

Information and requirements for reduced mobility with MV EUROPA 2 from Hapag-Lloyd Cruises

Dear guests,

Traveling is one of the best experiences for all of us. Of course, this also applies to passengers who often find it difficult to find a suitable travel offer due to a physical disability.

As a first-class cruise operator, Hapag-Lloyd Cruises always strives to meet the needs of all passengers. Each of our ships has cabins/suites that are barrier-free.

In order to guarantee you a carefully planned, relaxing and smooth cruise, we would like to provide you with the following information and explanations about a cruise on MV EUROPA 2:

General information

In general, guests with physical disabilities should travel with an accompanying person. This is the only way to ensure that all daily routines on board can be carried out without further assistance, as our crew is firmly integrated into the daily routines on board and cannot be removed from their assigned areas of work. We ask for your understanding in this regard.

Passengers who are dependent on a wheelchair can only travel with an accompanying person. We also ask you to bring your own wheelchair, as the on-board wheelchair is only available for emergencies. Please note that only wheelchairs with "normal dimensions" can be used on board. We will check motorised wheelchairs / travel scooters or similar on request.

Arrival/departure

Flights

Before the start of the trip, we must be informed of the exact nature of the restriction and its degree so that we can order an appropriate service, e.g. for the routes at the airport. We will forward this information to the airlines if you have booked your flights through us.

Transfer to/from the ship

For wheelchair users, the transfer to/from the ship is often difficult, as it is often not possible to carry them onto the regular transfer bus. Please contact us for an individual transfer.

Arrival and disembarkation/ships gangway

When MV EUROPA 2 is in port, the ship can be reached via a gangway. Depending on the berth, port and tide, the gangway can be stepless or with more or less steep steps. The local conditions and technical facilities in the respective port may vary. In addition, there may be changes to the embarkation and disembarkation situation during the mooring period, as the water level may change. As a rule, there are no elevators or similar facilities in the ports in the gangway area. We ask for your understanding that we have no influence on the situation on site. Guests who can walk a few steps and are not permanently dependent on a wheelchair can leave the ship in any port. For

safety reasons, shore leave for guests who are permanently dependent on a wheelchair cannot always be guaranteed. In particular, steep or stepped gangways can lead to restrictions. For insurance reasons, our staff cannot provide assistance.

In ports where the ship is anchored and a tender service from ship to shore and back takes place, we cannot guarantee transportation for wheelchair users for safety reasons. The same applies to blind persons and persons who have a visual acuity of no more than 5% of normal vision in their better eye despite the use of a visual aid. Transportation is dependent on the decision of the captain (depending on the weather or port situation). Guests who are only temporarily dependent on a wheelchair may be able to use the tender service, provided they are able to get on and off the boat independently. Tender ports are marked with an anchor symbol in the timetable. Please note, however, that an anchor position can also be assigned at short notice. Berths may also change at short notice. Hapag-Lloyd Cruises has no influence on this.

Port shuttle buses

In some ports it is mandatory for safety reasons that port shuttle buses are used, as it is forbidden to cross the port area on foot from the berth to the port exit. This is usually the case if the port area is very extensive. The port shuttle buses are provided by the respective port authority/operator. These shuttle buses are not always suitable for guests with reduced mobility. Unfortunately, we have no influence on the choice of buses.

You can find out in which port a port shuttle bus is offered in the daily program on board. Please understand that we cannot give you any information about the port shuttle buses before the trip. In many ports (e.g. Dubai, Northern Europe, etc.) the port authorities are unable to provide us with low-floor buses. Unfortunately, guests who are permanently dependent on a wheelchair and are unable to get on and off the bus independently cannot make use of this service. If individual crossing of the port area is not permitted by the respective port authority, shore leave in these ports is not possible for guests who are permanently dependent on a wheelchair.

Zodiac

For safety reasons, trips with the on-board Zodiacs are generally not possible for wheelchair users or other persons with reduced mobility.

On board

Wheelchair-accessible elevators provide easy access to all lounges and some of the outer decks.

Shore activities

Land activities are almost exclusively carried out by bus. Please also refer to the points "Transfer" and "Arrival and disembarkation". We will of course be happy to organize individual excursions for you for a fee.

Accessible suites

Suites 811 and 813 on deck 8 are barrier-free. They each offer two comfortable beds, one of which can be adjusted using electric motors. All areas are accessible with a wheelchair with a maximum width of 81 cm. The bathroom is wheelchair-accessible and equipped with a level-access shower with seat. Folding grab rails are fitted in the WC. All door thresholds in the suite are equipped with small ramps.

To complete the list, here are some further dimensions of the two suites and lounges:

- Width of the suite door: 85 cm
- Width of the bathroom door: 84 cm
- Width of the veranda door: 98 cm
- Elevator door: 90 cm
- Door to the Weltmeere restaurant: 154 cm
- Door to the Yacht Club restaurant: 132 cm
- Door to the specialty restaurants: 154 cm
- Doors to all bars: 154 cm
- Door to the Zanzibar: 132 cm
- Door to the hospital: 100 cm

Additional programs

If you would like an additional program (e.g. a pre- or post-cruise program) for your planned cruise, please ask us before booking whether these programs are also suitable for people with disabilities. We will be happy to provide you with detailed information about the planned course of our additional programs.

We hope that with this information Hapag-Lloyd Cruises has succeeded in clarifying the points to be considered for barrier-free travel on a cruise. If you have any suggestions or further questions, please do not hesitate to contact us at any time.

As a sign of your acknowledgement and agreement, please sign this information sheet and return it to your travel agency or directly by e-mail to **salesteam@hl-cruises.com** as an indication that you have read the material and are in agreement with the conditions. Thank you!

Sincerely,
Hapag-Lloyd Cruises

Date: _____ Signature: _____

Details Regarding Mobility Impairment and Mobility Assistance

Passenger details:

Full name: _____

Booking details

Booking number: _____ Cruise number: _____

Type of mobility impairment

Degree of mobility impairment

- ☐ Passenger does not require any assistance
- ☐ Passenger is able to walk short distances and use stairs (WCHR)
- ☐ Passenger is able to walk short distances but is unable to use stairs (WCHS)
- ☐ Passenger is unable to walk any distance or use stairs (WCHC)
- ☐ Passenger is deaf or hard of hearing (DEAF)
- ☐ Passenger is blind or visually impaired (BLND)

We will arrange an airport escort service for you based on this information. This applies only to flights booked through us.

Details of passenger's own wheelchair/own walking aid:

Type of wheelchair/walking aid: _____

Folding: ☐ yes ☐ no

Weight of wheelchair/walking aid in kg (30 kg max.): _____

Dimensions unfolded, in cm (height, width, depth): _____

Dimensions folded, in cm (height, width, depth): _____

If you weigh more than 100 kg, please specify the exact weight so that we can check availability of suitable assistance: _____ kg

Type of battery: ☐ Gel battery* ☐ Dry-cell battery
 ☐ Lithium-ion battery* Capacity (Wh): _____ ☐ no battery

Please send us your battery's technical data sheet together with this form and bring it along in English and German for the trip.

*Your wheelchair's lithium-ion batteries must be removed, secured in a fireproof bag and kept in your carry-on baggage for the duration of the flight.

*During the cruise, your wheelchair's lithium-ion batteries must be kept in a fireproof bag in your cabin/suite when not in use.

*The maximum battery output must not exceed 300 watts.

*During the flight, gel batteries must be securely attached to the wheelchair but must not be electrically connected and ready for use.

*Please always bring with you a copy of your battery's technical data sheet in both German and English.

The details required may vary from airline to airline. Some airlines may require additional information. We will contact you if this is the case.

Wheelchairs and motorised mobility aids are registered as free excess baggage and must be checked in with the passenger's other baggage at check-in on departure.

Please complete, sign and return this form without delay to your travel agent or to us at the following email address: **salesteam@hl-cruises.com**.

I hereby confirm that the details provided are complete and correct.

Date: _____ Passenger's signature: _____