



Accessibility & Disability Guide

Travelling with P&O Ferries

Welcome

At P&O Ferries we want to ensure all passengers have a safe, comfortable and enjoyable sailing with us, particularly those who may require additional assistance. That's why we are dedicated to ensuring we can accommodate our passenger's needs and special requirements as best we can.

If you or someone you are travelling with has a disability, hidden disability or reduced mobility, you will need to advise us of the level of assistance that you will require for your travel when you make your booking. This will allow our teams to ensure we can accommodate your needs ahead of your journey with us, so you can have a safe and enjoyable experience.



Dover to Calais

At the Port

The port of Dover have unisex, disabled rest room facilities available in various locations throughout the Ferry Terminal. Wheelchair-friendly ramps are also fitted on all split-level buildings and walkways.

Induction loops to amplify announcements or conversations for passengers wearing hearing aids are available within the main passenger buildings.

Assistance Dogs

If you or a member of your group are travelling with a registered assistance dog, including guide dogs, please ensure you notify us at the time of booking.

You must ensure that your dog complies with the Pet Travel Scheme, in order to travel. Find out more about travelling with a pet, or read the government's advice. All assistance dogs should be wearing their working jackets or lead slips, so that they are easily identifiable as an assistance dog.

All assistance dogs are permitted to travel within the passenger areas on board, including restaurants and bars, so rest assured you can enjoy all our facilities on board.

Vision

For any passengers with a visual impairment, if required our staff on-board will be happy to provide an orientation tour or accompany passengers to different areas of the ship.

Hearing

If you or someone you are travelling with has a hearing impairment, please make yourself known to the staff at reception on-board. This will allow our staff to ensure you receive all important announcements made in your preferred format. We are sorry but induction loops are unavailable on these ships.

Booking

We offer a range of channels to make a reservation with us, via our website, telephone, SMS text messaging and in person at one of our Ferry Terminals.

To enable us to make the necessary arrangements and confirm to our customers that we are able to provide the assistance needed, we request that we are notified 48 hours prior to departure, to ensure we have the right help and equipment ready. If special assistance is not pre booked, we will do our best to accommodate passenger needs however this is not guaranteed. For reservations made through a third party, assistance should be communicated and this will be passed over to us.

Special assistance can be selected when making your booking via our website, by using the drop down menu on the passenger page in our fare finder.

Onboard

All our Dover to Calais ferries are accessible for manual and electric wheelchair-bound passengers and there are lifts available to all passenger decks, so passengers with limited mobility can move freely throughout the ship during the crossing. Anyone requiring the use of a wheelchair on board can request this at check-in.

We will endeavor to accommodate any special requirements, such as parking near a lift or a mobility bus for foot passengers, as well as any other special requirements to make your journey an enjoyable experience. Please inform us when making your booking if you or your passengers require any special assistance and we can make the necessary arrangements for you.

Boarding

A limited number of wheelchairs are available for customers to use on board.

If you need to be parked close to a lift, please let us know before departure.

On the vehicle deck, we can meet and assist wheelchair users.

Onboard

The lifts on our ships are all wheelchair friendly.

Disabled toilets can be found on decks 7 and 8.

All of our shopping and dining areas are wheelchair accessible.

At your destination point

If you've used an on board wheelchair, staff will collect it from you when you leave.

**Dover to
Calais**

**Pride of Canterbury
& Pride of Kent**

Boarding

A limited number of wheelchairs are available for customers to use on board.

If you need to be parked close to a lift, please let us know before departure.

On the vehicle deck, we can meet and assist wheelchair users.

Onboard

The lifts on our ships are all wheelchair friendly. Disabled toilets can be found on decks 8 and 9.

All of our shopping and dining areas are wheelchair accessible.

At your destination point

If you've used an on board wheelchair, staff will collect it from you when you leave.

**Dover to
Calais**

**Spirit of Britain
& Spirit of France**

Hull to Rotterdam

At the Port

The terminal buildings at the port of Hull are connected to the ships by a walkway, therefore there are no courtesy buses or mobility buses required to get from the terminal building to the ferry.

There are lifts located throughout the terminal building for access to the upper floors.

Disabled access and facilities are available in the terminal. Disabled parking is also available at the port.

Assistance Dogs

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You must ensure that your dog complies with the Pet Travel Scheme, in order to travel. Find out more about travelling with a pet, or read the government's advice.

All assistance dogs should be wearing their working jackets or lead slips, so that they are easily identifiable as an assistance dog.

All assistance dogs are permitted to travel within the passenger areas on board, including restaurants and bars, so rest assured you can enjoy all our facilities on board.

Assistance dogs are welcome in any of our cabins.

Vision

For any passengers with a visual impairment, if required our staff on-board will be happy to provide an orientation tour or accompany passengers to different areas of the ship.

Hearing

If you or someone you are travelling with has a hearing impairment, please make yourself known to the staff at reception on-board. This will allow our staff to ensure you receive all important announcements made in your preferred format. We are sorry but induction loops are unavailable on these ships.

Booking

We offer a range of channels to make a reservation with us, via our website, telephone, SMS text messaging and in person at one of our Ferry Terminals.

To enable us to make the necessary arrangements and confirm to our customers that we are able to provide the assistance needed, we request that we are notified 48 hours prior to departure, to ensure we have the right help and equipment ready. If special assistance is not pre booked, we will do our best to accommodate passenger needs however this is not guaranteed. For reservations made through a third party, assistance should be communicated and this will be passed over to us.

Special assistance can be selected when making your booking via our website, by using the drop down menu on the passenger page in our fare finder.

Onboard

Our ships and facilities on the Hull to Rotterdam route are fully accessible for wheelchair users. We also have a number of accessible cabins, details of which can be found further down the page.

There are lifts available to all passenger decks, so passengers with limited mobility can move freely throughout the ship during the crossing. Anyone requiring the use of a wheelchair on board can request this at check-in. Subject to availability.

Lift dimensions are as follows:

Lift doors = 94cm / 37" wide

Lift = 140cm / 54" deep

We will endeavor to accommodate any special requirements, such as parking near a lift, as well as any other special requirements to make your journey an enjoyable overnight experience. Please inform us when making your booking if you or your passengers require any special assistance and we can make the necessary arrangements for you.

Accessible Cabins

Our North Sea ships that sail overnight from Hull to Rotterdam have a range of wheelchair accessible cabins, providing step free access into the shower and plenty of space for you to relax in.

Cabins that are not adapted for wheelchairs have narrow doorways and a step into the bathroom.

Find out more by visiting our [Accessible Cabins page](#).

How to book:

Accessible Cabins can be booked via the Add Ons page during your booking, when selecting your cabin type.

Sunflower Lanyard Scheme

If you, or someone you are caring for has a disability that may not be immediately apparent, the Sunflower Lanyard acts as a discreet sign for staff that additional support or assistance may be required.

The use of the lanyard is voluntary and details of the disability are not needed. If you need special assistance, this should still be highlighted to us during the booking process.

We are proud to be the first within the ferry sector to launch this scheme. This will be available on all routes, excluding Liverpool/Dublin. We are hoping this will encourage other providers to follow suit and help support their customers. We are passionate about our customer's experience and providing inclusive transport, we understand travel and unfamiliar surroundings can present challenges for some of our customers.

If you wish to request a lanyard before travel, you can contact us by email on travelassistance@poferries.com. A lanyard will then be posted to you within 7 days.

Additionally you have the option of collecting a lanyard on your day of travel, this can be requested when you check in for your sailing or from our reception desk on board.

Boarding

A limited number of wheelchairs are available for customers to use on board.

If you need to be parked close to a lift, please let us know before departure.

On the vehicle deck, we can meet and assist wheelchair users.

Onboard

The lifts on our ships are all wheelchair friendly.

Deck 12 on the Hull to Rotterdam route is not accessible to wheelchairs.

Disabled toilets can be found on decks 8 and 9.

All of our shopping and dining areas are wheelchair accessible.

At your destination point

If you've used an on board wheelchair, staff will collect it from you when you leave.

**Hull to
Rotterdam**

Pride of Hull
& Pride of Rotterdam

Cairnryan to Larne

At the Port

The port of Cairnryan is a relatively small port therefore facilities at the port are quite limited. Public toilets (including disabled toilets) are available at the terminal. Should you require the use of a wheelchair this can be requested from the terminal information desk.

There is a P&O Minibus with wheelchair lift, which is used to transport wheelchair passengers from the terminal to the ship.

You can find out more about the port of Cairnryan, including directions to the port, by visiting our port page.

The port of Larne offers a range of facilities, including café, accessible toilets, disabled parking and lifts.

For customers with a hearing impairment, the port of Larne also has hearing loops in the terminal building.

P&O Minibus with wheelchair lift, which is used to transport wheelchair passengers from the terminal to the ship.

You can find out more about the port of Larne, including directions to the port, by visiting our port page.

Assistance Dogs

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You must ensure that your dog complies with the Pet Travel Scheme, in order to travel. Find out more about travelling with a pet, or read the government's advice.

All assistance dogs should be wearing their working jackets or lead slips, so that they are easily identifiable as an assistance dog.

All assistance dogs are permitted to travel within the passenger areas on board, including restaurants and bars, so rest assured you can enjoy all our facilities on board.

Onboard

Our Cairnryan to Larne ferries are accessible for manual and electric wheelchair-bound passengers and there are lifts available to the passenger deck, so passengers with limited mobility can move freely throughout the ship during the crossing. Anyone requiring the use of a wheelchair on board can request this at check-in.

We will endeavor to accommodate any special requirements, such as parking near a lift or a mobility bus for foot passengers, as well as any other special requirements to make your journey an enjoyable experience. Please inform us when making your booking if you or your passengers require any special assistance and we can make the necessary arrangements for you.

Vision

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Special assistance can be selected when making your booking via our website, by using the drop down menu on the passenger page in our fare finder.

Boarding

The terminal is all on one level and there are wide walkways for wheelchair users.

A caddy car (to take passengers on board) and wheelchairs are available at the terminal on request.

If you're in a car and need to be parked close to a lift, please let us know before departure.

Onboard

A limited number of wheelchairs are available for use on board.

On board lifts and shopping and dining areas are wheelchair friendly.

Disabled toilets can be found on the passenger deck.

At your destination point

If you've used an on board wheelchair, staff will collect it from you when you leave.

**Cairnryan
to Larne**
European Causeway
& European Highlander

Liverpool to Dublin

We'd like to welcome everyone on board our Liverpool-Dublin route and will help passengers with special requirements or mobility issues wherever we can. Unfortunately, due to the design of the ships on this route it is not accessible to wheelchair bound customers, as there is no lift to the passenger accommodation and therefore no accessible cabins on board.

If you or someone you are travelling with has a disability or limited mobility you may like to consider our Cairnryan to Larne route which is fully accessible. Find out more about this route [here](#).

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