

CRUISE PLANNERS 
www.easyaccesstravel.com

**DEDICATED TO MEETING
THE SPECIAL NEEDS**
of Disabled and Mature Travelers

800.920.8989

EASYACCESSTRAVEL.COM



TRAVEL THE WORLD

What We Will Discuss



- Easy Access Travel – a brief introduction
- Does You or A Family Member Have Special Needs?
- How Do I Ask the Right Questions?
- Air Travel & Getting Through Security
- Accessible Cruising
- Making Hotel Reservations
- Traveling with Oxygen
- Travel Insurance
- Sightseeing & Getting Around Town

Easy Access Travel

Who We Are:

- Debra Kerper has been a specialist in Travel for the Disabled since 1992
- She has been an amputee since 1979 and became a bilateral amputee in February, 2016. She has also been living with Lupus since 1970
- She travels extensively with a manual wheelchair and/or mobility scooter
- She has visited over 30 countries and has been on more than 100 cruises

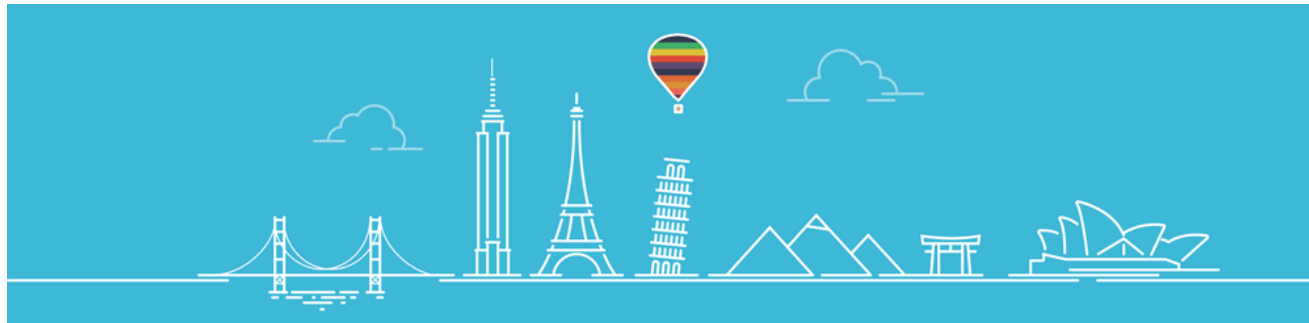
What We Do:



- Our goal is to research our client's vacation choice and provide them with the necessary information to make their trip enjoyable and rewarding
- We try to eliminate "surprises" and inform our clients of the situations they may encounter
- We pride ourselves on being honest and forthright
- A *CRUISE* is usually our first recommendation

What I Hope You Learn Today

- **BE PROACTIVE:** You are responsible for your travel experience!
- **CRO:** Know what a Complaint Resolution Officer does (CRO)
- **Travel Insurance:** Know the Importance of travel insurance, “Don’t Leave Home Without It”



Do You Have Special Needs???

We will ask you questions....
(please answer honestly)

- Obvious (visible) Disabilities
- Hidden Disabilities (heart conditions, diabetes, lupus & other chronic illnesses)
- Vision Impaired
- Hearing Impaired
- Slow Walker



FLYING with Special Needs

- After making online reservations....
- Call Airline and explain your needs; request special seats
- Do you need an aisle chair?
- Airlines may not charge for medical equipment*
- Be sure to label all removable parts of wheelchair
- Client should know how to fly with power chairs and scooters
- What if you have a problem with your medical equipment? If airline does not respond to your satisfaction, you can call



Global Repair Group 877.852.1576

Medical Equipment

Airlines may NOT charge for medical equipment/supplies as long as they are packed by themselves. DO NOT PACK personal items with medical supplies.



WHAT If You Have a Problem???



- You have a problem and can't get it resolved
- Take a deep breath and request to see the **CRO**
- **COMPLAINT RESOLUTION OFFICER**
 - Required by Air Carrier Access Act to be available in person or by phone
 - **CRO** will do their best to resolve issue for passenger

AIR TRAVEL



Transportation
Security
Administration

Getting Through Security

- People with disabilities, prosthetics, braces or other medical conditions do not have to remove their shoes
- All disability related equipment, aids & devices are allowed through security once screened
- All prescription and OTC medications (liquid, gel & aerosols) used for medical purposes are allowed

AIR TRAVEL



Transportation
Security
Administration

Getting Through Security

- Any liquid medications greater than 3oz must be declared to the TSA officer. Declaration can be made verbally, in writing or by a person's companion, caregiver, family member, etc. Please keep these separate from other property
- Please refer to TSA's Website for further information on what you can and cannot do as it pertains to travelers with disabilities <https://www.tsa.gov/travel/special-procedures>

TSA Cares



Transportation
Security
Administration

- TSA Cares is a helpline to assist travelers with medical conditions & disabilities.
- Call 866.787.2227 72 hours prior to travel
 - 8am-11pm est Monday – Friday
 - 9am-8pm weekends & holidays
- Deaf & Hearing Impaired can use relay or email tsa-contactcenter@dhs.gov
- TSA Cares provides assistance relevant to the individual calling

ACCESSIBLE SEAS

First Choice for Disabled Travelers



CRUISING

Three Things To Consider

- Choose the right cruise line
- Choose the right ship
- Choose the right itinerary



*Not All Cruise Lines &
Ships Are Created Equally!
Beware of Tender Ports*

Products & Service For All

Cruise Lines offer a wide range of accessible products and services designed to meet the different needs of their guests with disabilities.



Kid Cruisers with Special Needs



- Children's & Teen Programs will do their best to accommodate special needs
- Parents get beepers so they can be notified when child needs them
- Parent may stay with child*
- Speak to Director of Program when you get on board
- RCCL first cruise line to be certified *Autism Friendly*

Accessible Balcony Cabin & Bathroom

RCCL Oasis of The Seas



Accessible Stateroom Bathroom



- Minimum 5' Turning Radius
- Pull Down Shower Seat
- Grab Bars
- Hand Held Shower Head
- Toilet 17 – 18 " high
- Roll Under Sink

Upon Request

- Shower Stools
- Transfer benches
- Adjustable height commode chairs



Pool and Whirlpool Lifts



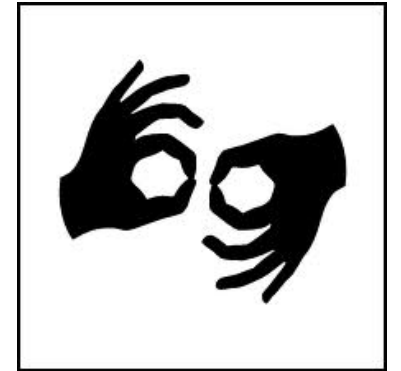
Service Animals



- Service Animals may never be left unattended in stateroom
- Cruise Line will provide area for dog to “go potty”
- Client’s responsibility to complete all necessary paperwork for each port of call



Vision & Hearing Disabilities



- Assistive Listening Devices in Main Showroom
- Large Print Menus and Daily Newsletters
- Braille Menus and Daily Newsletters
- On Board Signers (Minimum 6 weeks Advance Notice)
- Stateroom Visual Alerts
- Braille and Tactile Signage

Accessible Shore Excursions



Traveling With Oxygen

- Know before you go...the rules are always changing
- Every airline has different requirements
- Every cruise line has different requirements
- Portable concentrators are making travel with oxygen easier and less complicated and have become the preferred method



Finding An Accessible Hotel Room

- When possible, call the hotel directly
- Be specific in describing your needs
- Front desk doesn't have the answers?
Ask to speak with the head of housekeeping
- Make sure your accessible room is guaranteed
- Reconfirm your accessible reservation prior to travel

SIGHTSEEING

“Getting Around Town”

- Accessible transportation: taxis, public buses, sightseeing tours, van rentals
- Local tour guides who provide service to travelers with disabilities
- Access at popular tourist attractions
- Restaurants



Getting Around Town



TRAVEL INSURANCE

Don't Leave Home Without It

- Gives You a Peace of Mind
- Protection Against Losing Your Investment
- Protection Against the Unexpected



What Will Travel Insurance Cover?

- You or your traveling companion gets sick after final payment has been made
- A death in your immediate family
- You get sick or are in an accident once you are on your trip and require medical care
- You cannot receive adequate medical care where you are and need to be **repatriated****



Resources to Make Your Trip Easier

Special Needs at Sea: Rent scooters, wheelchairs, O2, hospital beds, rollators delivered & picked up from your hotel or cruise ship cabin



Bags: Have your luggage picked up & delivered to your destination for you (We can arrange this service for you)



We Want the Tourism Industry to





QUESTIONS???

























