



### ***Policy Statement: Guests with Special Needs***

As required by the Terms and Conditions of our Ticket/Contract and as a matter of consideration for all concerned, Guests must advise Viking River Cruises® of any physical, emotional or mental conditions which may require special attention or medication on board our ships. In that regard, when at the time of booking a Guest indicates that he or she may have such a condition, a fitness for travel letter will be sent to the Guest. In order for his or her circumstances to be considered fully, the appropriate information must be returned to Viking River Cruises within two weeks of receipt. Viking River Cruises will then determine whether the Guest's needs can be accommodated, and if so how best to achieve such accommodation, based upon the information provided.

Consideration will be given as to the individual's condition and the obligations and abilities of Viking River Cruises to assure the safety of the vessel and all of its passengers, including the guest, as well as crew members and staff. If the Guest does not inform the Reservations Department of his or her condition in a timely or in a complete fashion, Viking River Cruises will not be able to consider these matters and may be required to deny passage under such circumstances. Viking River Cruises reserves the right to deny boarding at any time if, in our sole estimation, we feel the carriage of any particular guest places the guest, ship, other guests or the crew at risk.

As a general rule, Guests with disabilities who require the use of a wheelchair on board our ships must bring and remain responsible for their own wheelchair, which must be collapsible. We regret that we cannot allow motorized scooters aboard our vessels.

Our cruises and cruisetours are itinerary-intensive experiences, offering access to a wide variety of foreign ports. Our ships are designed and built in Europe in accordance with European shipbuilding regulations and international operating standards, and sail exclusively within foreign waters. Additionally, we do not operate the shore tours available at the foreign ports of call. Thus, the responsibility for providing assistance to Guests who elect to participate in tours on shore is solely that of each independent tour operator. We cannot provide assurance of their ability to accommodate each guest's special needs.

Any questions a Guest may have regarding this Policy Statement should be addressed to:

Viking River Cruises, Inc  
Attention: Reservations Department  
5700 Canoga Avenue, Suite 200  
Woodland Hills, CA 91367  
Phone: 818-227-1234  
Fax: 818-227-1231

Viking River Cruises, Inc.  
5700 Canoga Avenue, Suite 200, Woodland Hills, California 91367  
phone (818) 227-1234 fax (818) 227-1237

[vikingrivercruises.com](http://vikingrivercruises.com)



### **Vessel Restrictions**

Please note that our vessels do not have elevators and as a result, the use of wheelchairs may be restricted. The assistance of a responsible adult will accordingly be required in these circumstances, as well as on shore. Vessel personnel will provide assistance, subject to availability. Stateroom bathrooms have high raised thresholds and are not configured for the use of wheelchairs. The assistance of a responsible adult will be required. Please see the further Terms and Conditions of the Contract of Carriage incorporated in and forming a part of the Cruise Ticket/Contract.

### **Port Restrictions**

Port facilities are not maintained by Viking River Cruises. Accordingly, there are certain ports where guests might not be able to use a wheelchair to get ashore due to the safety risks or physical impediments. The vast majority of ports where Viking River Cruises calls are designed to meet European standards and provide only limited access for those with special needs. Cobblestone streets are common and do not facilitate the use of or easy maneuvering of wheelchairs. The same standards apply to tour buses which are not equipped with special devices for those passengers requiring assistance.



**Date:** \_\_\_\_\_  
**Guest Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
\_\_\_\_\_

***Fitness for Travel Letter***

Dear \_\_\_\_\_:

Thank you very much for providing the important information regarding your personal medical circumstances. As set forth in the Terms and Conditions of our Ticket Contract, you must provide certain additional information described herein. Viking River Cruises® takes great pride in providing quality services and facilities to all our Guests and this information will assist us in this regard.

If you require medical services or will travel with medical apparatus, equipment, medications, or other means of physical support, a letter from your physician must be submitted to Viking River Cruises defining the specific needs. Each Guest recognizes that Viking River Cruises is not responsible for providing medication and/or equipment. The letter must be on the physician's letterhead addressed to Viking River Cruises, Inc., 5700 Canoga Avenue, Suite 200, Woodland Hills, California, 91367, Attn: Reservations Department. The letter may also be faxed to 818-227-1231. The letter must contain the following information:

- Details of your personal circumstance.
- Any special equipment/apparatus that will be required or that will be carried on board (manufacturer name, model #, etc).
- All prescription medication being taken and dosage and/or all medical procedures required during the entire cruise or cruisetour.
- Doctor's confirmation that you are "Fit for Travel."

Once the initial written statement from your current physician is received, we will notify our medical staff. You will be advised if the medical requirements can be satisfied in a safe manner. For your comfort and safety the medical staff may contact your physician prior to the departure of your sailing to confirm any unanswered issues. If we do not receive all of the information required above including the physician's statement, we may not be able to facilitate your personal needs and consequently may be forced to deny boarding.

For additional information, please review the accompanying "Policy Statement: Guests with Special Needs."

Please be assured that all information which you provide regarding your personal circumstances and condition will be maintained by Viking River Cruises on a confidential basis.

We thank you for your cooperation.

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