

SPECIAL NEEDS OR ACCESSIBILITY REQUIREMENTS

At Spirit of Tasmania, we are committed to ensuring that you enjoy a safe and comfortable journey. If you have any special needs or accessibility requirements, please notify us at the time of booking.

'Special needs' refers to:

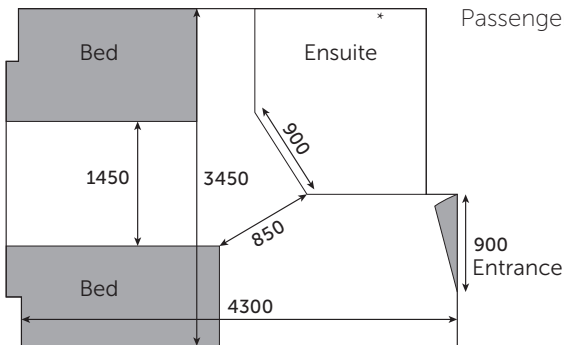
Any mobility, hearing and or sight impairments, including travelling with a guide/hearing assistance dog and/or registered assistance animal and/or medical conditions which may impact on travel or your ability to access or move around the vessel.

Accessible Facilities and Services:

- A People Mover to assist mobility impaired passengers to embark and disembark
- Two Wheelchair Accessible Cabins with bathroom aids including hand rails and shower seats (measurements below).

*Please note: there are no safety arms on the toilets.

Passengers may provide their own commode if required.



- Two Wheelchair Accessible Recliners. Both are close to Accessible Toilets and within reach of emergency alarm/call buttons (Note: Recliner Lounge entry 930mm wide)
- Accessible Toilets on Deck 7 and Deck 10. Please refer to the ship map on page 3 for exact locations. (Note: Toilet entry 880mm wide)
- Please note, corridors in the cabin accommodation are 900mm wide, vehicle deck entry ways are 890mm and Orange lift ramps are 800mm wide (Lifts open to 980mm wide). Please take into consideration these dimensions with respect to the size of any mobility aid you intend to use on board. Should the mobility aid exceed the dimensions, you will not be able to use the mobility aid on board.
- No hoist is available on board, but passengers may provide their own hoist if required

To ensure we can meet your requests, notify us of any special needs or access requirements, by contacting our Customer Contact Centre on 1800 884 305.

If your booking is unable to be made online due to any of the above requirements you will not be charged the booking and/or amendment fee.

HEARING IMPAIRMENT

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users phone 1800 555 677 then ask for 1800 634 906;
- Speak and Listen users phone 1800 555 727 then ask for 1800 634 906;
- Internet relay users connect to the NRS then ask for 1800 634 906.

Once on board, please report to the Purser at Reception on Deck 7. This is to ensure the Pursers on board are aware that you are traveling and they can provide further assistance in the unlikely event of an emergency.

Please contact us to make/amend your booking.

Travelling soon? [Our Passenger Safety Video](#) is now available with Auslan interpretation.

MOBILITY IMPAIRMENT

Mobility impairment refers to the inability of a person to use one or more of his/her extremities, or a lack of strength to walk, grasp, or lift objects. The use of a wheelchair, gopher, scooter, crutches, or a walker may be utilized to aid in mobility. For passengers utilising a device such as a wheelchair, gopher, scooter, crutches, or a walker to aid in mobility, you are required to board via our People Mover. You must notify us at the time of booking and you must check in at least 2 hours before the schedule departure time.

Please contact us to make/amend your booking.

 **VISUAL IMPAIRMENT**

All Guide Dogs must be registered in accordance with the Guide Dog Act by an authorised training organisation. The registration number is required at time of booking, if the dog is travelling in passenger areas. Please contact us to make/amend your booking.

 **MEDICAL EQUIPMENT**

Medical equipment designed to aid in the monitoring or treatment of medical conditions e.g. Medical oxygen cylinders, CPAP machines and Nebulisers must adhere to the ships rating: **Voltage 230V and Frequency 60Hz.**

If you are travelling with your own medical equipment, it is your responsibility to check the rating on your equipment to ensure it complies. If you are unsure, please report to the pursers at Reception on Deck 7. They will have your equipment checked by the ship's electrician. Note: please bring your own extension leads.

Please contact us to make/amend your booking.

 **FITNESS TO TRAVEL**

Spirit of Tasmania has a medical attendant travelling on all crossings who is available to provide assistance in an emergency situation.

Medical clearance is required for all passengers who have been discharged from hospital or have had a surgical procedure within 72 hours of the proposed travel date (excludes outpatient appointments) and for all passengers with life threatening medical conditions.

Further, women who are between 36 and 38 weeks pregnant at the time of travel may only travel on Spirit of Tasmania with written approval from their doctor. Women who are 38 weeks pregnant or more are not permitted to travel.

Where medical clearance is required for a passenger as set out above, for the safety and wellbeing of the passenger and to avoid any delay at check-in, a completed Medical Alert form must be submitted at least 48 hours prior to scheduled departure time.

In some situations, if a medical clearance is given and approved by TT-Line, travel may be permitted.

A treating doctor or authorised medical practitioner is required to complete a Medical Alert form.

Please contact us to make/amend your booking.

 **ASSISTANCE ANIMALS**

For the purposes of this section, an assistance animal is a dog or other animal that meets one of the criteria at points 1, 2 or 3 below:

1. accredited under a law of a State or Territory of Australia that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability; or
2. accredited by an animal training organisation prescribed under the Disability Discrimination Act 1992 (Cth); or
3. trained to both:
 - a. assist a person with a disability to alleviate the effect of the disability; and
 - b. meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

By way of example, assistance animals might fall into three categories:

- guide dogs – dogs that assist a person to alleviate the effects of a vision impairment
- hearing dogs – dogs that assist a person to alleviate the effects of a hearing impairment
- other assistance animals – animals that assist a person to overcome the effects of a diagnosed disability (including physical, sensory or psychological disabilities), other than a vision or hearing impairment.

If you need to bring an assistance animal on board, you must provide acceptable evidence that your assistance animal is appropriately accredited or trained as described in points 1, 2 or 3 above. This evidence must be provided at the time of booking.

Please contact us if you would like to discuss the evidence required to show that an assistance animal is appropriately accredited or trained. Only approved assistance animals are allowed on passenger decks.

While on board, you must ensure that your assistance animal remains under your control or under the control of another person on your behalf.

Passengers wishing to travel with an assistance animal should be aware of, and comply with, the other requirements for animals generally when travelling with us, including biosecurity requirements for bringing animals to Tasmania. Further information can be found on our website or by contacting us. Please contact us to make/amend your booking.

SHIP MAP



- Orange lift & stairwell
- Blue lift & stairwell
- Green stairwell
- Purple stairwell
- Baby change facilities
- Accessible cabins
- No passenger access

