



## Powered Mobility Device and Accessibility FAQs

This set of FAQs is to support the Powered Mobility Device announcement made on September 3, 2024. To help with the navigation of this document, please use the links below;

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	Question	Answer
<b>POWERED MOBILITY DEVICE POLICY FAQs</b>		
1.	What is the Powered Mobility Device Policy put in place from September 3, 2024?	<p>From September 3, 2024, guests who bring powered mobility devices on board will now only be able to sail in fully accessible staterooms and selected Grill Suites. Please refer to the updated accessible stateroom lists on <a href="#">Cunard Answers</a> via OneSourceCruises.com. When checking on Polar Online, the stateroom description will be displayed as "No Powered Mobility", this has replaced the previous wording "No Mobility Scooter".</p> <p>As a reminder, any guest who uses a wheelchair or powered mobility device, whether full or part-time, must be allocated an evacuation chair at the time of booking. If a guest's circumstances change and an evacuation chair is required after the time of booking, please know that this is subject to availability. If there is no evacuation chair available, the guest will not be able to sail on that voyage and will need to refer to their travel insurance.</p> <p>Please note, manual wheelchairs will continue to be accepted in all stateroom / suite types if they meet the following criteria:</p> <ul style="list-style-type: none"> <li>• The guest has an evacuation chair resource added to their booking.</li> <li>• Easily foldable into one piece with no removable parts.</li> <li>• When folded must not exceed 20 inches in width, 40 inches in length and 50 lbs in weight.</li> <li>• When open, the maximum length of a device is 47 inches and the maximum width is 31 inches.</li> <li>• Many manual wheelchairs will need to be folded to fit through the door of a standard stateroom / suite, and crew can't assist guests with this.</li> </ul>
2.	Why are you introducing a Powered Mobility Device policy?	<p>When it comes to mobility devices, Cunard regularly reviews their policies relating to storage and charging instructions, failure responses, and fire safety procedures.</p> <p>The new Powered Mobility Device Policy further ensures the safety of guests and crew.</p>



3.	What should I do if my client tells me they're taking a powered mobility device on board?	<p>Before you make the booking, you will need to refer to the list of suitable staterooms / suites which is available on <a href="#">Cunard Answers</a> via OneSourceCruises.com, along with a '<a href="#">How to Guide</a>' to show you how to make the booking.</p> <p>On POLAR online, staterooms that aren't suitable for a powered mobility device, will be marked 'no powered mobility' on the stateroom selection screen.</p>
4.	What stateroom / suite types can a guest travel in with a powered mobility device?	Please find a list of staterooms grades/descriptions for each ship on <a href="#">Cunard Answers</a> via OneSourceCruises.com, along with a ' <a href="#">How to Guide</a> ' to show you how to make the booking.
5.	Are staterooms / suites which are suitable for powered mobility devices shown in the brochure?	All staterooms/suites that can accommodate a powered mobility device are highlighted in the deck plan, using a triangle symbol, in the digital version of the Cunard brochure, which is available on the Cunard website or on OneSourceCruises.com.
6.	Do you accommodate powered mobility devices in partially accessible staterooms / suites?	A full list of suitable staterooms and suites can be found on <a href="#">Cunard Answers</a> via OneSourceCruises.com.
7.	Will there be anything during the booking process to show me the suitable staterooms/grades for powered mobility devices?	<p>Before you make the booking, you will need to refer to the list of suitable staterooms / suites which can be found on <a href="#">Cunard Answers</a> via OneSourceCruises.com, along with a '<a href="#">How to Guide</a>' video to show you how to make the booking.</p> <p>On Polar ONLINE, staterooms that aren't suitable for a powered mobility device, will be marked 'no powered mobility' on the stateroom selection screen.</p>
8.	What are classified as powered mobility devices?	<p><b>Mobility aid</b> A mobility aid is a walking stick, walker or rollator (or similar).</p> <p><b>Manual wheelchair</b> Manual wheelchairs are wheeled chairs that are powered by the user's hands or pushed by another person.</p> <p><b>Powered mobility devices are:</b></p> <p><b>Electric wheelchair</b> Electric wheelchairs are operated using a joystick mounted on the armrest, requiring less upper body mobility to control.</p> <p><b>Mobility scooter</b> A mobility scooter is a three or four wheeled battery-powered chair with a central delta tiller (handlebars), also referred to as a power-operated vehicle/scooter or electric scooter.</p> <p><b>Power Add-ons</b> A device that attaches to a mobility aid that includes a battery.</p> <p>Only gel, dry cell, sealed lead acid or lithium-ion battery operated mobility devices are allowed on board.</p> <p>Please note, if your client wants to bring on board either of the battery/electrically powered devices listed above, you'll need to ensure that they are booked into a suitable stateroom or suite. A list of powered mobility device staterooms / suites can be found on <a href="#">Cunard Answers</a> via OneSourceCruises.com.</p>



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9.	A guest has a manual wheelchair but with an adaption that's powered (e.g. a powered attachment). If this is for shore use only, can they travel in a standard stateroom / suite?	Even if it is for shore use only, any powered device that attaches to a manual wheelchair can only be taken into a suitable stateroom or suite. A list of suitable staterooms / suites can be found on <a href="#">Cunard Answers</a> via OneSourceCruises.com.
10	What should I do if my client tells me they're taking a powered mobility device on board?	If this is an existing booking, please call Cunard Customer Service at (800) 528-6273 for support.  For a new booking, please follow the process in this <a href="#">'How to Guide'</a> video to show you how to make the booking. For more resources, refer to <a href="#">Cunard Answers</a> via OneSourceCruises.com.
11	My client's been told that they can't sail as the cruise is unavailable due to their mobility requirements and has now said they'll sail without their mobility device. Is this allowed?	Your client should be able to make their way to join the ship without assistance. If they're unable to join the ship unaided, they'll be denied boarding at the terminal at their own expense.  Please contact the Cunard Customer Service team for a note to be added to the booking that the guest has chosen to sail without their mobility device, so they won't require assistance during embarkation. Please email <a href="mailto:accessoffice@cunard.com">accessoffice@cunard.com</a> to notify them of this.
12	My client has hired a powered device because they couldn't bring their own. Will Cunard reimburse them for this hire?	Please advise your client to contact their travel insurance in relation to any expenses incurred.
13	How many powered mobility devices can my client have in their stateroom/ suite?	Cunard recommends taking only one powered mobility device into any stateroom / suite. However, the maximum number of powered mobility devices per stateroom / suite is two.

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14	What should I do if my client tells me they're taking a manual wheelchair on board?	To view the size of manual wheelchairs accepted in all stateroom types, please see <a href="#">here</a> .  If you're making a new booking, please check that evacuation chair / one-to-one assistance is available before continuing with the booking. Once the correct resource has been added, please advise the guest to complete the 'On board needs questionnaire' which is available on MyCunard
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		<p>You can find more information on this process in this <a href="#">'How to Guide'</a> video to show you how to make the booking.</p> <p>If a booking has already been made, please call the Cunard Customer Service at (800) 528-6273 for support with this booking.</p>
15	Can my client take a manual wheelchair in a non-accessible stateroom / suite?	<p>Manual wheelchairs are accepted in all stateroom / suite types if they can fold into one piece that doesn't exceed the following measurements: 20 inches in width, 40 inches in length and 50 lbs in weight. When open, manual and powered devices must not exceed 47 inches in length and 31 inches in width.</p> <p>Please be aware that mobility devices cannot be stored in the corridor outside the stateroom as this could block walkways. Please note that the stateroom / suite door width may require a mobility device to be folded and carried into the stateroom / suite, and crew members are unable to assist guests with this.</p>
16	What should I do if my client advises they need assistance in an emergency?	Please contact Cunard Customer Service at (800) 528-6273 for support and advise your client to complete the 'On board needs questionnaire' on MyCunard.
17	What should I do if there's a child on the booking who'd require assistance in the event of an emergency?	If the child is aged 12 or over, they must have an assistance resource (evacuation chair / one to one assistance) added at the time of booking via Polar Online using the 'package list'. Children under the age of 12 don't need a resource, providing their parent/guardian can assist them independently. In both cases, however, the child's needs must be declared by submitting the 'On board needs questionnaire' on MyCunard as soon as possible after booking and no later than 14 days before they sail.
18	Do all mobility devices need to be declared?	Any mobility device that will be taken on board needs to be declared through the submission of an 'On board needs questionnaire', even if it's for shore use only. If guests don't notify Cunard about mobility needs or a mobility aid that someone in their party is bringing on board, they'll be denied boarding at their own expense at the cruise terminal. The 'On board needs questionnaire' is available on MyCunard.
19	How do I add a package (hotel/transfer/land tour) and declare the emergency assistance my client needs?	<p>POLAR online won't allow you to add emergency assistance if there's a pre-cruise package (hotel, land tour or forced overnight) on the booking which is outside the sailing date.</p> <p>Please contact Cunard Customer Service at (800) 528-6273 for support.</p>
<b>ON BOARD NEEDS QUESTIONNAIRE FAQs</b>		
20	My client is blind/deaf, do they need to declare that they need assistance?	<p>Yes, Cunard recommends that guests who are blind or deaf have, as a minimum, one-to-one emergency assistance. This means, in the unlikely event of an emergency, a trained member of their crew will assist them.</p> <p>It's important for a guest to declare this by completing the 'On board needs questionnaire' on MyCunard</p>
21	A client has notified me of their emergency assistance needs at the time of booking. Do they still need to	Yes, it's extremely important that your client completes this questionnaire as soon as possible after making their booking if they have any mobility requirements so Cunard can ensure



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	complete the 'On board Needs Questionnaire?'	<p>they have an accurate and up-to-date record of any needs, even if declared them over the phone or online.</p> <p>This includes letting Cunard know about any assistance requirements your client would have in the unlikely event of an emergency. If your client doesn't declare these requirements via the questionnaire, they will be denied boarding at their own expense at the cruise terminal.</p>
22	My client's travel companion gives arm support assistance. Do they need to complete an 'On board Needs Questionnaire' and will I need to allocate one-to-one assistance when making the booking?	Yes, they'll need to declare this on the 'On board needs questionnaire' on MyCunard, because they may not be with their travel companion(s) all the time so one to one assistance needs to be allocated when making the booking.
23	How can my clients request an 'On board needs questionnaire'?	The 'On board needs questionnaire' is available to guests on MyCunard.
24	Once my client has submitted their 'On board needs questionnaire', is there anything else they need to do?	<p>No, Cunard will be in touch if they require any further information regarding the guest's needs.</p> <p>If your client's needs have changed since they submitted the questionnaire, they will need to complete and submit a new 'On board needs questionnaire' on MyCunard.</p> <p>If an evacuation chair / one-to-one assistance is required, they must be added at the time of booking.</p>
25	Does my client need to complete a new 'On board needs questionnaire' for every cruise, including back-to-back voyages?	Yes, to ensure Cunard has an accurate and up-to-date record of each guest's requirements on every cruise, we ask that a new questionnaire be completed for each booking.
<b>EVACUATION CHAIR / ONE-TO-ONE ASSISTANCE FAQs</b>		
26	What is <b>one-to-one assistance</b> and how do my clients know if this is needed?	<p>One-to-one assistance is needed if your client can use stairs but will require a member of the crew to guide and steady them.</p> <p>To follow safety regulations, crew will still need to be allocated to support your clients, even if their traveling companion could do this.</p> <p>This includes those who struggle due to heightened anxiety and/or have a non-visible disability.</p> <p>This is a mandatory requirement if your clients can't independently get to their muster station (which could be down several flights of stairs) due to a disability or a health condition – this includes mental health conditions. For anyone bringing a mobility aid on board, such as a walking stick or walker, this is strongly recommended.</p>
27	What is an <b>evacuation chair</b> and how do my clients know if they need one?	<p>An evacuation chair enables crew to support guests who are unable to use stairs in the unlikely event of an emergency. They're specially designed seats into which mobility-impaired people are secured and transported from a ship, usually via stairways during an emergency.</p> <p>Guests who use a mobility device part-time or full-time must have an evacuation chair assigned to them. Their allocation is subject to availability, so, this must be done at the time of booking or as soon as possible afterwards.</p>



28	Is there a weight limit for the evacuation chair?	The maximum weight for an evacuation chair is 282 lbs. If a guest is over 282 lbs, they should still request an evacuation chair. However, Cunard would use a stretcher to transport them to their muster station.
29	How do I add an evacuation chair or one-to-one assistance to my client's booking?	<p>Please refer to this <a href="#">'How to Guide'</a> video to show you how to make the booking or reference the 'How to' guides on <a href="#">Cunard Answers</a> via OneSourceCruises.com <b>for adding to a new booking.</b></p> <p>Evacuation chairs and one-to-one assistance must be added at the time of booking via POLAR Online using the "package list".</p> <p>You're not able to add to an existing booking. For existing bookings, please call Customer Service at (800) 528-6273 who will be able to add the correct resource if available.</p>
30	What should I do if a guest needs an evacuation chair / one-to-one assistance on a new booking, but it isn't available?	<p>Please advise the guest that the cruise is unavailable for them to book due to the assistance they need and look for an alternative Cunard voyage.</p> <p>Cunard must comply with maritime regulations which ensure they have sufficient support in place for guests who require additional assistance to attend their muster station in the unlikely event of an emergency.</p>
31	How do I cancel one-to-one assistance or an evacuation chair for my client?	Any changes to assistance resources for a booking need to be made through Cunard Customer Service at (800) 528-6273.
32	There's an emergency resource available, but POLAR Online won't let me add it. What should I do?	<p>On occasions where there are multiple guests on a booking and only one evacuation chair or one-to-one assistance is available, POLAR Online won't let you allocate it.</p> <p>Please contact Cunard Customer Service at (800) 528-6273 for more information.</p>
33	If there isn't any emergency assistance is available, can I waitlist my client?	<p>Currently, you can't waitlist a guest who requires one-to-one assistance or an evacuation chair.</p> <p>We recommend offering to find an alternative Cunard voyage for your client.</p>
34	If my client hasn't informed you of their onboard mobility needs, will they be denied boarding?	<p>Yes. If guests don't notify Cunard of these requirements, they'll be denied boarding at their own expense at the cruise terminal.</p> <p>It's your client's responsibility to notify Cunard of any mobility requirements via the 'On board needs questionnaire', available on MyCunard.</p> <p>Your client would be denied boarding if they've not made us aware of the assistance they require or if the assistance/devices that they're bringing do not correlate with what has been declared. Your clients need to make us aware at the time of booking, or as soon as possible after the booking is made, of any assistance/mobility requirements.</p>
35	How will the Port Operations team know whether my client has notified you of their requirements?	The Port Operations team at the terminal has a list of guests who've declared an onboard needs requirement, which is checked in the terminal prior to embarkation.
36	What happens if my client is denied boarding?	<b>If a guest is denied boarding at the terminal this will be at their own expense.</b> Guests will be advised at the terminal and will receive a letter to confirm the reasons for this decision and will need to make their own arrangements for any onward travel. Carnival Corporation & plc, trading as Cunard, is not



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		liable for any out-of-pocket expenses and guests will need to submit a claim to their travel insurance provider
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