

## Special Services

- Mobility Services
- Service Animal Needs
- Oxygen Services
- Hearing Services
- Visual Services
- Medical Equipment
- Dietary Requirements

Please select all that apply:

- I request wheelchair-accessible ground transportation, as I need to remain in my wheelchair for travel; or I need to remain in my wheelchair to board the vehicle.
- I will be traveling with a wheelchair or scooter that can be stored, but can board the transportation on my own.
- I request a complimentary wheelchair for terminal assistance to and from the entrance of the ship during embarkation and debarkation (terminal staff are unable to accompany Guests on board)
- I am traveling with a motorized mobility aid (electric wheelchair, electric scooter, etc.)\* that can be stored when not in use
- I am traveling with a non-motorized mobility aid (wheelchair, walker, etc.)\* that can be stored when not in use
- I request a pool lift on board for Guests who are able to transfer from their wheelchair or mobility aid to the transfer seat








Please note that complimentary wheelchairs are available only for emergency situations on board and for embarkation and debarkation assistance to and from the ship's boarding area. Guests requiring the use of a wheelchair or other mobility aid during their cruise must provide their own device. Disney Cruise Line strongly advises Guests requiring the use of a wheelchair on board the ship to travel with someone who is able to personally assist them both aboard the ship and on shore. All mobility aids must be stored inside Guest staterooms or in a designated parking area when not in use. Standard stateroom doorways are 23" wide. Wheelchair accessible staterooms have 32" wide doorways.

\* Does not include accessible room

Cancel

Save

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Please let us know if you're traveling with a trained service animal:

Yes, I am traveling with a trained service animal.

Guests who are traveling with a trained service animal must obtain the required import permits per each country's regulations. Please be aware that this process may take weeks or months to complete. Additionally, some countries may not allow animals to enter.








Permits for each port of call must be sent to Disney Cruise Line Special Services Department prior to sailing. Guests must bring the original documents with them and have these available at all times.

Guests traveling with a service animal should contact Special Services as soon as possible to discuss required documentation and animal relief areas.

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Please let us know the type of oxygen you are traveling with:

- Oxygen concentrator
- Compressed oxygen tanks\*

Guests must make independent delivery arrangements for oxygen use on board. Due to safety concerns and storage limitations, Disney Cruise Line does not allow the carriage or use of liquid oxygen or large cylinder (greater than 680 liters or E / M-24 size) systems. Additionally, the types and quantities of oxygen cylinders allowed on board may be limited.








Only 2 cylinders per stateroom may be personally hand carried aboard by Guests; all other quantities must be delivered. Oxygen concentrators are acceptable. Guests are responsible for notifying their air carrier of any oxygen requirements. Disney Cruise Line ground transportation can only allow Guests to carry one oxygen cylinder for use while on board the transportation.

\* The maximum amount of tanks is 2 and max size is 680 Liters. A Special Services Cast Member will reach out to you to confirm quantity and sizes.

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Please let us know the hearing services you require:

- Stateroom Communication Kit for Guests with hearing loss (contains a base unit with alarm clock, bed shaker notification, door knock and phone alerts, and stateroom smoke detector with a strobe light)
- TTY phone for stateroom
- Assistive-listening device for amplification where available
- American Sign Language interpreter for select shipboard shows and entertainment

Please keep in mind, only a limited number of EU sailings offer ASL interpretation.

Services for Guests with hearing loss may include: captioned television and movies, assistive-listening systems, room communication kits, stateroom TTYs and scheduled American Sign Language interpretation for US based sailings. Additionally, pad and paper are available when needed to communicate directly with Crew Members.








### Closed Captioning

Information related to captioned movies will be available in your ship program at the time of embarkation. For additional assistance, you can speak with Guest Services once on board the ship.

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Please let us know which visual services you would like to have:








- Audio version of ship activities schedule (Personal Navigator)
- Audio-descriptive device for movies in Buena Vista Theatre, Neverland Theatre and Wonderland Theatre
- Enlarged print format for the ship's daily menus

Services for Guests with visual disabilities may include: an alternative format on select communications, audio described movies and braille signage. The Disney Cruise Line Navigator app features the daily schedule and menus with audio and magnification functions. Additionally, Crew Members can assist with reading menus, price tags and other forms of Guest information.

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Please let us know which medical equipment you require and/or which medical equipment you plan to bring on board:

- Traveling with CPAP and require distilled water for medical equipment use—not for consumption (typically, one gallon will be delivered)
- Request shower stool in stateroom
- Request raised commode seat in stateroom
- Request portable commode in stateroom
- Request transfer bench in stateroom
- I plan to bring medical equipment:








Verify with your personal physician that you are well enough to travel on the itinerary you have chosen. You should also carry copies of your pertinent medical and emergency contact information with you. The ships' Health Centers are equipped to provide first-aid and basic emergency care. Please review your medical and travel insurance options, since many policies will not pay for services while traveling to other countries. You are responsible for making arrangements for delivery and retrieval of any medical devices/equipment. Please do not pack medical items in checked luggage.

\*Limitations may apply.

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By substituting different ingredients and approaches, Disney Cruise Line can accommodate the following common food allergies and medical requirements at our table-service restaurants. Please select any dietary requests below:

- |  |  |
|--|--|
| <input type="checkbox"/> No Milk/Dairy   | <input type="checkbox"/> No Shellfish      |
| <input type="checkbox"/> No Egg          | <input type="checkbox"/> No Soy            |
| <input type="checkbox"/> No Fish         | <input type="checkbox"/> No Tree Nut       |
| <input type="checkbox"/> No Gluten/Wheat | <input type="checkbox"/> No or Low Sugar   |
| <input type="checkbox"/> No Peanut       | <input type="checkbox"/> No or Low Protein |

These items will be noted on each restaurant menu to help you in your meal selections.

Please note that Disney Cruise Line will use reasonable efforts to prevent introducing an allergen of concern into the food by paying close attention during our sourcing, preparation and handling processes. However, it is ultimately up to the Guest to use discretion to make informed choices when ordering food items.

Disney Cruise Line cannot guarantee that allergens have not been introduced during another stage of the food-chain process or—even inadvertently—during preparation. We do not have separate or allergy-friendly kitchens to prepare allergen-free items or separate dining areas for Guests with allergies or intolerances.

We strive to use reasonable efforts in our food sourcing, preparation and handling procedures to avoid the introduction of the named allergens into your menu choices. While we take steps to prevent cross-contact, we are unable to guarantee that a menu item is completely free of allergens.

Visit Special Requests for lifestyle or cultural meal options, including Kosher and Halal, which may be available upon advance request.

Cancel

Save