



Closing that communication gap and asking appropriate questions can mean more bookings and more travel opportunities with a higher quality of enjoyment for travelers. The following questions provide guidance for uncovering any special needs an individual or a group might have regarding travel:

### **General Shipboard/Mobility Questions**

- Do you or anyone in your party have mobility issues or problems walking long distances?
- Will you or anyone in your party find it difficult to navigate a large cruise ship?
- Have you or anyone in your group cruised before? If so, were there any difficulties getting around onboard?
- Have you or anyone in your party been to a theme park before? If so, was there any problems walking long distances?
- Are there any physical activities you or any member of your group find difficult (e.g., negotiating stairs, standing from a seated position, etc.)?

### **Excursion Related Questions**

- Are you planning to book any excursions as part of your vacation?
- If so, will you or anyone in your group have trouble keeping pace on the excursions?
- What kinds of excursions are you considering /are part of your trip?
- Do you anticipate that you or anyone in your group keeping pace on the excursions?

### **Rest and Rejuvenation Questions**

- Do you use a regular bed to sleep, or an alternative like an adjustable bed or recliner?
- Is any assistance needed getting in and out of a sitting position?
- Does anyone in your party require assistance in the shower or washroom?
- Do you require any specialty equipment like bathroom commode chairs, shower chairs, lift chairs, lifts or something else?

## **Respiratory and other Special Needs**

- Do you require oxygen for use at night, or during the active part of the day?
- If you require oxygen, can you provide your prescription, liters per day, and hours per day?
- Do you have any other special needs that I can help you with to make your travel experience comfortable and enjoyable?