



Information  
for  
Guests with Disabilities  
*Disney Dream*

## TABLE OF CONTENTS

General Information	2
Special Services Information	4
Oxygen Policy And Delivery Procedures	5
Traveling During Pregnancy	6
Mobility Disabilities	7
Disney's <i>Castaway Cay</i>	9
Hearing Disabilities	10
Special Dietary Needs	11
Service Animals	12
Youth Activities Participation	13
Group Babysitting Participation	14

Information is subject to change without notice

## General Information

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

### **NOTICE**

**This information is subject to change. You may wish to contact *Disney Cruise Line* Special Services for current information on accessibility and services or visit *Guest Services*, Deck 3 Midship, once onboard.**

### **SPECIAL SERVICES**

To assist our Guests with questions they may have, *Disney Cruise Line* Reservation Services is equipped with information about onboard services and facilities. *Disney Cruise Line* offers special equipment and facilities for Guests with disabilities. For information, please call Special Services at **(407) 566-3602 [voice] or (407) 566-7455 [TTY]**.

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

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

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

### **GUEST SERVICES**

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

### **ACCESS**

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

### **DISABILITY PARKING**

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

### **HEALTH CENTER**

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

### SMOKING RESTRICTIONS

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

### LAUNDRY AND DRYCLEANING

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

### PORT ADVENTURES

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

### GOING ASHORE

When possible, we dock at each port of call so Guests may travel directly from the ship to the shore via the gangway. Typically, gangways provide a minimal incline for embarking and disembarking the ship.

However, due to tidal changes or other causes, there may be times where the gangway could be at a steep incline. This can be difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Crew Members can provide some gangway assistance, but in particular cases, may request to assist Guests separately from their wheelchair/device.

At times, the ship may anchor some distance from the port and use tenders (small boats) to transport Guests from the ship to shore and back.

The tendering process can be extremely difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Normally, the wheelchair must be lifted down a gangway to a platform and then transferred into the tender. Guests may have to be transferred separately from their wheelchairs/devices.

In certain situations, it may be impossible for Guests with limited mobility and/or using a wheelchair or mobility device to utilize the gangway or transfer to the tenders. The decision to assist and allow passage of Guests via a steep gangway or tender is at the sole discretion of the Captain or his designee.

### SHOPS AND RESTAURANTS

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

## Special Services Information

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

### SPECIAL SERVICES INFORMATION FORM

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

### MEDI-VAC AIR EVACUATION

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

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

### SHIP EVACUATION VIA LIFEBOATS

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

### MEDICATIONS

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

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

### ELECTRICAL LIMITATIONS

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

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

### EQUIPMENT REPAIRS

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

## Oxygen Policy and Delivery Procedures

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

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

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

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

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

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

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

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

## **Traveling During Pregnancy**

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

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

# Mobility Disabilities

## WHEELCHAIR USE

Guests requiring the use of a wheelchair or other mobility aid during the cruise are responsible for providing their own device prior to boarding the ship. We have a limited supply of wheelchairs onboard that are used for embarkation and disembarkation assistance, emergencies, and time-to-time usage; we are unable to guarantee the availability a wheelchair. Additionally, shipboard wheelchairs may not be brought ashore.

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

## SAFETY REMINDER

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

## WHEELCHAIR ACCESSIBLE STATEROOMS

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

## GOING ASHORE

When possible, we dock at each port of call so Guests may travel directly from the ship to the shore via the gangway. Typically, gangways provide a minimal incline for embarking and disembarking the ship.

However, due to tidal changes or other causes, there may be times where the gangway could be at a steep incline. This can be difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Crew Members can provide some gangway assistance, but in particular cases, may request to assist Guests separately from their wheelchair/device.

At times, the ship may anchor some distance from the port and use tenders (small boats) to transport Guests from the ship to shore and back.

The tendering process can be extremely difficult for a passenger with limited mobility and/or using a wheelchair or mobility device. Normally, the wheelchair must be lifted down a gangway to a platform and then transferred into the tender. Guests may have to be transferred separately from their wheelchairs/devices.

In certain situations, it may be impossible for Guests with limited mobility and/or using a wheelchair or mobility device to utilize the gangway or transfer to the tenders. The decision to assist and allow passage of Guests via a steep gangway or tender is at the sole discretion of the Captain or his designee.

## IN-PORT ACCESS

One of the highlights of your *Disney Cruise Line* adventure is exploring the ports of call, but please note that many of the shops and facilities in the foreign ports of call may not be accessible to Guests with disabilities. Please review the Port Adventures information which includes descriptions as well as the level of physical activity required for each excursion. Once onboard, you may also consult the Port Adventures team for accessibility information.



## ON-DECK VIEWING AREAS

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

## THEATERS

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

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

## LOCATION ACCESS

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

### Accessible Common Area Restrooms

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

### Restaurants

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

### The District

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

### Goofy's Sports Deck

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

### Promenade Deck - Deck 4

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

### Senses Spa & Salon/Fitness Center

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

### Recreation

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

## Disney's Castaway Cay

### PATHWAYS

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

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

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

### TRAM SERVICE

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

### SAND WHEELCHAIRS

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

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

### ACCESSIBLE RESTROOMS

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

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

### CABANA RENTAL

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

# Hearing Disabilities

## HEARING DISABILITIES

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

## ASSISTIVE LISTENING DEVICES

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

## WRITTEN AIDS

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

## SIGN LANGUAGE

*Disney Cruise Line* provides complimentary American Sign Language interpretation for live theater performances and other shows and events on various sailings. Guests can request sailing dates and other information by calling *Disney Cruise Line* Special Services at (407) 566-3602 [voice] or (407) 566-7455 [TTY]. Reservations must be confirmed 60 days prior to departure to ensure interpretation availability. While onboard, please contact Guest Services for further information about Sign Language services.

## STATEROOM COMMUNICATION KIT

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

## CAPTIONING

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

## Special Dietary Needs

*Disney Cruise Line* offers gluten free, vegetarian, no sugar added, dairy-free, and lighter note offerings on all of our table-service restaurant menus.

Kosher meals and other life-style / cultural meal options may be available upon advance request at no additional charge; please notify the *Disney Cruise Line* Contact Center or your Travel Agent. Unfortunately, these requests cannot be accommodated at our quick-service meal locations or through in-room dining.

For life threatening or severe allergies, please complete the Special Services form ([available online](#)) as soon as possible.

Additionally, once onboard, food allergies should be brought to the attention of your Head Server. *Disney Cruise Line* will use reasonable efforts to prevent introduction of known food allergens into the prepared dish. *Disney Cruise Line* cannot guarantee that allergens have not been introduced during another stage of the food-supply process or, even inadvertently, during preparation. We do not have separate kitchens to prepare allergen-free items or separate dining areas for Guests with allergies.

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

## Service Animals

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

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

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

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

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

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

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

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

## **Youth Activities Participation**

### PARTICIPATION DETAILS

The secured *Oceaneer Lab/Club* are open only to children ages 3-12. Activities are held in separate areas for tweens (ages 11 – 14) and for teens (ages 14 – 17). Our programs are available to children who are fully toilet trained, able to individually participate within our counselor-to-child ratio groups, and interact socially and comfortably with peers of their own age and physical size. Open House hours are also available so the entire family can join the fun and participate together. Families are encouraged to speak with our Special Services team pre-arrival at 407-566-3602 to discuss any questions or clarify these guidelines.

### EXCEPTIONS THAT PREVENT PARTICIPATION

A child, who has a contagious disease, or who shows symptoms of illness, such as fever, vomiting, diarrhea, unexplained skin rash, discharge from the nose or eyes or has any other contagious disease or illness, will not be allowed to participate. A child, who becomes disruptive within the group, may not be allowed to participate.

### SPECIAL REQUESTS THAT WE ARE UNABLE TO ACCOMMODATE

We are unable to accommodate children who require one-on-one care, children who need the attention of a counselor with special training, or children who need counselor-assisted medical attention. Additional participation guidelines and restrictions may apply and are established to provide a safe and secure entertainment environment.

### OPPORTUNITIES FOR CHILDREN WHOSE NEEDS EXCEED THE PARAMETERS FOR YOUTH ACTIVITIES PARTICIPATION

*Disney Cruise Line* offers a multitude of events and activities throughout the ship, which the entire family can enjoy together, including main stage shows, family game shows, first-run movies, deck parties and events, selected shore excursions, and activities at Disney's *Castaway Cay*. In addition, parents/guardians may accompany their child to the youth activities during Open House times throughout the cruise.

For children 3 years old and younger, who are not potty trained or who may interact more comfortably within a smaller adult to child ratio, parents may request that the child be accommodated in the nursery, the infant and toddler group babysitting area. Additional fees apply, and service is subject to change and based on availability.

## Group Babysitting Participation

### PARTICIPATION DETAILS

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

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

Additional fees apply, and a 1-hour minimum is required. The nursery is open each evening and selected times during each day. All times are subject to change and availability.

### EXCEPTIONS THAT MAY PREVENT PARTICIPATION

A child who has a contagious disease, or who shows symptoms of illness, such as fever, vomiting, diarrhea, unexplained skin rash, discharge from the nose or eyes, or has any other contagious disease or illness will not be allowed to participate. A child, who becomes disruptive within the group, may not be allowed to participate.

### SPECIAL REQUESTS THAT WE ARE UNABLE TO ACCOMMODATE

Unfortunately, we are unable to accommodate children who require one-on-one care, children who need the attention of a counselor with special training, or children who need counselor-assisted medical attention.

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