

River Cruises

Important Information for Guests with Physical Disabilities



Dear Guests,

As a cruise operator with decades of experience, we are committed every day—with expertise and enthusiasm—to the well-being of our passengers. We would like to assist you with advice and support in preparing for your trip in advance.

The following information has been compiled, especially for guests with physical disabilities and their accompanying persons.

Please send this information sheet back to us, signed, together with your booking and before the start of your trip. Thank you!

General Information

For your own safety, deaf or blind guests, as well as guests with severely impaired vision or mobility, may only travel in a cabin together with an accompanying person who is an adult and not physically or mentally impaired.

Please note that, for organizational and liability reasons, no crew member can be assigned to provide assistance during embarkation or disembarkation, during shore excursions, or while on board.

We would like to inform you that bringing a standard mechanical walker is, of course, permitted. A foldable wheelchair of standard size may also be brought on board; however, please take note of the additional information provided in the following sections. Please keep in mind that your walker or foldable wheelchair must be stored inside your cabin. For organizational and safety reasons, it is not permitted to bring an electric wheelchair, an electric walker, or a non-foldable manual wheelchair.

To ensure smooth travel planning, we kindly ask you to inform us at the time of booking if you intend to bring a mechanical walker or a foldable wheelchair.

Embarkation and Disembarkation

Please be aware that boarding and leaving the ship is done via a narrow gangway, which is not always level and may therefore be difficult for guests with physical limitations to use.

The steepness of the gangway depends on the specific docking location and can vary accordingly. To board the ship, it is necessary to cross the gangway independently on foot.

In some ports, ships dock in what is known as a “raft” configuration, meaning that access to your ship may be through one or more other vessels for which we have no relevant information.

Please understand that the captain or the ship’s safety officer has the sole authority on site to decide whether your personal safety during embarkation or disembarkation can be ensured. Their instructions must be always followed.

Your Stay on Board

All our ships feature narrow corridors and stairways. Some of our vessels are equipped with elevators (usable for foldable wheelchairs) or stair lifts, though they may not be accessible to all decks. You can find more detailed information on the respective ship pages in our catalog or on our website.

Please note that MS Rousse Prestige does not have elevators, but a stair lift is available to reach the sun deck.

There are no barrier-free cabins available on any of our ships.



Shore Excursions

Our organized shore excursions typically consist of walking tours or bus trips. The bus rides are mainly conducted using modern coaches. To participate, it is necessary to be able to board and leave the bus independently and to reach your seat on your own. Please refer to the shore excursion program of your booked trip for more detailed information.

I/we have taken note of the information provided and hereby declare my/our agreement.

Date: _____ Signature: _____

Subject to change. As of 04/2025

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