

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.

If you require a wheelchair as a mobility aid, please be sure to bring your own foldable wheelchair of standard dimensions. The wheelchair available on board is reserved for emergency use only. 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.

Arrival and Departure

Preparing for Air Travel – Please inform the plantours team in detail about the nature and extent of your physical limitation before the start of your trip. It is important for the tour operator to forward the necessary information to the airlines in good time. Upon request, we will gladly reserve assistance at the airport for you.

Traveling to the Ship with a Wheelchair – Especially on long-distance trips, transfers to or from the ship can be difficult due to local conditions. Transport in the regular transfer buses is often not possible (including for legal reasons). Therefore, wheelchair users generally need to book a separate, chargeable transfer in advance through us.

Embarkation and Disembarkation

MS Hamburg is accessible via a gangway. To board the ship, it is necessary to cross the gangway independently on foot.

Depending on the berth and the tide, the gangway may vary—sometimes level, sometimes with steep steps. Local conditions can change, and water levels may fluctuate during the docking time. Please note that embarkation and disembarkation cannot always be guaranteed for guests who depend on a wheelchair or have limited mobility.

Because the crew are fully occupied with daily operations and for organizational and liability reasons, no assistance from the crew can be provided.

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



Your Stay on Board

The elevators on MS Hamburg are suitable for standard-size wheelchairs. Guests with limited mobility can therefore reach all public areas and most outdoor decks comfortably. On the port side, ramps facilitate crossing door thresholds to the decks.

Cabins for Guests with Limited Mobility – MS Hamburg has two cabins suitable for guests with physical disabilities. Cabins 244 and 245 are located on Deck 2 and feature a level, threshold-free entrance door. In the living area, you have an electrically adjustable bed and a sofa bed for the accompanying person. The bathroom is wheelchair-accessible, the shower is level and equipped with a fold-down seat, and the toilet has folding support bars. The cabin door width is 80 cm, and the bathroom door width is 85 cm.

Please also note the following information regarding public areas on board MS Hamburg:

Elevators on board – One elevator is located in the front section of the ship (only one reaching Deck 1), with a door width of 75 cm. Another elevator is in the rear section (does not reach Deck 1) with a door width of 85 cm.

Public Toilets – The public restrooms on board are only partially suitable for guests with physical limitations. Narrow doors, limited interior space, and non-level entrances without ramps restrict accessibility.

Alsterblick Restaurant – Upon request, we are happy to reserve tables near the entrance for guests with physical disabilities.

Buffet Restaurant Palmgarten – The Palmgarten and the adjoining outdoor decks are barrier-free and feature automatic sliding doors for wheelchair access.

Restaurant Area and Lounge – The restaurant and lounge areas are accessible barrier-free through two wide, level doors.

Shore Excursions

In ports where the ship is anchored and a tender service is offered, guests with physical limitations may use it provided they can board and disembark independently.

Ports with tender service are marked with an anchor symbol in the itinerary. Please note that anchor positions and berthing locations may change at short notice, which is beyond our control.

Additional Travel Programs

plantours offers optional pre- and post-cruise programs. When booking, we will be happy to inform you whether these programs are suitable for guests with physical disabilities.

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

Date: _____ Signature: _____

Subject to change. As of 04/2025

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