

Access Office and Mobility Questionnaire

👤 Authored by System Administrator • 👁 4,101 Views • 📅 4mo ago • ★★★★★

The Access Office handles all special requests from our guests with disabilities for cruises and cruisetours.

Guests may contact the Access Office for the following inquiries:

- Service Animals
- Wheelchairs/Scooters*
- Sign Language Interpreters - Request should be made at the time of booking. The Access Office strongly recommends at least 60 days notice in order to allow us to secure an ASL interpreter team and request a cabin from the Yield Department for the ASL interpreter team. Note: We offer ASL interpreters on voyages that visit a United States port and AUSLAN interpreters for voyages that visit an Australian port.
- Requests for Braille menus and/or Large Print menus and Princess Patterns for our guests who are Blind or have low vision. Braille requests can be made up to 60 days prior to departure.
- Wheelchair accessible hotel rooms*
- Accessible transfers for guests requiring an accessible or adapted vehicle.
- Mobility assistance with Shore Excursions or Land Tours*
- Pool Lifts
- Walker/Rollator

***Please send Mobility Questionnaire to guests requesting assistance in these areas**

Please e-mail or fax your request to the Access Office at the numbers listed below.

Contact Information

Access Specialist

Email: accessofficeprincess@princesscruises.com

Toll Free: 1 800 PRINCES (1 800-774-6237)

Hours: 8:00 AM - 5:00 PM, Monday - Friday