

Scooter Tips and Reminders

A safe voyage for all guests and crew is our number one job. We hope the following tips and reminders are helpful in making your vacation a safe experience.

For your safety, as well as the safety of fellow guests, staff, and crew, guests using powered mobility devices should exercise caution by utilizing reduced speed settings and responsible practices while operating their mobility device on board and in terminal facilities. You are solely responsible for the safe storage and operation of your owned/rented scooter at all times while on board ship, during transfer to/from the ship and while ashore. If voluntary assistance is provided by crew, they may not be held liable for damage occurring during assistance. *Please, follow these guidelines:*

Play an active role in your personal safety and security by:

- Always making sure to turn your scooter off and remove the key before you get off the scooter; this will ensure it will not move if the controls are pushed accidentally.
- Never leaving the key in the ignition or personal items unattended when leaving your scooter.

If you are using a scooter that is new to you, take time to understand how the scooter works and make sure you are confident in how to operate it before you explore your new surroundings on board. Specifically:

- Be aware of stopping distances.
- Keep in mind while you are out and about on board as well as in port that the operation of your scooter can vary when traveling on different ground surfaces, particularly when those surfaces are wet.

Operate your scooter in a careful and considerate manner; choose the right speed for the situation. Note that:

- A modest speed may be okay in ports where there are wide open spaces and even surfaces, but reduced speeds should be used in congested areas and on uneven surfaces, such as cobblestone, gravel or broken and chipped walkways or crosswalks.
- Reduced speeds, similar to a walking pace, should be used while on board.
- While on board and in port, remember pedestrians have the right of way.

Operate your scooter like you would your vehicle and follow these rules:

- Do not use your scooter if you are under the influence of alcohol.
- Be aware of your surroundings – in front, behind, and to the sides of you, particularly when backing into or out of elevators.

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(Operate your scooter like you would your vehicle and follow these rules cont.)

- When backing in or out of elevators always use the slowest speed setting. Call out aloud to advise people inside and outside the elevator to mind their feet as you are backing out. Ideally if accompanied by another person it is best to ask them to check if it is okay to back out.
- Use caution when rounding blind corners or traveling down narrow corridors.

Use caution when embarking and disembarking the ship

- Steep gangways may result in the scooter tipping over.
- Guest using mobility equipment may be required to remove themselves from such device at the crest of the gangway, depending on the angle of the gangway platform or hookup to facilitate assistance and/or avoid damage to the device or gangway.
- Mobility equipment weight of more than 90 pounds may not qualify to be lifted on/off the gangway. Holland America Line may not be held responsible for damage incurred as result of assistance rendered.
- A slow speed setting should be used.
- Drive straight instead of at an angle on slopes

to increase the stability of your scooter and reduce your speed when turning corners.

- While your scooter basket may appear convenient for carrying items purchased in port, avoid overloading the basket and make sure the weight is evenly distributed to aid in balance of your scooter. Additionally, items hanging from the handlebars can make it difficult to steer effectively and can cause your scooter to be unbalanced and susceptible to tipping.

When attending shows and other functions please be mindful when parking the scooter. As the show lounge lights are turned down during shows, others can trip or accidentally hurt themselves if they walk into the scooter. Please ask the staff on the proper location to park scooters when attending shows and other functions to ensure exit routes are not blocked.

Holland America Line wishes you a safe cruise vacation. Please contact the Access & Compliance Department if you have any questions.

