***P&O Cruises & Cunard – DCR Powered Device Policy***

***Key messages***

We have updated our Mobility Scooter Policy to include all powered mobility devices. From 3 September 2024, guests who bring powered mobility devices on board will now only be able to sail in fully accessible cabins and selected Suites/Mini-suites. Please refer to the updated accessible cabin lists.

As a reminder, any guest who brings a wheelchair or powered mobility device, whether it is to be used full or part-time, must be allocated an evacuation chair at the time of booking. If a guests circumstances change and an assistance resource is added after the time of booking, please know that this is subject to availability.

Please note, manual wheelchairs will continue to be accepted in all cabin types if they meet the following criteria:

* Easily foldable into one piece with no removable parts.
* When folded must not exceed 50 cm in width, 100 cm in length and 23 kg in weight.
* When open, the maximum length of a device is 120 cm and the maximum width is 79 cm.
* Many manual wheelchairs will need to be folded to fit through the door of a standard cabin, and crew can’t assist guests with this.

You can view the full policy on our website.

***Reasoning:***

* We will be informing guests that this policy has been put in place to further ensure their safety on board in the unlikely event of an emergency.

***THIS Q&A INCLUDES CCO ANSWERS (ISSUED INTERNALLY)***

|  |  |  |
| --- | --- | --- |
| **Question** | **P&O Cruises Answer** | **Cunard Answer** |
| What is the Powered Mobility Device Policy put in place from 3 September 2024? | We have updated our Mobility Scooter Policy to include all powered mobility devices. From 3 September 2024, guests who bring powered mobility devices on board will now only be able to sail in fully accessible cabins and selected Suites/Mini-suites. Please refer to the updated accessible cabin lists.    As a reminder, any guest who brings a wheelchair or powered mobility device, whether it is to be used full or part-time, must be allocated an evacuation chair at the time of booking. If a guests circumstances change and an assistance resource is added after the time of booking, please know that this is subject to availability.  Please note, manual wheelchairs will continue to be accepted in all cabin types if they meet the following criteria:   * Easily foldable into one piece with no removable parts. * When folded must not exceed 50 cm in width, 100 cm in length and 23 kg in weight. * When open, the maximum length of a device is 120 cm and the maximum width is 79 cm. * Many manual wheelchairs will need to be folded to fit through the door of a standard cabin, and crew can’t assist guests with this.   You can view the full policy **here**.  If you’re in the process of booking or you’ve already booked, please contact us if you have any queries.  Here is the number for our Customer Contact Centre - 03453 555 111 (local call charges apply). | We’ve updated our Mobility Scooter Policy to include all powered mobility devices. From 3 September 2024, any guest who brings a powered mobility device on board needs to be booked into a fully accessible cabin or selected Suite. Any guest who uses a wheelchair or powered mobility device, whether full or part-time, must be allocated an evacuation chair.  If you or someone in your party needs to bring a mobility aid on board, please let us know at the time of booking or as soon as possible afterwards. If you tell us about the need for a mobility aid after you’ve booked, allocation of a suitable stateroom will be subject to availability. You can tell us about your mobility needs by completing the ‘On-board needs’ questionnaire.  Please note, manual wheelchairs will still be accepted in all cabin types if they can fold into one piece that doesn’t exceed the following measurements: 50 cm in width, 100 cm in length and 23 kg in weight. When open, manual and powered devices must not exceed 120 cm in length and 79 cm in width. Many manual wheelchairs will need to be folded to fit through the door of a standard cabin, and crew members are unable to assist you with this.  If you’re in the process of booking or you’ve already booked, please contact us if you have any queries. |
| Why are you updating the policy to only allow powered mobility devices in fully accessible cabins and selected Suites and Mini-suites? | When it comes to mobility devices, we regularly review our policies relating to storage and charging instructions, failure responses and fire safety procedures.  The new Powered Mobility Device Policy further ensures the safety of our guests and crew. | When it comes to mobility devices, we regularly review our policies relating to storage and charging instructions, failure responses and fire safety procedures.  The new Powered Mobility Device Policy further ensures the safety of our guests and crew. |
| What are the differences between a manual wheelchair, electric wheelchair and mobility scooter? | **Mobility aid**  A mobility aid is a walking stick, walker or rollator (or similar).    **Manual wheelchair**  Manual wheelchairs are wheeled chairs that are powered by the user’s hands or pushed by another person.    **Powered mobility devices are:**    **Electric wheelchair**  Electric wheelchairs are operated using a joystick mounted on the armrest, requiring less upper body mobility to control.    **Mobility scooter**  A mobility scooter is a three or four wheeled battery-powered chair with a central delta tiller (handlebars), also referred to as a power-operated vehicle/scooter or electric scooter.  **Power Add-ons**  A device that attaches to a mobility aid that includes a battery    Only gel, dry cell, sealed lead acid or lithium-ion battery operated mobility devices are allowed on board.      Please note, if your customer wants to bring on board either of the battery/electrically powered devices listed above, you’ll need to ensure that they are booked into a suitable cabin. Please find a list of powered mobility device cabins **here**. | **Mobility aid**  A mobility aid is a walking stick, walker or rollator (or similar).  **Manual wheelchair**  Manual wheelchairs are wheeled chairs that are powered by the user’s hands or pushed by another person.    **Electric wheelchair**  Electric wheelchairs are operated using a joystick mounted on the armrest, requiring less upper body mobility to control. This is a powered mobility device.    **Mobility scooter**  A mobility scooter is a three or four wheeled battery-powered chair with a central delta tiller (handlebars), also referred to as a power-operated vehicle/scooter or electric scooter. This is a powered mobility device.  **Power Add-ons**  A device that attaches to a mobility aid that includes a battery  Please note, if you want to bring on board either of the battery/electrically powered devices listed above, you’ll need to ensure that a fully accessible cabin or a selected suite is booked. |
| I have a manual wheelchair but with an adaption that’s powered (e.g. a powered attachment). Can I travel in a standard cabin with this even if it's for shore use only? | Any powered device that attaches to a manual wheelchair can only be taken into a fully accessible cabin or selected Suite or Mini-suite, even if it’s for shore use only. The safety issues are the same as a fully powered device, so, we can’t accept these in any other type of cabin.  If the battery pack is removable, (becomes a manual wheelchair), you can then bring the device onboard, however, you cannot bring the battery element onboard. | Any powered device that attaches to a manual wheelchair can only be taken into a fully accessible cabin or selected Suite or Mini-suite, even if it’s for shore use only. The safety issues are the same as a fully powered device, so, we can’t accept these in any other type of cabin.  If the battery pack is removable, (becomes a manual wheelchair), you can then bring the device onboard, however, you cannot bring the battery element onboard. |
| What is an evacuation chair? | An evacuation chair enables us to support guests who are unable to use stairs in the unlikely event of an emergency. They’re specially designed seats into which mobility-impaired people are secured and transported from a ship, usually via stairways during an emergency.  Guests who use a mobility device part-time or full-time must have an evacuation chair assigned to them. Their allocation is subject to availability, so, this must be done at the time of booking or as soon as possible afterwards. | An evacuation chair enables us to support guests who are unable to use stairs in the unlikely event of an emergency. They’re specially designed seats into which mobility-impaired people are secured and transported from a ship, usually via stairways during an emergency.  Guests who use a mobility device part-time or full-time must have an evacuation chair assigned to them. Their allocation is subject to availability, so, this must be done at the time of booking or as soon as possible afterwards. |
| What is one-to-one assistance? | One-to-one assistance is needed if you can use stairs but will require a member of the crew to guide and steady you.  To follow safety regulations, crew will still need to be allocated to support you, even if your travelling companion could do this.    This includes guests who would struggle due to heightened anxiety and/or have a non-visible disability.    This is a mandatory requirement if you can’t independently get to your muster station (which could be down several flights of stairs) due to disability, health or mental capacity. For anyone bringing a mobility aid on board, such as a walking stick or walker, this is strongly recommended. | One-to-one assistance is needed if you can use stairs but will require a member of the crew to guide and steady you.  To follow safety regulations, crew will still need to be allocated to support you, even if your travelling companion could do this.    This includes guests who would struggle due to heightened anxiety and/or have a non-visible disability.    This is a mandatory requirement if you can’t independently get to your muster station (which could be down several flights of stairs) due to disability, health or mental capacity. For anyone bringing a mobility aid on board, such as a walking stick or walker, this is strongly recommended. |
| When do I need to read out the DCR Emergency Notification (EN) on Polar to the guest? | **CCO action:**  You must read the DCR EN in full when booking and transferring a guest. It's advisable to read the EN in full in other scenarios when you're asking the DCR question "Would you or anyone on this booking require assistance in the event of an emergency?", such as name changes, amending cabins or adding a new guest on the booking. | **CCO action:**  You must read the DCR EN in full when booking and transferring a guest. It's advisable to read the EN in full in other scenarios when you're asking the DCR question "Would you or anyone on this booking require assistance in the event of an emergency?", such as name changes, amending cabins or adding a new guest on the booking.. |
| Is this discrimination to put a barrier between guests with accessibility requirements and cruising? | We regularly review charging instructions, failure responses and fire safety procedures in relation to powered mobility devices.  We take pride in being inclusive and we welcome guests with disabilities every time we sail. Our Powered Mobility Device Policy has been designed purely to increase safety on board for all guests and crew. | We regularly review charging instructions, failure responses and fire safety procedures in relation to powered mobility devices.  We take pride in being inclusive and we welcome guests with disabilities and health conditions every time we sail. Our Powered Mobility Device Policy has been designed purely to increase safety on board for all guests and crew. |
| I sent you my completed ‘On-board needs’ questionnaire. Is there anything else I need to do? | Once you’ve submitted the ‘On-board needs’ questionnaire on My P&O Cruises, we’ll be in touch if we require any further information regarding your needs.  If you’d be unable to use stairs for any reason, or if someone on your booking is bringing a wheelchair or powered mobility aid on board, it’s mandatory that an evacuation chair is allocated to your booking. One-to-one assistance is also mandatory if you’d need someone to guide and steady you on the stairs for any reason in the event of an emergency. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended. Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible.  If your needs have changed since you sent the questionnaire to us, please complete and submit a new ‘On-board needs’ questionnaire on My P&O Cruises. | Once you’ve submitted the ‘On-board needs’ questionnaire on My Cunard, we’ll be in touch if we require any further information regarding your needs.  If you’d be unable to use stairs for any reason, or if someone on your booking is bringing a wheelchair or powered mobility aid on board, it’s mandatory that an evacuation chair is allocated to your booking. One-to-one assistance is also mandatory if you’d need someone to guide and steady you on the stairs for any reason in the event of an emergency. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended. Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible.  If your needs have changed since you sent the questionnaire to us, please complete and submit a new ‘On-board needs’ questionnaire on My Cunard. |
| What should I do if a guest calls to advise they need assistance in an emergency? | **CCO action:**  Ensure the appropriate resource is added to their booking and direct the guest to complete the ‘On-board needs’ questionnaire on My P&O Cruises. This must be completed so guests don’t risk being denied boarding at the cruise terminal. If they’ve previously completed the questionnaire and their needs have changed, they’ll need to fill in and submit it again.  If a guest requests a paper copy, please email [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com) to request the ‘On-board needs’ questionnaire to be sent to the guest to complete. | **CCO action:**  Ensure the appropriate resource is added to their booking and direct the guest to complete the ‘On-board needs’ questionnaire on My Cunard. This must be completed so guests don’t risk being denied boarding at the cruise terminal. If they’ve previously completed the questionnaire and their needs have changed, they’ll need to fill in and submit it again.  **CCO action:**  If a guest requests a paper copy, please email [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com) to request the ‘On-board needs’ questionnaire to be sent to the guest to complete. |
| In the unlikely event of an emergency, I’d require assistance, but my travelling companion can help me. Do I still need to declare that I need assistance in an emergency? | Yes. To follow safety regulations, crew still need to be allocated to assist you even if you're travelling companion could do this. So, you need to let us know if you require assistance in the event of an emergency, even if you’re travelling with someone who could help. | Yes. To follow safety regulations, crew still need to be allocated to assist you even if you’re travelling companion could do this. So, you need to let us know if you require assistance in the event of an emergency, even if you’re travelling with someone who could help. |
| Do I need to complete an ‘On-board needs’ questionnaire if I already told an advisor on the phone, or let you know via your website, about my requirements in the event of an emergency? | Yes. The ‘On-board needs’ questionnaire asks additional questions to ensure we’re fully aware of your mobility requirements. | Yes. The ‘On-board needs’ questionnaire asks additional questions to ensure we’re fully aware of your mobility requirements. |
| How will the Port Ops team know whether a guest has notified us of their requirements in advance of their holiday? | The Port Ops team have a list of those guests who’ve declared an on-board needs requirement, which is checked in the terminal prior to embarkation. | The Port Ops team have a list of those guests who’ve declared an on-board needs requirement, which is checked in the terminal prior to embarkation. |
| A member of the Port Ops team approached me to ask whether I’d notified you of my requirements. Is this discrimination? | We do everything possible to ensure our guests have the most fantastic and comfortable experience on our cruises. We take pride in being inclusive and want to make sure we get it right. Our team work hard to ensure all guests’ individual needs are met and to follow safety regulations. This is an International Maritime requirement to ensure we can give additional support to guests who need it in the unlikely event of an emergency. | We do everything possible to ensure our guests have the most fantastic and comfortable experience on our cruises. We take pride in being inclusive and want to make sure we get it right. Our team work hard to ensure all guests’ individual needs are met and to follow safety regulations. This is an International Maritime requirement to ensure we can give additional support to guests who need it in the unlikely event of an emergency. |
| I haven’t informed you of my on-board mobility needs. Is there a chance I won’t be allowed to board? | Yes. If you don’t notify us of these requirements, you’ll be denied boarding at your own expense at the cruise terminal.  It’s your responsibility to notify us of any mobility requirements via the ‘On-board needs’ questionnaire, available on My P&O Cruises.  If you’d be unable to use stairs for any reason, or if someone on your booking is bringing a wheelchair or powered mobility aid, it’s also a mandatory requirement that an evacuation chair is added to your booking. One-to-one assistance is a mandatory requirement if you’d require someone to guide and steady you on the stairs in the event of an emergency, due to mobility needs or any other reason. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended. Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible. | Yes. If you don’t notify us of these requirements, you’ll be denied boarding at your own expense at the cruise terminal.  It’s your responsibility to notify us of any mobility requirements via the ‘On-board needs’ questionnaire, available on My Cunard.  If you’d be unable to use stairs for any reason, or if someone on your booking is bringing a wheelchair or powered mobility aid, it’s also a mandatory requirement that an evacuation chair is added to your booking. One-to-one assistance is a mandatory requirement if you’d require someone to guide and steady you on the stairs in the event of an emergency, due to mobility needs or any other reason. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended. Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible. |
| Why am I being asked questions about mobility and accessibility? | The International Maritime Organization is the global standard-setting authority for the safety, security and environmental performance of international shipping. Its main role is to create a regulatory framework for the shipping industry that is fair and effective, universally adopted and implemented.​  The IMO has a policy around Safety of Life at Sea, commonly known as the SOLAS requirements. In this policy, it’s indicated that all survival craft should be capable of being launched with their full complement of persons within a period of 30 minutes from the time the abandon ship signal is given. ​We must make sure everyone is safe on board throughout the cruise and this includes in the unlikely event of an emergency, when you would need to attend your muster station. We have an emergency protocol in place to ensure we can assist guests who need additional support in the unlikely event of an emergency. | The International Maritime Organization is the global standard-setting authority for the safety, security and environmental performance of international shipping. Its main role is to create a regulatory framework for the shipping industry that is fair and effective, universally adopted and implemented.​  The IMO has a policy around Safety of Life at Sea, commonly known as the SOLAS requirements. In this policy, it’s indicated that all survival craft should be capable of being launched with their full complement of persons within a period of 30 minutes from the time the abandon ship signal is given. ​We must make sure everyone is safe on board throughout the cruise and this includes in the unlikely event of an emergency, when you would need to attend your muster station. We have an emergency protocol in place to ensure we can assist guests who need additional support in the unlikely event of an emergency. |
| What should I do if a guest tells me they’re bringing a wheelchair/mobility scooter on board? | If a guest notifies you that they’re bringing a wheelchair (electric or manual) or mobility scooter on board, they’ll need to complete and return to us an ‘ On-board needs’ questionnaire.  Please request a questionnaire by adding special service code "2499", under type "MR". Any SSVs under the CM type can be viewed in the history of a booking and not on the SSV screen.  Resource for emergency assistance will need to be added to the booking. Any guest who is a wheelchair or mobility scooter user either full or part-time must be registered for evacuation chair assistance. This should be declared and recorded at the point of booking to ensure we can accommodate guests who would require assistance in the event of an emergency.  As well as requesting an ‘On-board needs’ questionnaire for the guest, please also refer to the Mobility Device Policy and Powered Mobility Device Policy to ensure guests are fully aware of its requirements, and that a suitable cabin is selected. We’ll only allow guests with a powered mobility device to travel in fully accessible cabins and selected Suites and Mini-suites. Arcadia offers the only exception to this, as her partially accessible cabins can accommodate powered mobility devices.  Manual wheelchairs are accepted in all cabin types if they can fold into one piece that doesn’t exceed the following measurements: 50 cm in width, 100 cm in length and 23 kg in weight. When open, manual and powered devices must not exceed 120 cm in length and 79 cm in width.  Please note that we can only accept gel, dry cell, sealed lead acid or lithium-ion battery operated mobility devices on board. | If a guest notifies you that they’re bringing a wheelchair (electric or manual) or mobility scooter on board, they’ll need to complete and return to us an ‘ On-board needs’ questionnaire.  Please request a questionnaire by adding special service code "2499", under type "MR". Any SSVs under the CM type can be viewed in the history of a booking and not on the SSV screen.  Resource for emergency assistance will need to be added to the booking. Any guest who is a wheelchair or mobility scooter user either full or part-time must be registered for evacuation chair assistance. This should be declared and recorded at the point of booking to ensure we can accommodate guests who would require assistance in the event of an emergency.  As well as requesting an ‘On-board needs’ questionnaire for the guest, please also refer to the Mobility Device Policy and Powered Mobility Device Policy to ensure guests are fully aware of its requirements, and that a suitable cabin is selected. We’ll only allow guests with a powered mobility device to travel in fully accessible cabins and selected suites.  Manual wheelchairs are accepted in all cabin types if they can fold into one piece that doesn’t exceed the following measurements: 50 cm in width, 100 cm in length and 23 kg in weight. When open, manual and powered devices must not exceed 120 cm in length and 79 cm in width.  Please note that we can only accept gel, dry cell, sealed lead acid or lithium-ion battery operated mobility devices on board. |
| Can I take a wheelchair/mobility scooter in an accessible cabin? | You can book a fully accessible cabin if you have a mobility device that can fit through the cabin doors. The maximum length of a device is 120 cm and the maximum width is 79 cm. No component piece should weigh more than 20 kg when the device is disassembled.  Please note that powered mobility devices are suitable for fully accessible cabins (and partially accessible cabins on Arcadia) only. We can’t accept mobility scooters or powered wheelchairs in non-accessible cabins, in Arvia or Iona’s partially accessible cabins or in Arvia's ambulant-accessible cabins.  We can only accept gel, dry cell, sealed lead acid or lithium-ion battery operated mobility devices on board.  Please measure your mobility device to check it will fit through the cabin door. Details of cabin door widths can be found here: <https://www.pocruises.com/accessibility/life-onboard/mobility-equipment>  Users of wheelchairs and mobility scooters must be registered for emergency assistance and the use of an evacuation chair in the unlikely event of an emergency. | You can book a fully accessible cabin if you have a mobility device that can fit through the cabin doors. The maximum length of a device is 120 cm and the maximum width is 79 cm. No component piece should weigh more than 20 kg when the device is disassembled.  Please note that powered mobility devices are suitable for fully accessible cabins only.  We can only accept gel, dry cell, sealed lead acid or lithium-ion battery operated mobility devices on board.  Please measure your mobility device to check it will fit through the cabin door. Details of cabin door widths can be found here: <https://www.pocruises.com/accessibility/life-onboard/mobility-equipment>  Users of wheelchairs and mobility scooters must be registered for emergency assistance and the use of an evacuation chair in the unlikely event of an emergency. |
| Can I take a wheelchair/mobility scooter in a non-accessible cabin? | From 3 September 2024, any guest who brings a powered mobility device on board needs to be booked into a fully accessible cabin or selected Suite or Mini-suite so the device can be stored safely.  **Manual wheelchairs**  Manual wheelchairs can still be accepted in all cabin types if they can fold into one piece that doesn’t exceed the following measurements: 50 cm in width, 100 cm in length and 23 kg in weight. When open, manual and powered devices must not exceed 120 cm in length and 79 cm in width.  Please be aware that mobility devices can’t be stored in the corridor outside the cabin, as this could block walkways. Please note that the cabin door width may require your mobility device to be folded and carried into the cabin, and our crew are unable to assist you with this. Guests who use a powered mobility device must only occupy fully accessible cabins and selected Suites and Mini-suites.  **CCO action:**  Please find a list of cabin grades/descriptions for each ship on **The Navigator.** | From 3 September 2024, any guest who brings a powered mobility device on board needs to be booked into a fully accessible cabin or selected Suite or Mini-suite so the device can be stored safely.  **Manual wheelchairs**  Manual wheelchairs can still be accepted in all cabin types if they can fold into one piece that doesn’t exceed the following measurements: 50 cm in width, 100 cm in length and 23 kg in weight. When open, manual and powered devices must not exceed 120 cm in length and 79 cm in width.  Please be aware that mobility devices can’t be stored in the corridor outside the cabin, as this could block walkways. Please note that the cabin door width may require your mobility device to be folded and carried into the cabin, and our crew are unable to assist you with this. Guests who use a powered mobility device must only occupy fully accessible cabins and selected suites.  **CCO action:**  Please find a list of cabin grades/descriptions for each ship on **The Navigator.** |
| Is a standard cabin suitable for me? | If you’re a full-time mobility device user, then a standard cabin won’t be appropriate for you due to the lack of space to manoeuvre. Accessible cabins have more space for turning, no step into the bathroom, accessible facilities in the bathroom and a slope to the balcony, which standard cabins don’t have.  Manual wheelchairs are still accepted in all cabin types if they can fold into one piece that doesn’t exceed the following measurements: 50 cm in width, 100 cm in length and 23 kg in weight. When open, manual and powered devices must not exceed 120 cm in length and 79 cm in width due to the size of the lifts on board. | If you’re a full-time mobility device user, then a standard cabin won’t be appropriate for you due to the lack of space to manoeuvre. Accessible cabins have more space for turning, no step into the bathroom, accessible facilities in the bathroom and a slope to the balcony, which standard cabins don’t have.  Manual wheelchairs are still accepted in all cabin types if they can fold into one piece that doesn’t exceed the following measurements: 50 cm in width, 100 cm in length and 23 kg in weight. When open, manual and powered devices must not exceed 120 cm in length and 79 cm in width due to the size of the lifts on board. |
| Do all mobility devices need to be declared? | Any mobility device that will be brought on board needs to be declared through the submission of an ‘On-board needs’ questionnaire, even if it’s for shore use only. If you don’t notify us about mobility needs or a mobility aid that someone in your party is bringing on board, you’ll be denied boarding at your own expense at the cruise terminal. The ‘On-board needs’ questionnaire is available on My P&O Cruises.  If you, or a member of your party would be unable to use the stairs for any reason in the event of an emergency, or if a wheelchair or powered mobility aid is being taken on board, it’s mandatory that an evacuation chair is added to your booking.  One-to-one assistance is a mandatory requirement if you’d require someone to guide and steady you on the stairs in the event of an emergency, due to mobility needs or any other reason. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended. Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible. | Any mobility device that will be brought on board needs to be declared through the submission of an ‘On-board needs’ questionnaire, even if it’s for shore use only. If you don’t notify us about mobility needs or a mobility aid that someone in your party is bringing on board, you’ll be denied boarding at your own expense at the cruise terminal. The ‘On-board needs’ questionnaire is available on My Cunard.  If you, or a member of your party would be unable to use the stairs for any reason in the event of an emergency, or if a wheelchair or powered mobility aid is being taken on board, it’s mandatory that an evacuation chair is added to your booking.  One-to-one assistance is a mandatory requirement if you’d require someone to guide and steady you on the stairs in the event of an emergency, due to mobility needs or any other reason. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended. Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible. |
| Do guests require an evacuation chair and accessible cabin/selected Suite or Mini-suite if they’re bringing a powered rollator or a rollator which converts into an electric wheelchair? | Yes, powered rollators are included within this policy as they house a battery. | Yes, powered rollators are included within this policy as they house a battery. |
| Where should I store my mobility device? | Mobility devices must be stored within the cabin when not in use. They must not be stored in the corridor due to health and safety requirements, as this could block walkways. | Mobility devices must be stored within the cabin when not in use. They must not be stored in the corridor due to health and safety requirements, as this could block walkways. |
| How do I know if I need an evacuation chair or one-to-one assistance? | An evacuation chair is needed if you or someone in your party would be unable to use the stairs for any reason. For anyone bringing a wheelchair or powered mobility aid, this is a mandatory requirement.  One-to-one assistance is a mandatory requirement if you’d require someone to guide and steady you on the stairs in the event of an emergency, due to mobility needs or any other reason. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended.  Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible. | An evacuation chair is needed if you or someone in your party would be unable to use the stairs for any reason. For anyone bringing a wheelchair or powered mobility aid, this is a mandatory requirement.  One-to-one assistance is a mandatory requirement if you’d require someone to guide and steady you on the stairs in the event of an emergency, due to mobility needs or any other reason. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended.  Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible. |
| Will guests be asked if they require an evacuation chair/one-to-one assistance in an emergency if they book via our website? | Yes. All guests will be asked the same questions, regardless of the method they choose to book. | Yes. All guests will be asked the same questions, regardless of the method they choose to book. |
| I’ve already made a booking and need assistance in the event of an emergency. Can I still travel with you? | If you didn’t make us aware at the point of booking that you need assistance, it’s essential that you contact us urgently to confirm your requirements and complete the ‘On-board needs’ questionnaire. Assistance resource will then be added to your booking, subject to availability. | If you didn’t make us aware at the point of booking that you need assistance, it’s essential that you contact us urgently to confirm your requirements and complete the ‘On-board needs’ questionnaire. Assistance resource will then be added to your booking, subject to availability. |
| How do I add an evacuation chair or one-to-one assistance to my customer’s booking using POLAR Online? | **CCO action:**  Add the relevant level of support to POLAR’s F18Pkg screen. If a guest is bringing a powered mobility device or wheelchair on board, you must add evacuation chair assistance for them.  POLAR will automatically add resource to everyone in the booking. So, you’ll need to manually remove the resource for the guests who don’t require it. For example, replace “12” with “1” if only guest 1 needs the resource.  Tell the guest to complete the ‘On-board needs’ questionnaire on My P&O Cruises as soon as possible after booking and no later than 14 days before they sail. | **CCO action:**  Add the relevant level of support to POLAR’s F18Pkg screen. If a guest is bringing a powered mobility device or wheelchair on board, you must add evacuation chair assistance for them.  POLAR will automatically add resource to everyone in the booking. So, you’ll need to manually remove the resource for the guests who don’t require it. For example, replace “12” with “1” if only guest 1 needs the resource.  Tell the guest to complete the ‘On-board needs’ questionnaire on My Cunard as soon as possible after booking and no later than 14 days before they sail. |
| What should I do if a child has a parent/guardian who requires assistance in the event of an emergency? | Please add on the relevant resource from POLAR’s F18Pkg and/or F19Ssv screen, then email accessibility@carnivalukgroup.com who’ll review this on a case-by-case basis. | Please add on the relevant resource from POLAR’s F18Pkg and/or F19Ssv screen, then email accessibility@carnivalukgroup.com who’ll review this on a case-by-case basis. |
| What should I do if a child requires assistance in the event of an emergency? | If the child is aged 12 or over, they must have assistance resource added from POLAR’s F18Pkg screen. Children under the age of 12 don’t need resource, providing their parent/guardian can assist them independently. In both cases, however, the child’s needs must be declared by submitting the ‘On-board needs’ questionnaire on My P&O Cruises as soon as possible after booking and no later than 14 days before they sail. | If the child is aged 12 or over, they must have assistance resource added from POLAR’s F18Pkg screen. Children under the age of 12 don’t need resource, providing their parent/guardian can assist them independently. In both cases, however, the child’s needs must be declared by submitting the ‘On-board needs’ questionnaire on My Cunard as soon as possible after booking and no later than 14 days before they sail. |
| What should I do if a guest needs emergency assistance on a new booking, but it isn’t available? | Please advise the guest that this cruise is unavailable and look for an alternative one.    **CCO action:**  Use the reactive statement: “I’m sorry, but this cruise is unavailable due to the assistance you need based on the information you’ve given me. Would you like me to look at an alternative holiday?"    If needed: “We must comply with maritime regulations which ensure that we have sufficient support in place for guests who require additional assistance to attend their muster station in the unlikely event of an emergency.” | Please advise the guest that this cruise is unavailable and look for an alternative one.    **CCO action:**  Use the reactive statement: “I’m sorry, but this cruise is unavailable due to the assistance you need based on the information you’ve given me. Would you like me to look at an alternative holiday?"    If needed: “We must comply with maritime regulations which ensure that we have sufficient support in place for guests who require additional assistance to attend their muster station in the unlikely event of an emergency.” |
| Do I need to complete a new ‘On-board needs’ questionnaire for every cruise, including back-to-back holidays? | To ensure we have an accurate and up-to-date record of each guest’s requirements on every cruise, we ask that a new questionnaire is completed for each booking. This is to ensure we can support guests with individual needs, including providing any necessary assistance in the unlikely event of an emergency.  **CCO action:**  If you’re unable to add an emergency assistance resource to a back-to-back booking, make a note of the total fare and promotions, remove the back-to-back link code, add the emergency resource to each booking and then re-add the link code. | To ensure we have an accurate and up-to-date record of each guest’s requirements on every cruise, we ask that a new questionnaire is completed for each booking. This is to ensure we can support guests with individual needs, including providing any necessary assistance in the unlikely event of an emergency.  **CCO action:**  If you’re unable to add an emergency assistance resource to a back-to-back booking, make a note of the total fare and promotions, remove the back-to-back link code, add the emergency resource to each booking and then re-add the link code. |
| What happens if I’m denied boarding? | If a guest does not have the required level of assistance on their booking and has not fully declared their requirements via the ‘On-board needs’ questionnaire, they will be denied boarding.  **If a guest is denied boarding**  The guest is informed at the terminal that they’re denied boarding, which is at their own expense. Guests will receive a letter to confirm the reasons for this decision and will need to make their own arrangements for any onward travel. Carnival Corporation & plc, trading as P&O Cruises, is not liable for any out-of-pocket expenses and guests will need to submit a claim to their travel insurance provider in such instances or contact their tour operator. | If a guest does not have the required level of assistance on their booking and has not fully declared their requirements via the ‘On-board needs’ questionnaire, they will be denied boarding.  **If a guest is denied boarding**  The guest is informed at the terminal that they’re denied boarding, which is at their own expense. Guests will receive a letter to confirm the reasons for this decision and will need to make their own arrangements for any onward travel. Carnival Corporation & plc, trading as Cunard, is not liable for any out-of-pocket expenses and guests will need to submit a claim to their travel insurance provider in such instances or contact their tour operator. |
| Can advisors complete the ‘On-board needs’ questionnaire on behalf of a guest on My P&O Cruises or CPII? | Advisors shouldn't complete the ‘On-board needs’ questionnaire on behalf of a guest under any circumstances, unless this is regarding the update to the Powered Device Policy.  If a guest doesn't have access to the internet to complete the questionnaire, please advise them to visit a library or speak to a friend and family member for help. If the guest requires a postal copy, please email [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com) with the guest’s booking reference, full name, date of sailing and full address including postcode. | Advisors shouldn't complete the ‘On-board needs’ questionnaire on behalf of a guest under any circumstances, unless this is regarding the update to the Powered Device Policy.  If a guest doesn't have access to the internet to complete the questionnaire, please advise them to visit a library or speak to a friend and family member for help. If the guest requires a postal copy, please email [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com) with the guest’s booking reference, full name, date of sailing and full address including postcode. |
| I completed the ‘On-board needs’ questionnaire on My P&O Cruises but my requirements have changed. What should I do? | If you didn’t require assistance at the point of booking but now you do, or if your needs have changed, it’s essential that you contact us urgently to confirm your requirements and complete the ‘On-board needs’ questionnaire again. The updated requirements will then be added to your booking, subject to availability. | If you didn’t require assistance at the point of booking but now you do, or if your needs have changed, it’s essential that you contact us urgently to confirm your requirements and complete the ‘On-board needs’ questionnaire again. The updated requirements will then be added to your booking, subject to availability. |
| How can advisors request an ‘On-board needs’ questionnaire for a guest? | **CCO action:**  If a guest requires an ‘On-board needs’ questionnaire, please go into POLAR’s F19Ssv screen and search for item type “MR”, then add code “2499”. The questionnaire itself won’t be sent to the guest, but a reminder that the guest needs to visit My P&O Cruises will be sent to them. | **CCO action:**  If a guest requires an ‘On-board needs’ questionnaire, please go into POLAR’s F19Ssv screen and search for item type “MR”, then add code “2499”. The questionnaire itself won’t be sent to the guest, but a reminder that the guest needs to visit My Cunard will be sent to them. |
| How can guests request an ‘On-board needs’ questionnaire? | The ‘On-board needs’ questionnaire is available to guests on My P&O Cruises. | The ‘On-board needs’ questionnaire is available to guests on My Cunard. |
| What should I do if I need the ‘On-board needs’ questionnaire to be sent by post instead? | Please email [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com) with your booking reference, full name, date of sailing and full address including postcode. | Please email [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com) with your booking reference, full name, date of sailing and full address including postcode. |
| How can I check what I requested on my ‘On-board needs’ questionnaire? | When you complete the questionnaire, you have the option to download a copy. However, once you’ve closed the webpage, there’s no way to access this again.    **CCO action:**  The ‘On-board needs’ questionnaire no longer feeds into POLAR, so this information isn’t stored for advisors to see. If you need to see what a guest has requested, please contact your senior or team leader. | When you complete the questionnaire, you have the option to download a copy. However, once you’ve closed the webpage, there’s no way to access this again.    **CCO action:**  The ‘On-board needs’ questionnaire no longer feeds into POLAR, so this information isn’t stored for advisors to see. If you need to see what a guest has requested, please contact your senior or team leader. |
| What happens when a guest submits their ‘On-board needs’ questionnaire? | Requirements logged on the questionnaire will be automatically sent to the ship. We’ll be in touch if we require any further information regarding the guest’s on-board needs. | Requirements logged on the questionnaire will be automatically sent to the ship. We’ll be in touch if we require any further information regarding the guest’s on-board needs. |
| How do I let you know about my on-board needs? | During the process of booking your holiday, you’ll be asked if you have any emergency assistance requirements (i.e. the need for either an evacuation chair or one-to-one assistance).    You’ll need to complete the ‘On-board needs’ questionnaire, available on My P&O Cruises as soon as possible after booking and no later than 14 days before you sail.    It’s extremely important that you complete this questionnaire if you have any mobility requirements so we can ensure we have an accurate and up-to-date record of any needs. This includes letting us know about any assistance requirements you would have in the unlikely event of an emergency. If you don’t notify us of these requirements via the questionnaire, you’ll be denied boarding at your own expense at the cruise terminal. | During the process of booking your holiday, you’ll be asked if you have any emergency assistance requirements (i.e. the need for either an evacuation chair or one-to-one assistance).    You’ll need to complete the ‘On-board needs’ questionnaire, available on My Cunard as soon as possible after booking and no later than 14 days before you sail.    It’s extremely important that you complete this questionnaire if you have any mobility requirements so we can ensure we have an accurate and up-to-date record of any needs. This includes letting us know about any assistance requirements you would have in the unlikely event of an emergency. If you don’t notify us of these requirements via the questionnaire, you’ll be denied boarding at your own expense at the cruise terminal. |
| How do I cancel one-to-one assistance or an evacuation chair? | **CCO action:**  Ask the guest “In the unlikely event of an emergency, would anyone on the booking need assistance, for example using stairs to reach their muster station?”. If they do, ensure the relevant emergency resource package is added to POLAR’s F18Pkg screen. If the guest doesn’t require emergency assistance but originally had this package allocated, ensure you cancel the package for the guest.  Explain to the guest that it’s essential they complete the ‘On-board needs’ questionnaire on My P&O Cruises, even if they don’t have any specific requirements.  This is important because it overrides any previously completed questionnaires that the guest may have submitted. | **CCO action:**  Ask the guest “In the unlikely event of an emergency, would anyone on the booking need assistance, for example using stairs to reach their muster station?”. If they do, ensure the relevant emergency resource package is added to POLAR’s F18Pkg screen. If the guest doesn’t require emergency assistance but originally had this package allocated, ensure you cancel the package for the guest.  Explain to the guest that it’s essential they complete the ‘On-board needs’ questionnaire on My Cunard, even if they don’t have any specific requirements.  This is important because it overrides any previously completed questionnaires that the guest may have submitted. |
| I’m booking online but I’m unable to add a package (hotel/transfer/land tour) and declare the emergency assistance I need. What should I do? | Our system won’t allow you to add an emergency resource package if there’s a pre-cruise package (hotel, land tour or forced overnight) on the booking which is outside the sailing date.    **CCO action:**  When manually adding more than one package to POLAR’s F18Pkg screen, always add the relevant emergency assistance resource first. When adding a second package, such as a hotel or land tour, you’ll notice that the emergency assistance has dropped off – please contact your senior or team leader for help with stacking packages. This is applicable if the hotel/land tour is outside the cruise window dates. | Our system won’t allow you to add an emergency resource package if there’s a pre-cruise package (hotel, land tour or forced overnight) on the booking which is outside the sailing date.    **CCO action:**  When manually adding more than one package to POLAR’s F18Pkg screen, always add the relevant emergency assistance resource first. When adding a second package, such as a hotel or land tour, you’ll notice that the emergency assistance has dropped off – please contact your senior or team leader for help with stacking packages. This is applicable if the hotel/land tour is outside the cruise window dates. |
| Do I need to complete the ‘On-board needs’ questionnaire if I already told an advisor on the phone, or let you know via your website when booking, about my requirements in the event of an emergency? | Yes. Our ‘On-board needs’ questionnaire asks additional questions to ensure we’re aware of your mobility requirements.  It’s extremely important that you complete this questionnaire if you have any mobility requirements so we can ensure we have an accurate and up-to-date record of any needs, even if you’ve told us about them over the phone or online. This includes letting us know about any assistance requirements you would have in the unlikely event of an emergency. If you don’t notify us of these requirements via the questionnaire, you’ll be denied boarding at your own expense at the cruise terminal. | Yes. Our ‘On-board needs’ questionnaire asks additional questions to ensure we’re aware of your mobility requirements.  It’s extremely important that you complete this questionnaire if you have any mobility requirements so we can ensure we have an accurate and up-to-date record of any needs, even if you’ve told us about them over the phone or online. This includes letting us know about any assistance requirements you would have in the unlikely event of an emergency. If you don’t notify us of these requirements via the questionnaire, you’ll be denied boarding at your own expense at the cruise terminal. |
| I’m blind/deaf, do I need to declare that I need assistance? | Yes, we recommend that guests who are blind or deaf have, as a minimum, one-to-one emergency assistance. This means, in the unlikely event of an emergency, a trained member of our crew will assist you.  It’s important for you to declare this by completing the ‘On-board needs’ questionnaire on My P&O Cruises. | Yes, we recommend that guests who are blind or deaf have, as a minimum, one-to-one emergency assistance. This means, in the unlikely event of an emergency, a trained member of our crew will assist you.  It’s important for you to declare this by completing the ‘On-board needs’ questionnaire on My Cunard. |
| There’s an emergency resource available, but POLAR won’t let me add it. What should I do? | **CCO action:**  On occasions where there are multiple guests on a booking and only one emergency resource left, POLAR won’t let you allocate it.    If you’re making a new booking more than 10 days prior to sailing, create this as normal and take a deposit before escalating the issue to a team leader (see below). If you’re supporting with an existing booking, escalate this to a team leader via a private chat (this must not be escalated using support chats) with the following information:   * Guest’s booking reference * Cruise code * The pax number (do not disclose the guest's name) * Whether the guest requires EC or 1:1 (evacuation chair or one-to-one assistance must be coded for data protection) * The reason for escalating * You will also need a screenshot to provide evidence that there is a resource available     Bookings made within 10 days of sailing can’t be escalated, so you should advise the guest that this cruise is unavailable and look for an alternative. Use the reactive statement: “I’m sorry, but this cruise is unavailable due to the assistance you need based on the information you’ve given me. Would you like me to look for an alternative holiday?". | **CCO action:**  On occasions where there are multiple guests on a booking and only one emergency resource left, POLAR won’t let you allocate it.    If you’re making a new booking more than 10 days prior to sailing, create this as normal and take a deposit before escalating the issue to a team leader (see below). If you’re supporting with an existing booking, escalate this to a team leader via a private chat (this must not be escalated using support chats) with the following information:   * Guest’s booking reference * Cruise code * The pax number (do not disclose the guest's name) * Whether the guest requires EC or 1:1 (evacuation chair or one-to-one assistance must be coded for data protection) * The reason for escalating * You will also need a screenshot to provide evidence that there is a resource available     Bookings made within 10 days of sailing can’t be escalated, so you should advise the guest that this cruise is unavailable and look for an alternative. Use the reactive statement: “I’m sorry, but this cruise is unavailable due to the assistance you need based on the information you’ve given me. Would you like me to look for an alternative holiday?". |
| If no emergency assistance is available on a cruise, can we waitlist a guest who needs it? | We currently don’t have the system functionality in place to enable an emergency assistance waitlist.    **CCO action:**  Offer to find an alternative cruise for the guest. If they wish to escalate the issue, please follow the usual escalation process. | We currently don’t have the system functionality in place to enable an emergency assistance waitlist.    **CCO action:**  Offer to find an alternative cruise for the guest. If they wish to escalate the issue, please follow the usual escalation process. |
| How do I add an evacuation chair or one-to-one assistance when making a guest booking using the website? | During the booking process, evacuation chairs and one-to-one assistance can be added when inputting guest details at the checkout stage by using the “Evacuation Assistance” checkbox.    If this step is missed or needs to be added post-booking, the guest will need to contact the Customer Contact Centre. Assistance resources are subject to availability so this must be added at the time of booking or, if not, as soon as possible. | During the booking process, evacuation chairs and one-to-one assistance can be added when inputting guest details at the checkout stage by using the “Evacuation Assistance” checkbox.    If this step is missed or needs to be added post-booking, the guest will need to contact the Customer Contact Centre. Assistance resources are subject to availability so this must be added at the time of booking or, if not, as soon as possible. |
| How do I add evacuation chair or one-to-one assistance using the website, in addition to a package request such as a flight, hotel or land tour? | If the booking includes an add-on package, such as a flight, hotel or land tour, the guest will be directed to call the Customer Contact Centre for assistance. | If the booking includes an add-on package, such as a flight, hotel or land tour, the guest will be directed to call the Customer Contact Centre for assistance. |
| I’ve notified you of my emergency assistance needs at the time of booking. Do I still need to complete the ‘On-board needs’ questionnaire? | Yes, it’s extremely important that you complete this questionnaire if you have any mobility requirements so we can ensure we have an accurate and up-to-date record of any needs, even if you’ve told us about them over the phone or online. This includes letting us know about any assistance requirements you would have in the unlikely event of an emergency. If you don’t notify us of these requirements via the questionnaire, you’ll be denied boarding at your own expense at the cruise terminal. | Yes, it’s extremely important that you complete this questionnaire if you have any mobility requirements so we can ensure we have an accurate and up-to-date record of any needs, even if you’ve told us about them over the phone or online. This includes letting us know about any assistance requirements you would have in the unlikely event of an emergency. If you don’t notify us of these requirements via the questionnaire, you’ll be denied boarding at your own expense at the cruise terminal. |
| I’m trying to secure emergency assistance at the time of booking via the website but keep seeing error messages. What shall I do? | If the following message is displayed, this means the emergency assistance selected is no longer available: “Unfortunately, we are unable to proceed with your booking at this point of time via our website. Please call our Customer Contact Centre on 0344 338 8003 and one of our friendly advisors will be happy to help you continue with your booking. Alternatively, please return to cruise search and select a different cruise”. | If the following message is displayed, this means the emergency assistance selected is no longer available: “Unfortunately, we are unable to proceed with your booking at this point of time via our website. Please call our Customer Contact Centre on 0344 338 8003 and one of our friendly advisors will be happy to help you continue with your booking. Alternatively, please return to cruise search and select a different cruise”. |
| My travel companion gives me arm support when I need it. Do I need to declare this? | Yes, you’ll need to declare this on the ‘On-board needs’ questionnaire on My P&O Cruises, because you may not be with your travel companion(s) all the time, so, we need to allocate crew to assist you in the unlikely event of an emergency. | Yes, you’ll need to declare this on the ‘On-board needs’ questionnaire on My Cunard, because you may not be with your travel companion(s) all the time, so, we need to allocate crew to assist you in the unlikely event of an emergency. |
| Why can’t I use the lifts in an emergency? | During an emergency, lifts will be out of service for safety reasons. As with standard worldwide emergency procedures, lifts are not to be used in emergency situations due to the risk of becoming trapped in the event of a power failure. | During an emergency, lifts will be out of service for safety reasons. As with standard worldwide emergency procedures, lifts are not to be used in emergency situations due to the risk of becoming trapped in the event of a power failure. |
| Is there a weight limit for the evacuation chair? | The maximum weight for an evacuation chair is 128 kg. If a guest is over 128 kg, they should still request an evacuation chair. However, we would use a stretcher to transport them to their muster station. | The maximum weight for an evacuation chair is 128 kg. If a guest is over 128 kg, they should still request an evacuation chair. However, we would use a stretcher to transport them to their muster station. |
| What should advisors do if a guest needs emergency assistance on an existing booking, but this isn’t available? | **CCO action:**  Please refer to this article on The Navigator: “[What should I do if a guest requires emergency assistance, but the resource isn't available? - Internal only](https://experteddie.metafaq.com/help/int/PO/why-book-with-us/emergency_assistance_escalation)” for next steps. | **CCO action:**  Please refer to this article on The Navigator: “[What should I do if a guest requires emergency assistance, but the resource isn't available? - Internal only](https://experteddie.metafaq.com/help/int/PO/why-book-with-us/emergency_assistance_escalation)” for next steps. |
| A guest has been told that they can’t sail as the cruise is unavailable due to their mobility requirements and has now said they’ll sail without their mobility device. Is this allowed? | The guest should be able to make their way to join the ship without assistance. If they’re unable to join the ship unaided, they’ll be denied boarding at the terminal at their own expense.    **CCO action**:  Reactive statement: “We must comply with maritime regulations which ensure that we have sufficient support in place for guests who require additional assistance to reach their muster station in the unlikely event of an emergency. We're unable to accommodate your mobility device on board, so, if you choose to sail without it you'll need to embark the ship without assistance.”    Please note in the booking history that the guest has chosen to sail without their mobility device, so they won’t require assistance during embarkation. Please email [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com) to notify them of this.    **Accessibility action:**  Please review notes in the booking history for the above and review the questionnaire completed by the guest. If the guest has requested embarkation assistance, contact them to discuss their booking. | The guest should be able to make their way to join the ship without assistance. If they’re unable to join the ship unaided, they’ll be denied boarding at the terminal at their own expense.    **CCO action**:  Reactive statement: “We must comply with maritime regulations which ensure that we have sufficient support in place for guests who require additional assistance to reach their muster station in the unlikely event of an emergency. We're unable to accommodate your mobility device on board, so, if you choose to sail without it you'll need to embark the ship without assistance.”    Please note in the booking history that the guest has chosen to sail without their mobility device, so they won’t require assistance during embarkation. Please email [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com) to notify them of this.    **Accessibility action:**  Please review notes in the booking history for the above and review the questionnaire completed by the guest. If the guest has requested embarkation assistance, contact them to discuss their booking. |
| Why can’t you add more evacuation chairs on the ships? | The calculations of the emergency assistance have been completed by our safety teams based on the availability of space within our lifeboats and the time it would take to evacuate the ship with our assistance crew on board, in line with International Maritime Safety regulations. Increasing the amount of evacuation chairs would mean we wouldn’t be operating within this requirement. | The calculations of the emergency assistance have been completed by our safety teams based on the availability of space within our lifeboats and the time it would take to evacuate the ship with our assistance crew on board, in line with International Maritime Safety regulations. Increasing the amount of evacuation chairs would mean we wouldn’t be operating within this requirement. |
| Is your powered mobility device and wheelchair policy compliant with all applicable legislation? | Yes. Our policies and procedures comply with all applicable ship safety and disability/equality legislation, including the EU Passenger Rights Regulation which has been incorporated into domestic UK law by section 3 of the European Union (Withdrawal) Act 2018). | Yes. Our policies and procedures comply with all applicable ship safety and disability/equality legislation, including the EU Passenger Rights Regulation which has been incorporated into domestic UK law by section 3 of the European Union (Withdrawal) Act 2018). |
| Why would a guest be denied boarding? | We need to allocate assistance resources to guests with mobility needs. Because these resources are limited, we can only accept guests with mobility needs on board if they’ve declared them in advance so we can allocate assistance to them.  It's vital that guests inform us prior to their holiday if they will need assistance in the unlikely event of an emergency. Guests can do this at the time of booking or as soon as the need is known. Please note, assistance resources are limited, and subject to availability if mobility needs are declared after booking. Guests should complete the ‘On-board needs’ questionnaire on My P&O Cruises as soon as possible after booking to provide detailed information about their mobility needs.  This is specific to the need for either an evacuation chair or one-to-one assistance in the event of any emergency. Any guest who uses a wheelchair or mobility scooter, whether full or part-time, must be allocated an evacuation chair.  Any guest who uses a powered mobility device must be booked into a fully accessible cabin or a selected Suite or Mini-suite. | We need to allocate assistance resources to guests with mobility needs. Because these resources are limited, we can only accept guests with mobility needs on board if they’ve declared them in advance so we can allocate assistance to them.  It's vital that guests inform us prior to their holiday if they will need assistance in the unlikely event of an emergency. Guests can do this at the time of booking or as soon as the need is known. Please note, assistance resources are limited, and subject to availability if mobility needs are declared after booking. Guests should complete the ‘On-board needs’ questionnaire on My Cunard as soon as possible after booking to provide detailed information about their mobility needs.  This is specific to the need for either an evacuation chair or one-to-one assistance in the event of any emergency. Any guest who uses a wheelchair or mobility scooter, whether full or part-time, must be allocated an evacuation chair.  Any guest who uses a powered mobility device must be booked into a fully accessible cabin or a selected suite. |
| Can ambulant-accessible cabins on Arvia accept mobility scooters? | A change in our Powered Mobility Device policy means that all our ambulant-accessible cabins are now deemed too small to be able to accept any powered mobility devices.  **CCO action:**  You’ll find a list of cabin grades/descriptions for each ship on The Navigator. | A change in our Powered Mobility Device policy means that all our ambulant-accessible cabins are now deemed too small to be able to accept any powered mobility devices.  **CCO action:**  You’ll find a list of cabin grades/descriptions for each ship on The Navigator. |
| What if a guest has a waitlist booking for an accessible cabin? When do I add the emergency resource? | We currently don’t have the system functionality in place to enable an emergency assistance waitlist.    **CCO action:**  Offer to find an alternative cruise for the guest. Should they wish to escalate the issue, please follow the usual escalation process. | We currently don’t have the system functionality in place to enable an emergency assistance waitlist.  **CCO action:**  Offer to find an alternative cruise for the guest. Should they wish to escalate the issue, please follow the usual escalation process. |
| Do you accommodate mobility scooters in partially accessible or ambulant-accessible cabins? | We can accept powered mobility devices in partially accessible cabins on Arcadia. They’re large enough for the devices but classed as partially accessible due to some access restrictions.  On Arvia and Iona, we can’t accept powered mobility devices in partially or ambulant-accessible cabins. |  |
| Do I need to book an evacuation chair? | An evacuation chair is needed if you would be unable to use the stairs for any reason in the unlikely event of an emergency. For anyone bringing a wheelchair or powered mobility device part time or full time, this is a mandatory requirement.  One-to-one assistance is a mandatory requirement if you’d require someone to guide and steady you on the stairs for any reason in the event of an emergency. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended.  Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible. | An evacuation chair is needed if you would be unable to use the stairs for any reason in the unlikely event of an emergency. For anyone bringing a wheelchair or powered mobility device part time or full time, this is a mandatory requirement.  One-to-one assistance is a mandatory requirement if you’d require someone to guide and steady you on the stairs for any reason in the event of an emergency. For anyone bringing a mobility aid, like a walking stick or walker, this is strongly recommended.  Assistance resources are subject to availability so this must be added at the time of booking, if not, as soon as possible. |
| I’m taking various other powered devices on board, for example a laptop, phone and camera. What’s the difference between these and a powered mobility device? | The difference is the potential size of the battery and the device it may be attached to.  A powered mobility device can only be safely stored in a cabin if it fits within a certain area. | The difference is the potential size of the battery and the device it may be attached to.  A powered mobility device can only be safely stored in a cabin if it fits within a certain area. |
| Will there be anything during the booking process to show me the applicable cabins/grades? | **CCO action:**  You can find a list of cabin grades/descriptions for each ship on The Navigator. | **CCO action:**  You can find a list of cabin grades/descriptions for each ship on The Navigator. |
| I could previously take my mobility scooter/ powered wheelchair in Arvia’s ambulant-accessible cabins which have storage space and a charging point for powered devices. Why are these now unsuitable? | After review of our policies, Arvia’s ambulant-accessible cabins have been deemed as unsafe for the carriage of powered mobility devices.  This is because the crew need enough space in the cabin to deal with any potential incident involving such a device. |  |
| How many powered mobility devices can I have in my cabin? | We recommend taking only one powered mobility device into any cabin. However, the maximum number of powered mobility devices per cabin is two. | We recommend taking only one powered mobility device into any cabin. However, the maximum number of powered mobility devices per cabin is two. |
| I’m sailing after 3 September 2024 in a non-accessible cabin and have already declared that I’m bringing a powered mobility device. What happens if there aren’t any accessible cabins available on my cruise? | Please follow the steps in the email you should have received on 3 September from P&O Cruises. In the email, you’ll find out how to tell us whether you’re able to bring a manual wheelchair instead of your powered mobility device. Either P&O Cruises or your travel agent will then call you to discuss this further. | Please follow the steps in the email you should have received on 3 September from Cunard. In the email, you’ll find out how to tell us whether you’re able to bring a manual wheelchair instead of your powered mobility device. Either Cunard or your travel agent will then call you to discuss this further. |
| Are cabins which are suitable for powered mobility devices shown in the brochure? | All cabins which can accommodate a powered mobility device are highlighted in the deck plan in our brochure.  If the electrical plug symbol is included for a cabin in the brochure, it means it’s a powered mobility device-friendly cabin, and can accept mobility scooters and electric wheelchairs. | All cabins which can accommodate a powered mobility device are highlighted in the deck plan in our new brochure.  If the electrical plug symbol is included for a cabin in the brochure, it means it’s a powered mobility device-friendly cabin, and can accept mobility scooters and electric wheelchairs. |
| I’ve booked an accessible cabin. Shouldn’t this assistance be automatically assigned? | Booking an accessible cabin doesn’t automatically mean that you’ll be assigned emergency assistance, as accessible cabins can be required for a number of different reasons. | Booking an accessible cabin doesn’t automatically mean that you’ll be assigned emergency assistance, as accessible cabins can be required for a number of different reasons. |
| I was told I had this assistance at the time of booking. What can be done? | **CCO action:**  Follow the escalation process. | **CCO action:**  Follow the escalation process. |
| I wasn’t asked about assistance at the time of booking, what can be done? | **CCO action:**  Follow the escalation process. | **CCO action:**  Follow the escalation process. |
| My requirements have changed since I originally booked. I didn’t need an evacuation chair / one-to-one assistance then, but I do now. What shall I do? | **CCO action:**  Follow the escalation process. | **CCO action:**  Follow the escalation process. |
| How do I add an evacuation chair or one-to-one assistance to my booking using the website? | During the booking process, evacuation chairs and one-to-one assistance can be added when inputting guest details at the checkout stage by using the “Evacuation Assistance” checkbox. | During the booking process, evacuation chairs and one-to-one assistance can be added when inputting guest details at the checkout stage by using the “Evacuation Assistance” checkbox. |
| Why do I keep receiving emails prompting me to complete the ‘On-board needs’ questionnaire when I’ve already completed it? | We need each guest who’s requested an evacuation chair to complete the ‘On-board needs’ questionnaire. This reminder has been sent because someone on the booking has requested an evacuation chair but has not yet completed the questionnaire. | We need each guest who’s requested an evacuation chair to complete the ‘On-board needs’ questionnaire. This reminder has been sent because someone on the booking has requested an evacuation chair but has not yet completed the questionnaire. |
| I’m travelling in 2024/25 and have heard about the updated policy and email others have received, but I haven’t received an email yet. Why not? | Emails (and in some cases, phone calls) regarding the new Powered Mobility Device Policy were sent/made on 3 September 2024 to all guests to notify them of the updated Mobility Scooter Policy and to explain how this now includes all powered mobility devices, and to let any guests with impacted bookings know what to do next.  If you have a cruise booked and didn’t receive an email on 3 September 2024, please contact us or your travel agent.  Here is the number for our Customer Contact Centre - 03453 555 111 (local call charges apply). | Emails (and in some cases, phone calls) regarding the new Powered Mobility Device Policy were sent/made on 3 September 2024 to all guests to notify them of the updated Mobility Scooter Policy and to explain how this now includes all powered mobility devices, and to let any guests with impacted bookings know what to do next.  If you have a cruise booked and didn’t receive an email on 3 September 2024, please contact us or your travel agent.  Here is the number for our Customer Contact Centre - 03453 555 111 (local call charges apply). |
| What happens if a guest emails accessibility@carnivalukgroup.com? | If a guest emails accessibility@carnivalukgroup.com the auto response will advise them that if they’ve submitted their ‘On-board needs’ questionnaire on My P&O Cruises, we’ll be in touch if we require any further information regarding their on-board needs. | If a guest emails accessibility@carnivalukgroup.com the auto response will advise them that if they’ve submitted their ‘On-board needs’ questionnaire on MyCunard, we’ll be in touch if we require any further information regarding their on-board needs. |
| In what order will P&O Cruises/Cunard contact guests to discuss their options and potentially assign a new cabin? | Emails regarding the new Powered Mobility Device Policy were sent on 3 September 2024 to all guests to notify them of the updated Mobility Scooter Policy and to explain how this now includes all powered mobility devices, and to let any guests with impacted bookings know what to do next.  Calls are being made to guests in departure date order, so, those with imminent sailings will be contacted first. | Emails regarding the new Powered Mobility Device Policy were sent on 3 September 2024 to all guests to notify them of the updated Mobility Scooter Policy and to explain how this now includes all powered mobility devices, and to let any guests with impacted bookings know what to do next.  Calls are being made to guests in departure date order, so, those with imminent sailings will be contacted first. |
| I booked through a travel agent. Will they contact me? | If you’ve received an email saying that your booking is impacted by the policy update, and you’ve completed the online form the email links to, you’ll be called by either a member of the P&O Cruises Contact Centre or your travel agent. | If you’ve received an email saying that your booking is impacted by the policy update, and you’ve completed the online form the email links to, you’ll be called by either a member of the Cunard Contact Centre or your travel agent. |
| Someone in my group is bringing a powered mobility device and may need to change cabins. What will happen as we are travelling in a group? | If someone in your group is unable to bring an alternative manual mobility device, we’ll do all we can to allocate a suitable cabin on the same cruise. If one isn’t available, we can check for availability on a different sailing.  If a guest in your group booking has to transfer to a different sailing because of the Powered Mobility Device Policy update, please contact our Customer Contact Centre or your travel agent (depending on how you booked your cruise), to discuss the options for your group booking.    We understand that it’s not ideal to make changes to bookings, but we can assure you we’re only doing this for your safety and that of our other guests and our crew. | If someone in your group is unable to bring an alternative manual mobility device, we’ll do all we can to allocate a suitable cabin on the same cruise. If one isn’t available, we can check for availability on a different sailing.  If a guest in your group booking has to transfer to a different sailing because of the Powered Mobility Device Policy update, please contact our Customer Contact Centre or your travel agent (depending on how you booked your cruise), to discuss the options for your group booking.    We understand that it’s not ideal to make changes to bookings, but we can assure you we’re only doing this for your safety and that of our other guests and our crew. |
| I have a ceremony on board, and am bringing a powered mobility device. What will happen to my booking? | You should have received an email on 3 September 2024 from P&O Cruises.  A member of our Contact Centre would like to speak with you to discuss your booking. If you have used the online webform on your email to request a call back, they will be in touch soon. If you have not had an email, please contact us.  Please call our Customer Contact Centre for help on 03453 555 111 (local call charges apply). | You should have received an email on 3 September 2024 from Cunard.  A member of our Contact Centre would like to speak with you to discuss your booking. If you have used the online webform on your email to request a call back, they will be in touch soon. If you have not had an email, please contact us.  Please call our Customer Contact Centre for help on 03453 555 111 (local call charges apply). |
| I made the decision to stay in my cabin and take a manual wheelchair, but someone else got upgraded and can take a powered mobility device? | We are grateful to any guest who can bring an alternative manual mobility device, as some guests cannot, and this enables other guests who have a greater need for a powered mobility device to still travel.  Please know that we have attempted to accommodate as many guests as possible as we understand how important their holiday is to them. | We are grateful to any guest who can bring an alternative manual mobility device, as some guests cannot, and this enables other guests who have a greater need for a powered mobility device to still travel.  Please know that we have attempted to accommodate as many guests as possible as we understand how important their holiday is to them. |
| I have hired a powered device because I couldn't bring my mobility scooter/ I was told I could bring one in the cabin I've booked; will you reimburse me for this hire? | We understand that it’s not ideal to make changes to bookings, but we can assure you we’re only doing this for your safety and that of our other guests and our crew.  If you have hired mobility equipment from a hire company like Mobility at Sea, we would advise referring to your travel insurance. | We understand that it’s not ideal to make changes to bookings, but we can assure you we’re only doing this for your safety and that of our other guests and our crew.  If you have hired mobility equipment from a hire company like Mobility at Sea, we would advise referring to your travel insurance. |
| Will you be offering any compensation for this policy change? | We will be offering compensation to guests affected by the policy update who are unable to stay in the cabin originally booked. | We will be offering compensation to guests affected by the policy update who are unable to stay in the cabin originally booked. |
| What happens if I booked my cruise with a Future Cruise Credit and can no longer sail as a result of this policy update? | **For reactive use only:**  Your FCC will be extended for an additional year based on the date of the cancellation of your affected cruise. | **For reactive use only:**  Your FCC will be extended for an additional year based on the date of the cancellation of your affected cruise. |
| What should I do if I receive a call from a journalist? | For media enquiries only, please contact our PR team at Michele.Andjel@carnivalukgroup.com. | If you have a media enquiry, please contact the Cunard PR team at pressoffice@cunard.co.uk. |
| Why are you the only cruise line to have a limit on the number of evacuation chairs? | P&O Cruises and Cunard are not the only cruise line to make this stance. Companies may choose different methods to ensure they can meet the regulations, which could include regular drills and reviews of volumes of guests on-board. If they feel they are never at risk of not meeting these requirements, then they may believe no further action is required. The regulations state the following: “Similarly, the legal requirement to be able to evacuate all passengers from most vessels in an emergency within 30 minutes may necessitate limits on the numbers of passengers who cannot reach the muster station unaided. Any such restrictions will be specific to individual ships; and the operator will be able to provide further information in this respect. The passenger should always consider that, on safety grounds, there may be reason to restrict not only the size of motorised wheelchairs within the passenger areas, but also the number of them. Therefore, the passenger’s ability to take their wheelchair with them may depend on how early the booking was made relative to other passengers’ bookings and how many other wheelchair users have already booked for that particular sailing.” | P&O Cruises and Cunard are not the only cruise line to make this stance. Companies may choose different methods to ensure they can meet the regulations, which could include regular drills and reviews of volumes of guests on-board. If they feel they are never at risk of not meeting these requirements, then they may believe no further action is required. The regulations state the following: “Similarly, the legal requirement to be able to evacuate all passengers from most vessels in an emergency within 30 minutes may necessitate limits on the numbers of passengers who cannot reach the muster station unaided. Any such restrictions will be specific to individual ships; and the operator will be able to provide further information in this respect. The passenger should always consider that, on safety grounds, there may be reason to restrict not only the size of motorised wheelchairs within the passenger areas, but also the number of them. Therefore, the passenger’s ability to take their wheelchair with them may depend on how early the booking was made relative to other passengers’ bookings and how many other wheelchair users have already booked for that particular sailing.” |
| What are TWID linked bookings entitled to? | **For reactive use only:**  Bookings which are TWID linked with the booking of an affected guest are entitled to the same options as those affected i.e. remain on same ship, transfer outside T&Cs and cancellation with full refund. The TWID booking is also entitled to any gesture of goodwill, such as Future Cruise Credit. | **For reactive use only:**  Bookings which are TWID linked with the booking of an affected guest are entitled to the same options as those affected i.e. remain on same ship, transfer outside T&Cs and cancellation with full refund. The TWID booking is also entitled to any gesture of goodwill, such as Future Cruise Credit. |
| **Reactive statement for a TWID linked booking with an affected guest** | "If you're travelling with an affected guest, we'll contact them soon to discuss their options. As part of the conversation, we'll also consider any linked guests. Once the affected guest has been contacted, you'll then receive a call from us, if necessary, to talk through your own options."  **If needed:** "We have a dedicated team making outbound phone calls to affected guests to ensure that we're able to provide the best alternative options. Guests who sail before 01 October can expect to be contacted by end of day on 05 September. Any guests sailing after that will receive a call from us, based on the date that they're sailing, over the next 14 days." | "If you're travelling with an affected guest, we'll contact them soon to discuss their options. As part of the conversation, we'll also consider any linked guests. Once the affected guest has been contacted, you'll then receive a call from us, if necessary, to talk through your own options."  **If needed:** "We have a dedicated team making outbound phone calls to affected guests to ensure that we're able to provide the best alternative options. Guests who sail before 01 October can expect to be contacted by end of day on 05 September. Any guests sailing after that will receive a call from us, based on the date that they're sailing, over the next 14 days." |
| Is there a company I can use to hire a suitable manual wheelchair for my cruise? | We would recommend hiring mobility equipment through Mobility at Sea.  Please find details for Mobility at Sea **here**. This link will take you to the accessibility page on our website. | We would recommend hiring mobility equipment through Mobility at Sea.  Please find details for Mobility at Sea **here**. This link will take you to the accessibility page on our website. |
| If a booking has been cancelled/ transferred as a result of the Powered Mobility Device Policy, and the guest has asked to claim out of pocket expenses, what should I do? | Reasonable out of pocket expenses will be considered by Guest Relations. Guests will need to email the relevant ship email address and attach proof of purchase such as the invoice.  **P&O Cruises**  [Arcadia.guestrelations@carnivalukgroup.com](mailto:Arcadia.guestrelations@carnivalukgroup.com)  [Arvia.guestrelations@carnivalukgroup.com](mailto:Arvia.guestrelations@carnivalukgroup.com)  [Aurora.guestrelations@carnivalukgroup.com](mailto:Aurora.guestrelations@carnivalukgroup.com)  [Azura.guestrealtions@carnivalukgroup.com](mailto:Azura.guestrealtions@carnivalukgroup.com)  [Britannia.guestrelations@carnivalukgroup.com](mailto:Britannia.guestrelations@carnivalukgroup.com)  [Iona.guestrelations@carnivalukgroup.com](mailto:Iona.guestrelations@carnivalukgroup.com)  [Ventura.guestrelations@carnivalukgroup.com](mailto:Ventura.guestrelations@carnivalukgroup.com) | Reasonable out of pocket expenses will be considered by Guest Relations. Guests will need to email the relevant ship email address and attach proof of purchase such as the invoice.  **Cunard**  [QueenElizabeth.GuestRelations@carnivalukgroup.com](mailto:QueenElizabeth.GuestRelations@carnivalukgroup.com)  [QueenMary2.GuestRelations@carnivalukgroup.com](mailto:QueenMary2.GuestRelations@carnivalukgroup.com)  [QueenAnne.GuestRelations@carnivalukgroup.com](mailto:QueenAnne.GuestRelations@carnivalukgroup.com)  [QueenVictoria.GuestRelations@carnivalukgroup.com](mailto:QueenVictoria.GuestRelations@carnivalukgroup.com) |