

# Special Needs Information

It's our desire to meet and exceed your expectations! Our staff is available to make your travel experience as smooth as possible. Since you have indicated to our staff that you or someone in your traveling party has a disability or other condition that may require assistance, we would like to learn more in order to provide you with a pleasant and safe travel experience. Please read the information and then provide us with your individual needs. Your timely response is needed for us to prepare and serve you!

## **Necessary Information:**

In order to reserve an ADA lift-equipped motorcoach, we must have a minimum of 48 hours advance notice. The earlier you advise us allows us more time to secure the proper accommodations for your needs (examples: accessible hotel room, seating at Broadway show).

We can better assist you if you tell us what type of mobility device you will bring and how much it weighs. If you are able to climb steps and do not need a lift motorcoach (there are 5 steps to board the motorcoach; they are approximately 10 to 15 inches), we can safely secure your scooter, wheelchair or walker in the luggage bay if we have *details in advance*.

Passengers who use a wheelchair and are being transported aboard a motorcoach with an ADA lift should consider the following:

- The passenger will sit in their personal wheelchair or approved mobility aide and be raised from the ground level by the coaches electronic lift system to the main passenger level (approximately 8 ft).
- The wheelchair or approved mobility aide will be secured to the floor of the motorcoach by the driver or tour director prior to the coach being in motion.
- If you need a lift motorcoach, please advise us if you wish to transfer to a seat rather than traveling in your wheelchair.
- For safety reasons, our staff may ask you if the combined weight of wheelchair and passenger is 600 pounds or less. This is the maximum capacity of the lift, under ADA regulations.
- Our staff will ask you the size and type of your wheelchair/electric scooter. The maximum size that can be accommodated on the lift and securement location is 30" wide and 48" long. We strongly encourage anyone with a 3-wheel scooter to transfer to a seat and have your device stored under the coach due to safety reasons.
- Lift-equipped motorcoaches have two spaces designated for wheelchairs. Once these areas are full, additional riders using a wheelchair or scooter may be accommodated only if they can transfer to a seat. We assign wheelchair seating on a first come, first serve basis, once a reservation is made and knowledge of the proper seating is made known.

Smaller mobility aids such as canes may travel inside the motorcoach in the overhead compartment or under your seat. If your device will not fit safely in either of these locations, it will be stored in the luggage compartment underneath the motorcoach. If you are bringing a walker please advise our staff so we may properly store the device under the motorcoach.

If your mobility aide exceeds 50 pounds (such as a scooter) please let us know when making your reservation so we can provide a ramp to our staff to load the device. Note: Our drivers are not permitted to load anything in excess of 50 pounds. Our drivers have the right to deny moving/lifting excessive equipment of any type that could cause them bodily harm.

If you are unable to attend to your own personal needs and/or require assistance (such as pushing a wheelchair or personal care), then we strongly recommend you be accompanied by a physically able companion who will assume responsibility for your wellbeing. Standard costs will apply to all passengers. Drivers and Tour directors do not provide assistance with eating, custodial or medical care.

You may request assistance off and on the motorcoach and assistance in the retrieval of mobility aides.

Christian Tours will endeavor to secure accessible overnight accommodations with proper prior notice, but will not be liable for third party responsibilities.

You should keep your medicine with you on the motorcoach (within quick access) at all times.

Portable oxygen and respirators (battery powered) are allowed on the motorcoach. You can bring up to 4 canisters in total (2 on the bus and 2 in the baggage compartment). They must be less than 26 inches long and 4.5 inches high (66cm x 11.5cm). Oxygen canisters stored in the baggage compartment must be in protective cases with safety caps on the valves. You'll need to make sure you have enough oxygen for your journey. If necessary you may need to arrange refills en route. Since the federal limit for medical oxygen per coach is 99 pounds, passengers bringing oxygen containers will be accommodated on a first come, first serve basis.

Passengers are welcome to travel with portable oxygen concentrators, but are responsible for ensuring that they have enough battery power to complete their travel. When booking your travel, please inquire if the coach will have electrical outlets. If so, you will still need a backup supply of battery power.

Trained service animals are welcome to travel with a passenger with a disability as long as the animal does not occupy a seat or obstruct the aisle. Service animals must always be well-behaved and under the control of their owners or handlers, such as on a leash or in a carrier. We reserve the right to refuse travel to any animal which poses a direct threat to other customers or our employees.

***Please indicate your needs by checking all boxes that apply:***

- I need a power lift for my wheelchair/approved mobility aide. The total weight of the passenger and the mobility aide does not exceed 600 lbs.
- I use a wheelchair/approved mobility aid but I can board and disembark the motorcoach independently and sit in a motorcoach seat. I understand that my wheelchair will travel in the luggage storage area and I DO NOT need a wheelchair lift equipped motorcoach.
- I need a power lift to access the motorcoach but do not use a wheelchair/approved mobility aid.
- I would like Christian Tours to request an ADA/accessible room for lodging. I understand the standards for accessibility differ from the ADA outside the US.
- I do not need an accessible room when traveling.
- I will have a traveling companion to assist me and will need adjacent seats on the coach and at any entertainment venues. Companion's name: \_\_\_\_\_
- I am traveling with a service animal.
- I have vision loss and need the following accommodations: \_\_\_\_\_
- I have hearing loss and need the following accommodations: \_\_\_\_\_
- Other, please specify: \_\_\_\_\_

If your needs change prior to the trip please contact Christian Tours.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone #: \_\_\_\_\_

Tour name: \_\_\_\_\_

Tour departure date: \_\_\_\_\_