

## **PASSENGERS WITH DISABILITIES AND PASSENGERS WITH REDUCED MOBILITY**

The Company accepts reservations for people with disabilities and with reduced mobility on the same conditions as all other passengers, without prejudice to the provisions of Regulation EU / 1177/2010.

Passengers with disabilities must notify the Company, at the time of booking or ticket purchase, their specific needs for accommodation, seating, required services or the need to transport medical equipment, as long as these needs are known at the time.

The Company provides the passenger with the necessary information concerning access and assistance on board, including presentation times at the port of departure.

If strictly necessary, the Company may require that a passenger with disabilities or a passenger with reduced mobility, is accompanied by another person (carer) able to provide the required assistance to the passenger with disabilities or to passenger with reduced mobility. The accompanying person in question is transported free of charge.

If a passenger with disabilities or a passenger with reduced mobility is accompanied by a recognized assistance dog, the dog will be collocated with the person in question, provided that the Company is notified in accordance with the national rules applicable for the carriage of recognized assistance dogs on board passenger ships.

Our staff is specially trained to provide specific assistance to wheelchair users and to passengers with reduced mobility, and available to find the most suitable solutions to ensure boarding, however, the Company may refuse to accept a reservation, to issue a ticket or to embark a passenger with disabilities or passenger with reduced mobility, for the purpose of observing established international security obligations determined by the European Union or national laws; or for the purposes of compliance with safety obligations established by the competent authorities; or where the design of the ship or the infrastructure and equipment of the port makes it impossible for the person in question to be embarked, disembarked or transported safely; in this case the Company immediately communicates the specific reasons to the person with disabilities or to the person with reduced mobility. On request, these reasons are communicated in writing to the person with disabilities or to the person with reduced mobility, no later than five days after the request.

If the person with disabilities or the person with reduced mobility, who is in possession of a reservation or ticket and that has duly made the notification, is still denied boarding, the person in question and the accompanying person, can choose between the right to apply for reimbursement or alternative transport, subject to compliance with all safety obligations.

Passengers with disabilities or reduced mobility who also need assistance for boarding must inform the Company at least 48 hours in advance of their needs and check-in at least 60 minutes before the departure time.