



FACILITIES AND SERVICES FOR GUESTS WITH DISABILITIES

Holland America Line does not discriminate against persons on the basis of disability and seeks, to the extent feasible, to accommodate guests with disabilities. Recognized by publications like the “Handicapped Travel Newsletter,” Holland America is at the forefront of the cruise industry in providing facilities and services to guests with disabilities.

In October 2003, Holland America Line, along with other cruise line members of World’s Leading Cruise Lines (WLCL), created a partnership with the Society for Accessible Travel & Hospitality (SATH) to expand the potential customer base for the WLCL to travelers with disabilities. Additionally, SATH will serve in an advisory role regarding the accessibility features of the vessels among the WLCL’s seven brands. While Holland America Line strives to make its ships accessible and enjoyable for travelers with disabilities, this agreement will enable Holland America Line and other WLCL brands to build upon these efforts even further.

As part of its Signature of Excellence® service enhancements, Holland America Line recently introduced “Access to Excellence”, a 10-minute DVD. The “Access to Excellence” DVD illustrates how Holland America Line ships accommodate guests with a variety of special needs including those requiring wheelchairs, scooters or service animals; those who are sight or hearing impaired; and those using oxygen.

Many travelers with physical limitations find a cruise to be an excellent vacation experience. However, in order to avoid disappointment, Holland America Line requests advance notification about any special requirements at the time of booking. In limited situations where an individual with a disability would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, Holland America Line may find it necessary to ask the individual to make alternative travel arrangements.

Although Holland America Line’s ships dock at many ports of call, there are times when the ship is at anchor some distance from the port and it is necessary to use the ship’s tenders (small boats) to transport guests to and from shore. Twelve ships are now equipped with wheelchair-accessible tenders — the *ms Statendam*, *ms Ryndam*, *ms Maasdam*, *ms Veendam*, *ms Rotterdam*, *ms Volendam*, *ms Zaandam*, *ms Amsterdam*, *ms Zuiderdam*, *ms Oosterdam*, *ms Westerdam* and *ms Noordam*. With a regular tender, transferring from the ship’s tender dock to the tender and from the tender to the pier ashore may be difficult for those who use wheelchairs, in certain sea conditions. In some situations, mobility assistance will involve carrying passengers. Situations may occur in which guests who use wheelchairs or scooters may not be able to go ashore at the time they desire or are unable to go ashore at all in certain ports. For the safety of all concerned, the ship’s captain shall make the final determination regarding the carrying of guests, taking into account all appropriate matters, including, but not limited to, weather conditions, ship’s location, weight of the passenger, etc.

All public rooms on Holland America Line ships are wheelchair accessible. Elevators on board all ships accommodate wheelchairs, as do designated public area restrooms.

For guests who use wheelchairs, Holland America Line has wheelchair accessible staterooms equipped with roll-in showers, shower seats and heavy-duty handrails. In addition, the exterior and bathroom doors are wider than standard doors in order to accommodate the width of most wheelchairs and scooters. The availability of these accessible staterooms can be limited. Holland America recommends that if a guest requires one of the accessible staterooms, the guest should make a request as early as possible and should hold an accessible stateroom at the time of booking.

Bathrooms in non-accessible staterooms will have a five-inch step and a 19.5 inch-wide doorway. However, additional pieces of equipment can be brought in to the stateroom in order to assist passengers with certain physical limitations. For example, a portable commode, hand-held shower and/or elevated toilet seat can be provided. Guests requiring additional equipment can make their requests through Holland America's Access & Compliance Department.

There are a limited number of wheelchairs available on board each ship. The on board wheelchairs are for use during (dis)embarkation and emergency situations only. Guests requiring use of a wheelchair on a continuous basis should either bring their own or rent one from a medical supply company.

For the safety of all our guests and crew and to enhance accessibility for persons with special needs, Holland America strongly recommends that all personal electric mobility equipment (scooters) meet the following criteria:

- Width:** 23" maximum in order to be accommodated in a standard cabin, unless collapsible to a width of 23" or less
- Weight:** 100 lbs. maximum without battery
- Batteries:** Gel or Dry Cell only

We recognize that for some people, a larger scooter may be essential. If a passenger requires a larger scooter, please contact Holland America at 1-800-547-8493 so that we can discuss their requirements. Persons utilizing scooters that are wider than 23" would need to be booked in one of our accessible staterooms. Also, to enhance accessibility on and off the ship, scooters weighing more than 100 lbs. may need to be of a type that is easily disassembled.

For the safety of all passengers and crew, mobility equipment needs to be securely stored and charged in the passenger's stateroom, and not in hallways or elevator lobbies on board Holland America vessels. Scooters left in these areas could restrict people needing to travel through these areas in an emergency, particularly other passengers using mobility aids since they would have no way of getting by a scooter left in a hallway.

Holland America Line is responsive to special dietary needs. Guests with potentially fatal food allergies should contact the Access & Compliance Department to discuss their specific dietary needs. If special dietary items are not readily available, Holland America may need to arrange to have these foods brought on board. Holland America advises that 60 days advance notice can be required in order to make these arrangements. In addition, specialty items brought on board may be charged to the guest's on board account.

For guests who are deaf or hard of hearing, Holland America Line's ships have TTY/TDD equipment, amplified telephones, visual alert alarms, closed caption decoders on televisions and an assistive listening system for the show lounges and theaters available upon request.

