Accessibility form

Please fill out this form completely and return it to us at the latest four weeks before your cruise departure – by **email to barrierefreiheit@aida.de**

Dear AIDA guest,

We do our utmost to ensure that you can enjoy your vacation in a relaxing and independent way. At the same time, we ask for your understanding that our crew members can only provide personal assistance to a limited extent. We therefore recommend that you travel with an adult companion who can responsibly assist you whenever necessary.

Medical emergencies are, of course, treated on board. Please note, however, that the ship does not have any additional facilities, e.g. patient lifts, beyond what is listed in the information you have received.

Important: To allow us to optimally prepare for your individual requirements, we ask you to please fill out this form completely and return it to us in time – at the earliest 6 months and at the latest 4 weeks before your trip. Thank you!

Incomplete or false information regarding the nature or scope of your disabilities may lead to your being excluded from the cruise or having to discontinue the cruise prematurely. You bear any additional costs incurred as a result. Naturally, we strongly want to avoid this.

Please check the pages that pertain to you and return them to us completely filled out:

- ☐ Pages 1 and 2 – General guest information
- ☐ Page 3 – Guests with mobility impairments
- ☐ Pages 4 and 5 – Your mobility aids and additional luggage for medical supplies/equipment
- ☐ Page 6 – Guests with hearing and visual impairments

This information is to be filled out by the guest or his/her companion.
If more space is required, please continue on an additional sheet of paper.

General guest information (required)

Booking number _____

First and last name of the guest with a disability _____

Do you have a disability ID card? ☐ Yes ☐ No

Marks ☐ G ☐ aG ☐ R ☐ Other ____ (please state)

Please send us a copy of your disability ID card. If your flights have been booked via AIDA Cruises, we will be pleased to request free seat reservations for you and your companion.

In the case of an emergency, would you be able to reach your muster station independently and without assistance? ☐ Yes ☐ No

Will you be accompanied by a responsible companion? ☐ Yes ☐ No

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First and last name of companion _____

Cabin number of companion _____

Your safety is of the highest priority for AIDA. If you would not be able to quickly reach your muster station without assistance in the case of an emergency, then you may only travel with AIDA when accompanied by a healthy, adult companion who can assist you in an emergency. We generally recommend traveling with a companion.

May we discreetly mark your boarding pass so that the AIDA crew on board can quickly identify you as a guest with a disability?

☐ Yes ☐ No

Do you have any questions e.g. regarding barrier-free cabins, excursions and accessibility on board AIDA? You can find lots of useful information on accessibility on AIDA ships at **www.aida.de** under "Traveling with AIDA" – "Barrier-free travel."

Place / date ..... **Signature** .....

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Booking number _____

First and last name of the guest _____

Guests with mobility impairments

Please describe your personal situation in such a way that your exact impairments are clear for AIDA Cruises. We need this information for required registrations on board the ship and with the airline if you have booked a flight via AIDA Cruises.

Are you fully dependent on a wheelchair?	☐ Yes	☐ No		
Do you wear a prosthesis?	☐ Yes	☐ No	☐ Left side	☐ Right side
Can you take a few steps without assistance?	☐ Yes	☐ No		
Can you climb a few stairs (e.g. up to an aircraft) without assistance?	☐ Yes	☐ No		
Can you get on and off a bus with steps without assistance from others or with the assistance of the companion traveling with you?	☐ Yes	☐ No		

If you have checked "No" and have booked flights via AIDA Cruises, we will inquire about individual transfer for you.
Please note that we can only guarantee bus transportation when the wheelchair you are taking with you is foldable.

Can you enter and exit an automobile without assistance from others?	☐ Yes	☐ No

Body weight of the guest _____

This information is voluntary. We need it to assess for you whether we would be able to safely transport you to shore via the gangway at tidal ports. If you are unable to stand up from the wheelchair, we unfortunately cannot always guarantee this. In the interest of your own safety, it will be assessed on an individual basis whether the captain can give permission to leave the ship.

If you are traveling with a mobility aid, we ask you to please also fill out page 4 and 5.

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Booking number _____

First and last name of the guest _____

Your mobility aids and additional luggage for medical supplies/equipment

Please provide further details on your wheelchair and/or rollator and other additional luggage for medical supplies/equipment to be taken on board. We need this information for registration on board AIDA and for the airline if you have booked a flight via AIDA Cruises.

Wheelchair

Folding ☐ Yes ☐ No

Height (cm) ..... Width opened (cm) ..... Depth (cm) ..... Weight (kg) .....

Manual wheelchair ☐ Yes ☐ No ☐ E-Fix ☐ E-Motion

Electric wheelchair* ☐ Yes ☐ No ☐ Dry battery ☐ Gel battery ☐ Lithium-ion battery

Please state the watt-hour output of your wheelchair: _____ Wh

Please state whether the battery can be removed or disconnected: ☐ Yes ☐ No

* Taking an electric wheelchair requires the express permission of AIDA Cruises and the respective airline.
The airline can only transport devices with batteries that can be removed or disconnected and transported separately. Unfortunately, for safety reasons, wet batteries are not permitted.

The use of an electric wheelchair on board AIDA is restricted depending on the size and mobility.
The facilities on board primarily accommodate manual wheelchairs. We therefore recommend that you travel with AIDA only with a companion and with a manual wheelchair, at the most with an e-fix that can be attached to any standard wheelchair.

Additional devices on the wheelchair that are medically essential must be detachable. The devices must be transportable so that they can be taken with you in the event of an evacuation.

The wheelchair may not exceed a certain maximum weight:
AIDAaura / -bella / -cosma / -diva / -luna / -mira / -nova / -vita: up to 160 kg (incl. the wheelchair user)
AIDAblu / -mar / -perla / -prima / -sol / -stella: up to 200 kg (incl. the wheelchair user)

All ships currently have caterpillar tracks on stairs. However, the caterpillar tracks on AIDAaura, -bella, -diva, -luna and -vita are not suitable for electric wheelchairs.

Despite the caterpillar tracks, at some ports there may be restrictions for going on shore and it may not be possible for the guest to leave the ship as planned.

Please also fill out page 3 with information on mobility impairments.

Place / date ..... **Signature** .....

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First and last name of the guest _____

Rollator

Foldable ☐ Yes ☐ No

Height (cm) ..... Width opened (cm) ..... Depth (cm) ..... Weight (kg) .....

Scooter*

Foldable ☐ Yes ☐ No

Height (cm) ..... Width opened (cm) ..... Depth (cm) ..... Weight (kg) .....

Electric scooter* ☐ Yes ☐ No ☐ Dry battery ☐ Gel battery ☐ Lithium-ion battery

Please state the watt-hour battery output: _____ Wh
Please state whether the battery can be removed or disconnected: ☐ Yes ☐ No

* The scooter may only be used on land. For reasons of safety, scooters may unfortunately not be used on board. Scooters may only be stored in the cabin.

Additional aids / medical luggage (content):
Examples: Shower and commode wheelchair, additional prostheses, medical equipment, additional medical luggage (please state the exact content), etc.

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Dimensions (height × width × depth) and weight of the additional aids / medical luggage:
Please note that additional medical luggage must always be packed separately!

Height (cm) ..... Width (cm) ..... Depth (cm) ..... Weight (kg) .....

Please also fill out page 3 with information on your mobility impairments.

Do you have further questions e.g. regarding barrier-free cabins, excursions and accessibility on board AIDA?
You can find lots of useful information on AIDA accessibility at **www.aida.de** under "Traveling with AIDA" – "Barrier-free travel."

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Booking number _____

First and last name of the guest _____

Guests with hearing impairments

Are you deaf / severely hearing impaired? ☐ Yes ____ degree of impairment in % ☐ No

Do you need to take special equipment with you on board? ☐ Yes ☐ No

Would you like to use the cabin set for hearing-impaired guests on board AIDA? ☐ Yes ☐ No

You can find more information for guests with hearing impairments and register for the cabin set for hearing-impaired guests at www.aida.de under "Traveling with AIDA" – "Barrier-free travel."

Guests with visual impairments

Are you blind / severely visually impaired? ☐ Yes ____ degree of impairment in % ☐ No

Would you like to take your certified guide dog on board AIDA with you? ☐ Yes ☐ No

You can find more information for guests with visual impairments and register your guide dog at www.aida.de under "Traveling with AIDA" – "Barrier-free travel."

Do you have any questions e.g. regarding barrier-free cabins, excursions and accessibility on board AIDA?
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