

SPECIAL REQUIREMENTS TERMS

These Special Requirements Terms are in addition to and incorporated into the Terms and Conditions contained in the back of your tour brochure. In the event of any inconsistency between these Special Requirements Terms and the Terms and Conditions, these Special Requirements Terms will prevail.

General Information

If you have any special requirements you must notify Emerald Waterways of those requirements at time of booking. Emerald Waterways will make every reasonable effort to accommodate your special request but cannot guarantee that such requests can be met. It is your responsibility to be completely aware, at the time of booking, of the physical capabilities required of you to participate in the tour. Emerald Waterways will not be liable to you for any loss, cost or damage suffered by you on tour in connection with physical capabilities. Any equipment or medication required for your special needs is your responsibility. This will be handled by you or your carer, We will take no responsibility for loss or damage to any equipment or medication.

Mobility Requirements

Emerald Waterways may allow you to take a tour if you have a mobility aid, however it is important to note that:

- You must either be able to walk on and off the coach/vessel yourself or bring a carer/travelling companion who will be responsible for assisting you.
- You cannot depend on coach crew nor other representatives of Emerald Waterways nor its suppliers to lift or guide you.
- You may not be able to participate in all aspects of the tour as there may be access issues and/or risks associated with some attractions (e.g. uneven ground, rocky obstacles, steps).
- A wheelchair-accessible room may be requested at hotels, if required, but is subject to availability and confirmation and *must* be requested at time of reservation. Emerald Waterways cannot accept wheelchair bound passengers
- Collapsible scooters, wheelchairs or walking frames ONLY are permitted on tours. Scooters and wheelchairs may not be used on board.
- Some Cruise ships may not have elevator access to all decks and very often more than 2 ships are tethered together requiring walking up and down stairs.
- If your flights were not booked by Emerald Waterways, Your travel agent will need to notify the airline of any mobility requirements and Emerald Waterways will have no liability to you for any failure by your travel agent to do so.

Dietary Requirements

- Emerald Waterways will pass on the details received relating to your request with the best of intentions that the supplier will be prepared to meet your request. If Emerald Waterways is advised by its suppliers that they are unable to meet your request, Emerald Waterways will notify you within a reasonable time.
- Emerald Waterways is, however, unable to guarantee that any special request will be available from the supplier on the day required as Emerald Waterways does not have direct control over the supplier's availability which can change on a daily basis. Emerald Waterways is not liable to you for any such changes.
- It is the Your responsibility to monitor all foods that You consume and Emerald Waterways takes no responsibility for Your selection of foods or the food served to You during the Tour.
- You are responsible for any medication you may carry in regards to any allergy.
- If your flights were not booked by Emerald Waterways, your travel agent will need to notify the airline of any special dietary requirements and Emerald Waterways will have no liability to you for any failure by your travel agent to do so.

When commencing your tour, please discuss your special dietary requirements when first meeting the Tour Director. It is recommended that you provide a written list of foods that you are unable to eat to facilitate communication with our suppliers during the tour.

Medical Conditions

You must advise Emerald Waterways or Your travel agent of any medical condition at the time of reservation of a tour. Please note many tours have early morning starts, long walks, can sometimes be over rough terrain and in hot temperatures. Some cities that are visited may have high altitudes. If you have a medical condition that may affect your tour participation, please take the tour itinerary to your medical practitioner for consultation and provide Emerald Waterways with a certified copy of a doctor's certificate before paying your deposit.