



# Accessibility and medical questionnaire.

Please read the attached fact sheet prior to completing this questionnaire and return to: [accessibility@carnivalukgroup.com](mailto:accessibility@carnivalukgroup.com)  
Please ensure this form is only completed for one person at a time and is filled out in block capital letters or typed.

## Important information: assistance.

The personal information provided will be used to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements. We may need to pass the information provided in this form to other relevant suppliers of your travel arrangements such as travel agents, hotels and transport companies. By returning this form you consent to us passing on the information contained for such purposes. You are also confirming that the information provided below is true and accurate, you have read the enclosed fact sheet and agree to the below terms of travel:

- Health and Safety regulations state that any wheelchairs/mobility scooters are stored inside your stateroom at all times when not in use.

- If you are travelling alone, it is important you do not require assistance with daily living such as eating/washing/toileting. Crew are unable to provide assistance with any personal care including day-to-day tasks and movement around the ship.
- Failure to disclose a medical condition, which means that we are unable to carry you safely, may result in you being refused boarding or asked to disembark the ship and flight.
- We reserve the right to request a guest to produce medical evidence of fitness for travel. For further details, please refer to our current booking conditions available in our brochure or on our website.

**IMPORTANT** - should your state of health change following submission of this form, please contact us immediately.

Full name: \_\_\_\_\_

Voyage number: \_\_\_\_\_

Booking reference: \_\_\_\_\_

Departure date: \_\_\_\_\_

Ship name: \_\_\_\_\_

Stateroom number: \_\_\_\_\_

## Accessibility.

### Joining the ship.

(Refer to factsheet page 1, Joining and leaving the ship)

Do you require wheelchair assistance at embarkation/disembarkation?

Yes  No

### Joining your flight. (Refer to factsheet page 1, flights)

**Please ensure that your questionnaire is returned no later than 14 days before your flight departure.**

Will you require mobility assistance at the airport?

Please select one of the below options.

*Please note: Mobility assistance is only provided from airline check in and boarding of the flight may be via the aircraft steps.*

Yes, I require airport assistance from check in to the aircraft gate

Yes, I require airport assistance from check in to and from the top of the aircraft steps

Yes, I am fully confined and require airport assistance from check in to and from my seat on board the aircraft

No, I do not require airport assistance

### Boarding a coach.

(Refer to factsheet page 1 for Transfers, page 4 for On shore)

*Please note: Coaches may be used during your voyage for airport transfers, port transfers and shore excursions.*

Are you able to climb coach steps independently?

Yes  No

### Boarding a tender.

(Refer to factsheet page 4, Anchor ports)

Are you able to use steps both up and down (up to 20cm high) and step over a gap of up to 45cm independently and without assistance?

Yes  No

### Emergency assistance.

(Refer to factsheet page 4, Emergencies on board)

In the unlikely event of an emergency on board will you require assistance from our staff to go to your assembly point?

Yes  No

If YES please indicate which applies.

Someone to guide and steady me on the stairs

I am a full time wheelchair/scooter user, and/or cannot use stairs:

I weigh less than 100kg

I weigh more than 100kg

### Mobility aids. (Refer to factsheet page 2, Mobility aids)

Please highlight if you require any of the following aids to mobility.

*Please note: All items are subject to availability. We will contact you by email if any items are not available. Bath benches are not available in Queens Grill staterooms. No other mobility aids besides those listed below can be provided. All accessible staterooms have a pull down or fixed shower chair in the wet room. If you do not have a preference to a shower stool / shower chair please tick both.*

Raised toilet seat  Shower stool

Shower chair  Bath bench

Bath seat

Please highlight if you will be bringing any of the following mobility equipment with you?

*IMPORTANT: If you are planning to bring a scooter on board, you must be booked into an accessible stateroom or suite. If you are travelling with an electric mobility aid on one of our flights, you must contact the airline directly as soon as possible and no later than 14 days before departure to confirm carriage.*

Manual wheelchair  Walking stick/frame/rollator

Electric wheelchair  Other (Please note below)

Mobility scooter

If you are bringing a Wheelchair or Mobility Scooter, please provide us with the below information:

Make and model: \_\_\_\_\_

Dry Cell Battery

Gel Cell Battery

Lithium Battery

## Medical.

### Sharps.

Will you require a sharps container in your stateroom for needles or blood testing lancets?

Yes  No

Will you be bringing any of the following medical equipment?

(Refer to factsheet pages 2 and 3)

*Please note: All guests taking medical equipment on board will be required to take their own extension lead with them. All guests bringing electrical medical equipment on board the flight must contact the airline directly as soon as possible and no later than 14 days before departure to confirm carriage. Important information: Under current Health & Safety Protocols CPAP's and BiPAP's can only be accepted for use for Sleep Apnoea conditions.*

On board the ship:

CPAP  Nebuliser

BiPAP  Feeding pump

On your flight:

CPAP  Nebuliser

BiPAP  Feeding pump

To use on your flight:

CPAP  Nebuliser

BiPAP  Feeding pump

If you have selected yes for CPAP/BiPAP is this for Sleep Apnoea only?

Yes  No

### Mobility aids continued.

Please detail the open and closed dimensions, height and weight of your wheelchair/mobility scooter:

*Please note: It is a health and safety requirement that wheelchairs/mobility scooters are stored inside your stateroom at all times when not in use and if your holiday includes a flight, your wheelchair/mobility scooter will be stored in the hold.*

Open width: \_\_\_\_\_ cms

Open length: \_\_\_\_\_ cms

Closed width: \_\_\_\_\_ cms

Closed length: \_\_\_\_\_ cms

Height: \_\_\_\_\_ cms

Weight: \_\_\_\_\_ kgs

*If you are taking more than one mobility aid, please ensure you provide measurements for each aid.*

Will you require your mobility scooter/wheelchair to move around the stateroom?

*Please note: If you select YES and the stateroom you have chosen is not an accessible stateroom or selected suite or mini suite, there may be insufficient room to manoeuvre your mobility aid. Therefore, we will contact you by phone to discuss other stateroom options.*

Yes  No

If you are a part time wheelchair user, would you accept an accessible stateroom should one become available??

*Please note: An accessible stateroom will not be guaranteed and you will not be able to move back to your previous choice of stateroom if you select YES. If you are assigned an accessible stateroom, you will be notified by email up to departure. The stateroom will be the same or possibly a higher grade.*

Yes  No

### Hearing and visual impairments.

(Refer to factsheet page 2, impairments)

Please tick if any of the following apply to you:

*Please note: All items are subject to availability. We will contact you by email if any items are not available. Bath benches are not available in Queens Grill staterooms. No other mobility aids besides those listed below can be provided. All accessible staterooms have a pull down or fixed shower chair in the wet room. If you do not have a preference to a shower stool / shower chair please tick both.*

Deaf  Hard of hearing

Blind  Visually impaired

Do you require a visual alert system to be installed in your stateroom?

*Please note: This is a system to assist people who are deaf/hard of hearing with flashing alerts for door/phone. The equipment will reduce surface space within your stateroom.*

Yes  No

Do you require written emergency information in your stateroom?

Yes  No

Do you require large print menus on board?

Yes  No

Will you be travelling with an assistance animal?

*Please note: If you have selected YES, we will contact you by email to request further information.*

Yes  No

### Are you pregnant?

If you are pregnant you will need to send a letter to confirm the expected due date (EDD) and your fitness to travel to:

[medical@carnivalukgroup.com](mailto:medical@carnivalukgroup.com)

or

Health Services  
Carnival House  
100 Harbour Parade  
Southampton  
SO15 1ST

*Please note: If you become pregnant prior to your holiday please contact us on 02380 655297.*

### Medical conditions or requirements.

If you have any medical conditions or requirements that you believe may impact on your holiday experience, or any other condition that you have been advised to tell us about please contact us on **023 8065 5297** or [medical@carnivalukgroup.com](mailto:medical@carnivalukgroup.com)