

Passenger with Limited Mobility Traveling on a Princess Cruise

The goal of Princess Cruises is to provide a safe comfortable cruise experience for all passengers. If you will be using a mobility device during your sailing we strongly recommend you travel with a person physically fit to assist with your needs both onboard and ashore.

Embarking and disembarking can be challenging for those with limited mobility. Many major ports of call provide easy access for wheelchairs and scooters. However due to various conditions; steepness of the gangway, weather, shore-side facilities, tidal and sea conditions, passengers using mobility devices may be required to transfer to a stair climber or be precluded from going ashore. Princess staff will make every effort to assist but are not allowed to individually physically lift more than 50 pounds (22 kg).

Some ports of call require the ship to anchor off shore. Passengers are then taken to shore by small boats or tenders. When tendering is required, passengers using mobility devices will not be transferred into or out of the tender, if lifting in excess of the above limitation is required. Many tender ports do not provide wheelchair access so even if the passenger can board the tender they may not be able to disembark ashore. Again the shore-side facilities, movement of the tender, weather and tidal conditions can also preclude tendering.

The decision to allow any passenger to board a tender or disembark the vessel will be made by the Captain on the basis of the safety and welfare of all involved and is final.

If passengers are unable to tender or disembark because of circumstances outlined above there will be no refund or credit for missed ports. While Princess recognizes your disappointment the safety of both passengers and crew takes precedence.