



What is a tender and why do we use them?

In some ports it is necessary to anchor offshore rather than alongside. When this is the case, we use a tender to take you ashore. A tender is a small vessel with a capacity of around 100 people. The tenders are usually our own, manned by our crew, but sometimes they are chartered through a trusted external provider.

Embarking and disembarking the tender safely.

When using tenders your safety is our utmost priority, so please read the following carefully in order to assess whether you are able to use the tender safely.

In order to board the tender, you will be directed to a tender lounge on Deck B where you will pass through security. You will then be required to descend to a tender platform and into the waiting boat. Please be aware that you will be required to use steps (where there may be a 6" to 8" height difference) and navigate the gap between the platform and the tender (which may be up to approximately 1.5ft).



Please wear appropriate flat footwear that is securely attached to your feet when embarking and disembarking the tender. Flip flops are not to be worn in tenders.

Depending on weather, tide and sea conditions, there may be some movement, which could change throughout the course of the day, so please take extra care when stepping on and off the tender. There will be crew members there to guide and steady you

Naturally, the same precautions apply when you disembark the tender in the port.

Mobility assessment.

To use the tender you must have independent mobility. By that, we mean that you must be able to negotiate the steps, the gap and height difference unaided. Anyone wishing to board the tender will need to demonstrate this ability via a mobility test prior to tender embarkation by stepping unaided over a distance of 45 cm/18 inches. Children who are unable to step across a gap of this size will be permitted to use the tender service provided their parent/guardian is able to demonstrate that they can carry or pass them safely across the mobility test gap. There will be crew members there to guide and steady you as you embark, but they cannot support, carry or lift passengers on board the tender for safety reasons and there will be no exceptions to this.

If you have registered with us for **mobility assistance**, one of our officers will be in touch with you shortly to discuss your ability to embark and disembark the tender safely.

Our officers will make a final assessment of all passengers' mobility at the point of embarkation, and at this point, you may be denied permission to board the tender, which will be at the officer's discretion. **The officer's decision will be final, with the full support of the Captain.**

If you have impaired mobility, or use a mobility aid such as a stick, then we ask you to carefully consider your ability to embark the tender safely before you make your way down to the platform. Please take into consideration the use of steps, the gap and height difference between the platform and the tender, and the potential movement of the tender when making your decision.

Wheelchair and mobility scooter users.

If you use a wheelchair or a mobility scooter, you will be permitted to board the tender providing you have enough independent mobility to be able to get out of your wheelchair/mobility scooter and embark on foot. There will be crew members there to guide and steady you as you embark, but they cannot support, carry or lift passengers on board the tender for safety reasons and

You, or your travelling companion, are responsible for assembling and disassembling your wheelchair/mobility scooter. The crew will endeavour to assist you where practical and safe to do so and providing that no individual part of the wheelchair or mobility scooter weighs more than 20kg.

Safety while on board the tender.

Once you have embarked the tender, please follow the instructions given by **crew members and find a seat as soon as possible**. Do not get in or out of the tenders until told to do so.

Shore excursions.

Priority will be given to you if you are on a shore excursion. Please see the mustering details in the Daily Programme for more details.

How do the tenders run?

Tenders are run on a continuous loop, please see the Daily Programme for times and frequency. As mentioned above, we will embark shore excursion **passengers first, then all other passengers.**

Naturally, most passengers will want to disembark as early as possible, so we do expect a very busy period in the morning. Therefore, we will stagger disembarkation and ask you to collect a ticket at a particular venue and then wait for your group to be called before making your way down to the tender platform. Public announcements will be made throughout the morning, so please listen carefully.

Once the busy period is over we will make an announcement and you will be free to use the tender without a ticket.

The tender is free of charge all day.

Should you have any questions about the tenders, including concerns about safety and mobility, please ask at Reception.

We hope that you have a wonderful day in port.