



## Special Needs Form

Please complete this form, sign and return it to us within 14 days of receipt.

Email: [TravelOperations@collette.com](mailto:TravelOperations@collette.com)

Fax: 401.727.4745

Mail: Collette: Travel Operations  
180 Middle Street  
Pawtucket, RI 02860

### TRAVELERS NEEDING SPECIAL ASSISTANCE

You must report any disability requiring special attention to Collette at the time the reservation is made. \*Collette will make reasonable efforts to accommodate the special needs of tour participants. Such participants, however, should be aware that the Americans with Disabilities Act is inapplicable outside of the United States and facilities outside the United States for disabled individuals are limited. It is strongly recommended that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing the assistance. Neither Collette nor its personnel, nor its suppliers, may physically lift or assist clients into transportation vehicles. If a traveler thinks he or she might need assistance during a trip, he or she should call Collette to determine what assistance might reasonably be given. Collette cannot provide special individual assistance to tour members with special needs for walking, dining, or other routine activities. Internationally, a great deal of walking may be necessary to fully enjoy the destination. Travelers should be in good health and must be able to walk reasonable distances. In some areas, travelers may be required to walk on uneven ground, cobblestone streets or raised thresholds.

***\*To request a wheelchair accessible room on a cruise, the traveler or person sharing the room must have a recognized disability that alters a major life function and requires the use of a mobility device and the use of the accessible features provided in the wheelchair accessible stateroom. The cruise company may take appropriate action against someone who has reserved or purchased such a stateroom fraudulently. Action may include but is not limited to removal from the stateroom to a non-accessible accommodation up to denial of boarding.***

Reservation # \_\_\_\_\_

Name: \_\_\_\_\_ Male or Female (circle one)

**Are you traveling with a wheelchair?** Yes No

If you answer "YES"

- Does your wheelchair collapse? Yes No
- Can you stand and climb steps to board the coach without it? Yes No
- Are you capable of lifting your own wheelchair? Yes No

If you are not capable of lifting your own wheelchair who will provide assistance?

---

*This form cannot be processed without the dimensions of your wheelchair:*

Height \_\_\_\_\_ Length \_\_\_\_\_ Width \_\_\_\_\_

**Are you traveling with a walker?** Yes No

If you answer "YES"

- Does your walker collapse? Yes No

*This form cannot be processed without the dimensions of your walker:*

Height \_\_\_\_\_ Length \_\_\_\_\_  
Width \_\_\_\_\_

*Tour Managers and drivers do not provide assistance lifting, pushing or carrying wheelchairs or walkers. Motorized scooters are not permitted on tour.*

**Are you requesting any hotel room accommodations?** Yes No

If "YES" Please indicate if one or more of the following is required in the washroom.

- Walk-in shower Yes No
- Grab bars Yes No
- Raised toilet seat Yes No

*Please provide any details in reference to the nature of your request.*

---

---

Most hotel rooms that can accommodate the request will be equipped with only 1 bed.

**Do you understand and accept?** Yes No

Collette cannot guarantee the availability of such rooms as many hotels have a limited number of rooms that are equipped with the above accommodations.

**Are you traveling with an oxygen tank?**   Yes   No

If you answer “YES”

- You must contact the airline directly to arrange transportation of the oxygen on the plane. Oxygen requests vary by airline and location and can take up to 2 weeks to request.
- You are responsible for supplying your own electrical cords, and converters as needed.

This form must be remitted within 14 days of receipt for any special needs accommodation request.

*Collette cannot provide special individual assistance to tour members with special needs for walking, dining, or other routine activities and motorized scooters are not permitted on tour.*

The Americans with Disabilities Act only applies in the United States. Many international destinations cannot accommodate passengers’ requests. Collette will make all reasonable efforts to accommodate the special needs of tour participants, but we cannot guarantee that all requests will be honored on international destinations.

Collette also regrets that it cannot provide individual assistance to a tour member with special needs for walking, dining, or other special personal needs. It is strongly recommended that persons requiring assistance be accompanied by a companion who is capable and totally responsible for the assistance.

I have read and understand the above:

**Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Internal Use Only**

Reason: \_\_\_\_\_

Tour: \_\_\_\_\_ Reservation # \_\_\_\_\_

TS/Group: \_\_\_\_\_

Tour Date: \_\_\_\_\_