations for service animals vary by port, and there may be ports where animals, even service animals, may not be allowed ashore. Please check with each country you're visiting so you can be sure to have the necessary documents. These may include vaccination records, medical certificates, required treatment/medication (e.g. tapeworm) and other travel documents.
- **Remember to bring** food, equipment and any supplies your service animal will need.
- **Good to know for when they need to go:** Princess provides a relief area on the exterior deck for your service animal. (The types of litter material vary by ship.)







# Every ship is equipped

## Visual accommodations

**Need to catch up on work (we hope not!) or just surf the web?** Check out our Internet Café. You'll find a designated computer terminal with a reader program so you can get things done. Need a headset? Just ask.

**Braille/tactile signage is available on all ships.** Elevators also feature Braille call buttons and audible arrival sounds. Braille/tactile signage conforms to ADA standards only on ships that have undergone remediation in the dry dock. There may be ships where these signages are not compliant or currently not in place.

**Large print, Braille and electronic menus are available.** Notifying us at least 60 days in advance of your cruise helps us ensure these are readily available upon your arrival.

**A text reader feature can be enabled on stateroom TVs** to read aloud text that is displayed. This text reader is available to be enabled upon request to our Guest Services team.

**Our large screen portals around the ship** that have information about events, activities and navigating your way around the ship also have screen-reading capabilities (guests need to provide their own headsets) and zoom functions.

**Good to know:** A text screen reader for your stateroom TV is available for guests who may have visual accessibility needs. Just ask the Guest Services team on board to turn it on.

## Hearing accommodations

**You can request our All-In-One-Kit,** which includes a TTY Telephone (Text Telephone), an under-pillow shaker and a light-flashing signal, which notifies you if your phone is ringing or if someone is knocking on your door. The kit also includes a visual smoke detector. You can specify exactly what you need when requesting your kit.

**Need an assistive listening device for that show you're excited to see?** Simply ask any staff member in the entertainment venue. Please know: Devices are available on a first-come, first-served basis.

**All stateroom TVs are equipped with closed-captioning capability.** You can enable or disable closed-captioning on your stateroom TV. Whenever possible, we license content with captions from our international broadcast and video-on-demand content distributors.

**Movies shown at Movies Under the Stars® and in Princess Theater** will have captions if they are made available to us by the film distributor. Sometimes — especially with older movies — we don't have access to captions.

**Requests for American or Australian Sign Language interpreters** should be made at the time of booking with our accessibility team and are subject to availability. If there are other guests on board who also require the assistance of interpreters, the services are shared.

# Your health is our priority

**Medical facilities are available on all vessels.** Any special medical service (e.g., injections, blood tests or other lab work) must be requested in advance. And medicine storage, oxygen or other services must be reviewed prior to boarding.

## Prescription medication

You should bring enough medication to cover your entire travel period and extra in case of unexpected emergencies or delays. Please travel with your medication in your hand luggage. It is strongly recommended that you keep any medication in its original packaging and bring a copy of your prescription.

## Dialysis

Guests undergoing dialysis should be aware that our ships' medical facilities are similar to those of an urgent care center. While we do have trained medical professionals on board, they are not equipped to provide specialized care for dialysis patients.

Before booking a cruise, the guest should carefully consider the following: There is no nephrologist available on any Princess cruise ship. And ships are not equipped with back-up battery support for dialysis-related equipment.

A guest may be at sea for several days without any immediate hospital and/or specialist backup, and if the itinerary is not within the U.S., the availability of specialized shoreside facilities can be extremely limited.

Finally, you should be aware that there are charges associated with being treated in the medical facility during your cruise, and that ordinary travel interruption insurance does not generally cover such treatment costs. An itemized bill will be provided,

which can be submitted to the guest's health insurance company after the required treatment is charged to the onboard account.

## Oxygen

The Medical Center is equipped with oxygen for emergency use only. Guests requiring continuous or intermittent oxygen for chronic conditions must make their own arrangements prior to travel.

For information on bringing a personal supply of oxygen, contact our Health Services Team at: [AccessOfficePrincess@PrincessCruises.com](mailto:AccessOfficePrincess@PrincessCruises.com).

## Sharps disposal

Guests who use sharps (such as needles, lancets or blades) must dispose of these items safely using a sharps container. Sharps containers may be requested through the stateroom steward once on board.

**Please note: Princess is not a healthcare provider and is not liable for any act or omission of doctors, nurses or other providers of service or those under their orders with respect to the treatment, advice, care or services of any kind given by such persons to any guest. Provision of medical services on board is at the discretion of the Fleet Medical Department.**









# Welcome to your comfort zone

**Our fully accessible staterooms** are designed for standard wheelchair/scooter maneuverability and feature wider doorways than a standard stateroom. Bathrooms are equipped with a roll-in or transfer shower, fold-down bench seat, distress alarm, handheld showerhead and grab bars. You'll also have an easy-access closet and writing desk with wheelchair access.

**Ambulatory Accessible Cabins** are ideal for guests who only use an assistive device (like a cane or a walker) for stability and who may benefit from certain accessible features like grab bars to assist with balance. Please keep in mind, this type of stateroom has a step going into the bathroom and balcony (if applicable), and the door widths are narrow.

**One of the advantages of a MedallionClass® vacation is your stateroom door unlocks as you approach.**

#### Get help right in the app:

Use the Princess® app to request additional amenities (like shower stools and raised toilet seats) for any stateroom. You'll find this option under Preferences.



ADA accessible stateroom shown is on board Sky Princess®.

Amenities and stateroom arrangements vary by ship. Certain stateroom categories may vary in size and configuration by ship.

Staterooms range from approximately 237 to 624 square feet based on stateroom category.

# Special dietary needs?

## We're here to help

**Princess is known for its world-class dining.** And we want to make sure you get to indulge in all we have to offer!

### **Simply download the Princess app**

90 days prior to your voyage to let us know of any dietary requests or food allergies. The app lets you easily communicate any requests to our staff so we can be ready when it's time for your cruise.

**We're happy to provide a variety of special menus,** including low sodium, vegetarian, low fat, low cholesterol and kosher.

**The Princess app is also your way to request an accessible table.** We'll make sure there are no steps up or down in getting to your table, and you'll be able to fit a wheelchair or walking aid in the vicinity.







# Helping you do more ashore

**There is a lot to experience in the destinations that await you.** It's important to remember that there are varying levels of accessibility around the world; some ports are more accessible than others.

**We're here to help you navigate the places you visit** so you can get the most out of your vacation.

**Getting on/off the ship:** Embarking and disembarking can be challenging for those with limited mobility. Many major ports provide easy access for wheelchairs and scooters.

**In some cases, it may not be possible to go ashore.** Princess makes every effort to assist, but please know that our staff is not allowed to physically lift more than 50 pounds (22 kg).

**Some ports of call require the ship to anchor offshore.** Guests are then taken to shore by water shuttles. In such cases, guests using mobility devices will not be transferred into or out of the shuttle if lifting in excess of 50 pounds is required. Many ports do not provide wheelchair access, so even if you can board the shuttle, you may not be able to disembark ashore. **Please note:** Princess may not have control over the conditions at some of the ports.

The decision to allow any guest to board a water shuttle or disembark the vessel will be made by the Captain on the basis of the safety and welfare of all involved.

**If guests are unable to tender or disembark,** there will be no refund or credit for missed ports. While Princess recognizes your disappointment, the safety of both guests and crew takes precedence.

**Shore excursions:** Shore excursions are an amazing way to explore the ports you visit. You can pre-reserve Princess shore excursions by contacting your Travel Advisor, visiting Manage Booking at [Princess.com](https://www.princess.com) or by calling 1-800-PRINCESS (1-800-774-6237).

**Please make note of the excursion's activity level (Easy, Moderate, Strenuous)** and decide if it's something you can manage. Generally speaking, guests who are able to navigate three to five steps onto and off a motorcoach and have a collapsible mobility device should be able to reserve standard tours. There is typically stowage in the belly of the motorcoach for mobility devices.

**If navigating those steps is an issue, please let us know.** We can request accessible vehicles from our tour operators.

**Accessible shore excursions may not be available in some ports,** and not all port facilities are designed with accessible features. Contact us in advance with any questions about accessible shore excursions. Our team is ready to help with your adventures.

**Bringing a service animal ashore?** See page 6.

**Cruisetours:** A Princess cruisetour lets you experience it all: cruising at sea, plus comfortable stays on land. If you have accessibility questions regarding excursions or a particular port, simply ask your shore excursion guide. If you need assistance with accessible motorcoach lift transfers, simply contact our accessibility team at [AccessOfficePrincess@PrincessCruises.com](mailto:AccessOfficePrincess@PrincessCruises.com).





# Booking

## **For air-related accessibility inquiries:**

- Please contact your air carrier directly with your concerns.
- If you booked using Princess EZair®, contact your Travel Advisor or Princess.

## **Special equipment:**

Princess offers a variety of special equipment available on request, including shower stools, bed boards and toilet seat raisers. Please let us know what you'll need at the time of your booking.

## **Transfers:**

Your trip to and from the ship is a key part of your cruise experience — and we want to make sure you're comfortable and safe. If you have any special requests, please let us or your Travel Advisor know at the time of booking. We will do everything possible to provide wheelchair-accessible transfer service when requested.

## **Hotels:**

If you purchase a Princess pre- or post-cruise hotel package or transfers, we will assist you in arranging accessible transportation. Please be sure to submit a Mobility Questionnaire (see page 5) so that we can make the appropriate arrangements for you.

**Please note:** Accessible transportation may be limited or unavailable in some international ports of call.

**Pro tip:** Princess Luggage Valet service delivers your bags from your home or office to your stateroom. Your luggage can also be shipped home to you at the end of your vacation. To make a reservation, visit [LuggageForward.com/princess](https://LuggageForward.com/princess).

Princess Luggage Valet is provided by DHL Worldwide Express and Federal Express. DHL Worldwide Express and Federal Express are independent companies and are not owned or operated by Princess. Princess reserves the right to modify or withdraw this service at any time. Additional terms and conditions apply.

# Contact information

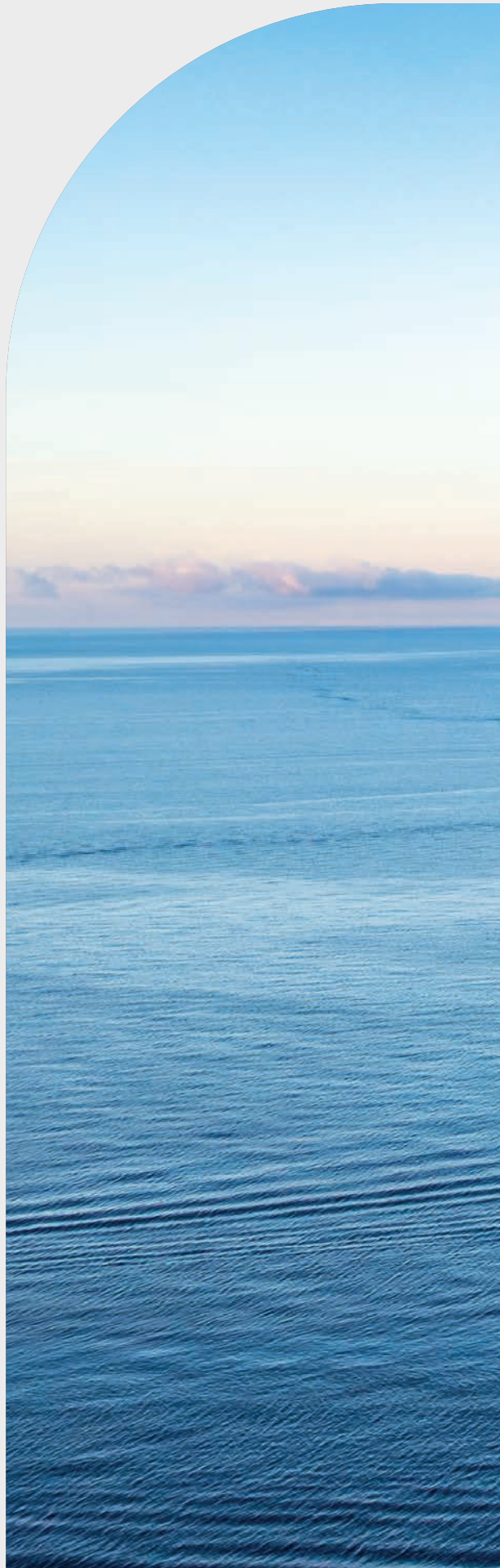
## For general inquiries

Email: [AccessOfficePrincess@PrincessCruises.com](mailto:AccessOfficePrincess@PrincessCruises.com)  
or contact your Travel Advisor.

Call: Our North America team supports all accessibility-related inquiries globally.  
1-800-PRINCESS (1-800-774-6237)

**Medical inquiries:** Please contact us at  
[GuestMedical@HAGroup.com](mailto:GuestMedical@HAGroup.com).

**Note:** Our accessibility team cannot help with cruise reservations, changing or assigning staterooms, or checking price or availability. Please contact your Travel Advisor or our reservations team directly.





# Accessible QR: Scan for screen reader compatibility



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