



# QUALITY STANDARDS ACCESSIBLE TRAVEL

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# 1. BEFORE TRAVEL

At P&O Ferries we want to deliver a stress-free and enjoyable journey. We are committed to providing assistance, where possible, to make our services accessible and easy to use.

We offer a range of channels to make a reservation with us, via our website, telephone, SMS text messaging and in person at one of our Ferry Terminals.

To enable us to make the necessary arrangements and confirm to our customers that we are able to provide the assistance needed, we request that we are notified 48 hours prior to departure, to ensure we have the right help and equipment ready. If special assistance is not pre booked, we will do our best to accommodate passenger needs however this is not guaranteed. For reservations made through a third party, assistance should be communicated and this will be passed over to us.

We will make every effort to cater for passenger requirements. However, there will be some instances where P&O Ferries ask that you are accompanied by a companion, who is capable of dedicating the attention needed to ensure the required care is received. For safety reasons there are certain types of assistance that we are unable to offer. In these circumstances the accompanying companion shall be carried free of charge.

Passengers may carry up to 6 cylinders, of size 'F' or smaller (up to 60 litres aggregate water capacity) containing UN 1072 of compressed oxygen. When carrying this equipment you may be asked to show a letter from a doctor stating that you require medical oxygen. The oxygen can be taken on all sections of our ships apart from the designated smoking areas. If a greater quantity of oxygen is required, we must be notified when the booking is made, as a declaration will be required at the port.

We'd like to welcome everyone on board our Liverpool-Dublin route and will help passengers with special requirements or mobility issues wherever we can. Unfortunately, due to the design of the ships on this route it is not accessible to wheelchair bound customers, as there is no lift to the passenger accommodation and therefore no accessible cabins on board.

## 2. SUNFLOWER LANYARD

If a passenger has a disability that may not be immediately apparent, the Sunflower Lanyard acts as a discreet sign for staff that additional support or assistance may be required. The use of the lanyard is voluntary and details of the disability are not needed. If specific special assistance is required, this should still be highlighted to us during the booking process.

If a passenger wants to request a lanyard before travel, they can contact us via phone on 01304 44 88 84 or by email on [travelassistance@poferries.com](mailto:travelassistance@poferries.com). A lanyard will then be posted within 7 days.

Additionally passengers have the option of collecting a lanyard on the day of travel, this can be requested at check-in or from our reception desk on board.

\*Please note the sunflower lanyard scheme is currently only available on our Hull to Rotterdam route.

## 3. AT THE PORT, EMBARKATION AND DISEMBARKATION

All ports that we sail to are disabled friendly and all provide accessible toilets.

With advance notification we are able to provide wheelchairs and assist with embarkation/diseembarkation, including help with baggage where required. When travelling as a foot passenger there are accessible transfer services available however, in Zeebrugge and Europoort this facility is subject to availability.

When requested, passengers travelling by vehicle can be parked near to a lift when loaded onto the vessel.

| Terminal/Port    | Wheelchair | Accessible Toilets | Lifts | Disabled Parking      | Hearing Loop |
|------------------|------------|--------------------|-------|-----------------------|--------------|
| <b>Dover</b>     | Yes        | Yes                | Yes   | Yes (short stay only) | No           |
| <b>Calais</b>    | Yes        | Yes                | Yes   | Yes                   | No           |
| <b>Larne</b>     | Yes        | Yes                | Yes   | Yes                   | Yes          |
| <b>Cairnryan</b> | Yes        | Yes                | N/A   | No                    | No           |
| <b>Liverpool</b> | No         | Yes                | N/A   | No                    | No           |
| <b>Dublin</b>    | No         | Yes                | N/A   | Yes                   | No           |
| <b>Hull</b>      | Yes        | Yes                | Yes   | Yes                   | No           |
| <b>Zeebrugge</b> | Yes        | Yes                | Yes   | Yes                   | No           |
| <b>Europoort</b> | Yes        | Yes                | Yes   | Yes                   | No           |

## 4. ON BOARD

With the exception of our Liverpool-Dunlin route, our ships and facilities are accessible to wheelchair users.  
\* Please note that staff assistance may be required to access outside decks on some of our vessels.

For any passengers with a visual impairment, if required our staff on-board will be happy to provide an orientation tour or accompany passengers to different areas of the ship.

If you or someone you are travelling with has a hearing impairment, please make yourself known to the staff at reception on-board. This will allow our staff to ensure you receive all important announcements made in your preferred format.

We welcome registered assistance dogs on board, if you need to take an assistance dog on your journey please let us know at the time of booking. We are unable to accept responsibility for the welfare of the dog, the care required will need to be provided by the travelling passenger or party.

On our North Sea overnight routes, Hull-Zeebrugge, Hull-Europoort, we have a range of wheelchair accessible cabins. Cabins that are not adapted for wheelchairs have narrow doorways and a step into the bathroom.

Below details a full list of facilities available on our vessels by route.

| Route                     | Wheelchair | Accessible Toilets | Lifts | Accessible Cabins | Hearing Loop |
|---------------------------|------------|--------------------|-------|-------------------|--------------|
| <b>Dover - Calais</b>     | Yes        | Yes                | Yes   | N/A               | Yes          |
| <b>Larne - Cairnryan</b>  | Yes        | Yes                | Yes   | N/A               | No           |
| <b>Liverpool - Dublin</b> | No         | No                 | N/A   | No                | No           |
| <b>Zeebrugge - Hull</b>   | Yes        | Yes                | Yes   | Yes               | No           |
| <b>Europoort - Hull</b>   | Yes        | Yes                | Yes   | Yes               | No           |

## 5. EXCEPTIONS

P&O Ferries will always make reasonable efforts in making ferry travel possible for passengers.

A reservation could be denied if the carriage of a person with disabilities or with reduced mobility breached safety requirements established by international, union or national law.

Additionally access to our services could be denied where the design of the passenger ship or port infrastructure makes it impossible to carry out the embarkation. While we cannot make structural changes to our current fleet, we are committed to making any new vessel completely accessible on all of our routes