



# An accessible crossing with DFDS

Typical crossing duration:

Poole/ Jersey Levante Jet: From 4h 30 min



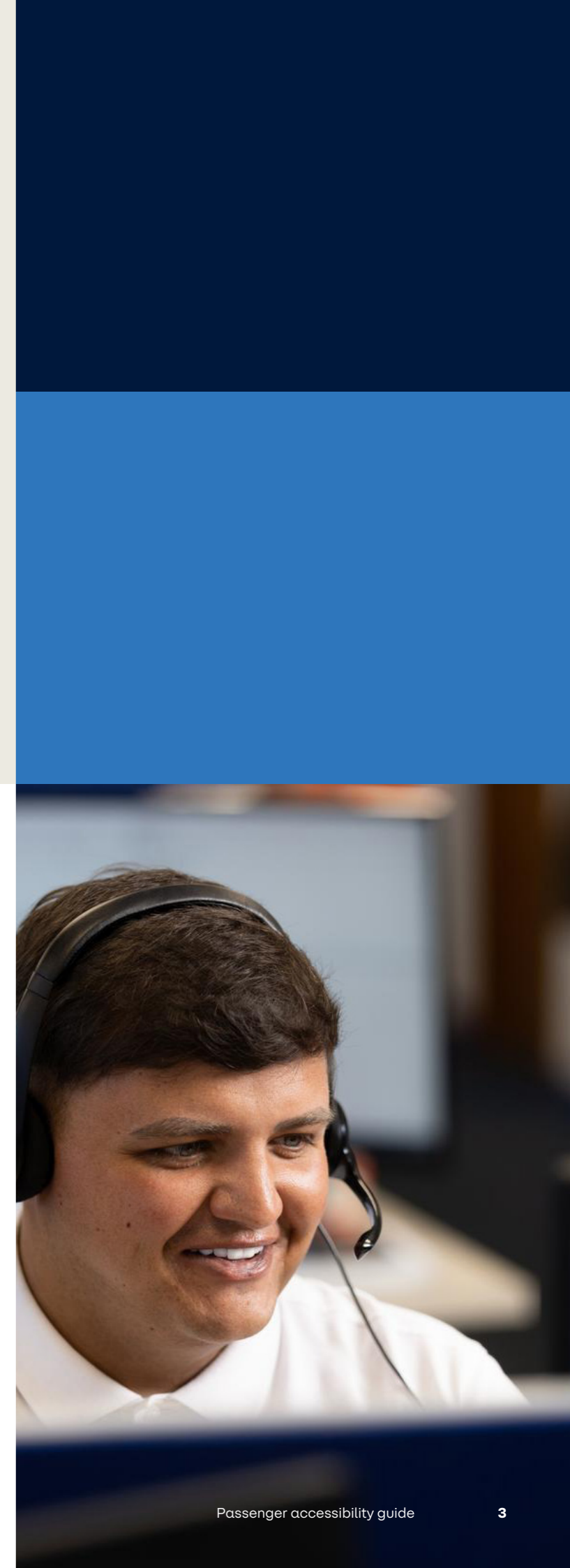
## Pre travel information

If you or people in your party feel you may need additional support for a happy and safe crossing, please call the Contact Centre on **0344 848 6090** or alternatively email us at **accessibletravel@dfds.com**. They will be able to advise you on the most appropriate crossings for your needs.

If you have already booked please speak to the team with as much advance notice as possible, contacting the team before booking will give you more options of support.

## The Customer Care team may also be able to offer

- Supported embarkation and disembarkation
- Designated lanes
- Specific areas to go to during busier crossings
- Details on who to speak to for information and support on board
- Information on emergency procedures and support you may need
- Information on facilities on the different vessels

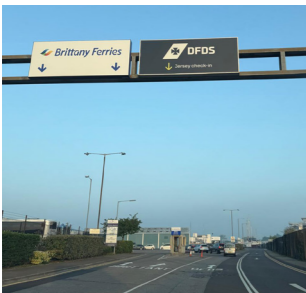
















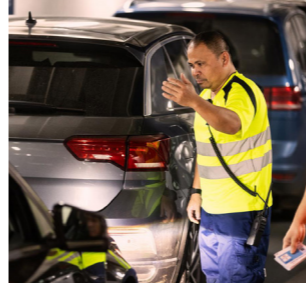








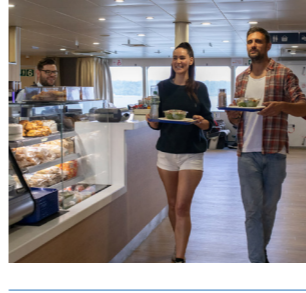






## Things to consider before sailing

- The motion of the sea can feel strange - practise swaying standing and sitting to help pre-empt the sensations on board.
- This is a high-speed crossing the boat may sway, and customers can feel sick. Think about how best to manage this.
- After check in and prior to loading the vessel, you may be selected for a random search by port-based security officials, this perfectly normal and is part of the daily routine. If travelling with a vehicle, the driver and passengers will be asked to step outside of the vehicle while a search of the inside and outside of the vehicle is undertaken. You may be asked to open luggage also. The same searches should be expected when travelling by foot. Your bags will be placed through an Xray machine.
- WiFi is available for free onboard, due to weather conditions it is sometimes patchy, consider downloading content before travel.
- You may see service animals during your crossing.
- There will be times that feel crowded and think how best to manage this, tips below.
- The lighting can be harsh and may flicker at times, sunglasses may be useful.
- The noise can vary greatly in different sections of the ship and port, consider bringing noise defenders if they are helpful.
- Some areas of the ship have strong smells, food/perfume, if this is problematic for you, someone in your party can collect food or duty free and bring it to the area you chose to sit in.
- Car passengers - be prepared for waits at the port, bathroom facilities are available near the lanes and in the port building there are outlets and toilet facilities.
- Foot passengers - Large bags will be required to be checked in, you will not routinely have access to these bags during the crossing. Please take the opportunity to remove any items that you wish to use during the crossing.
- All plug sockets are European 2 pin sockets, bring adapters if you wish to charge.
- You may take any food and drink bought on board or your own provisions and eat them in any of the non-reserved seating areas.
- Only alcohol purchased from the bar or restaurant onboard may be consumed.
- Disembarkation can be very busy on the stairwells, if you feel you need support with this contact the Contact Center before travel and make yourself known to a member of the crew when entering the ship.
- All vessels are cash free.

# Poole to Jersey

Image	Details	Tips	Sensory symbols
	<b>Vehicle passengers</b> On arrival you will see signs directing you to join a queue for check in. You will be asked for your identification and booking reference. DFDS is clearly sign posted by overhead signage and ground level signage.	During busier periods the queues for check in may be long. Make sure you leave plenty of time before your boarding window.  Bear in mind that toilets are not easily accessible at this time.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes</li> <li> <b>See</b> - changing light</li> <li> <b>Hear</b> - horns, engine noise</li> </ul>
	<b>Foot passengers</b> Inside the port building you will see a desk for DFDS. This is the check in area.	At the check in desk the staff will check your identification and booking number. They will advise you about baggage.  There is a designated seating area for people with additional needs, a cafe and toilet facilities. The cafe is seasonal.	<ul style="list-style-type: none"> <li> <b>Smell</b> - food, cleaning products</li> <li> <b>See</b> - light changes, big windows and darker corridors</li> <li> <b>Hear</b> - people talking, announcements</li> <li> <b>Touch</b> - handrails flooring changes, busy area</li> </ul>
	<b>Foot passengers</b> You will go through security and then await a short bus ride to the ship.	Security is in a small corridor. There are airport style scanners and bag checks are carried out here.  You will leave your large luggage here to be transported. The bus may be crowded. You may also queue outside the ship while people board be prepared to be outside. During busy times there may be a short wait for the next bus.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes, bus smells</li> <li> <b>See</b> - security officers, scanners, darker corridor and brighter outside</li> <li> <b>Hear</b> - beeps on the scanners, engine noise, banging of luggage and doors</li> </ul>
	<b>Vehicle passengers</b> You will see the desks ahead. Select a window on the appropriate side of your car, where possible	There are toilets here, but you need to be ready in your car to board 40 minutes before your departure time. If you have requested a designated lane bear in mind you may not be the first to board, you will be boarded when is deemed most appropriate by the loading officer.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes, people may be smoking</li> <li> <b>See</b> - lots of signage</li> <li> <b>Hear</b> - horns, engine noise, banging of car doors</li> </ul>





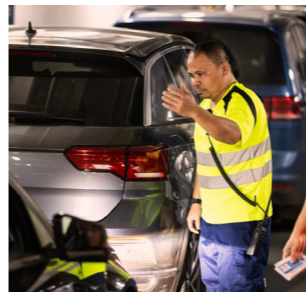















# Boarding the vessel (Poole to Jersey)

Image	Details	Tips	Sensory symbols
	<b>Vehicle passengers</b> You will be directed up the ramp and onto the loading deck. There may be a requirement to reverse your vehicle into position. If you are driving a towed vehicle, you may be asked to un-hitch.	Crew are clearly visible in high-vis clothing and will show you where to go and when to stop.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes</li> <li> <b>See</b> - light changes from outside to inside</li> <li> <b>Hear</b> - horns, engine noise, bangs as you go over ramps and varied floor coverings</li> </ul>
	<b>Vehicle passengers</b> You may now leave your car. Crew will show you the way to get to the passenger deck. There passenger deck is upwards, and use of stairs or lift will be required.	You may wish to take a few minutes as it can be very busy at first on the car deck and the stairs. This area is very crowded, there is less light, the floor is uneven, and the area is busy.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes, sea</li> <li> <b>See</b> - light changes</li> <li> <b>Hear</b> - horns, engine, car alarms, echo inside the deck, car doors banging</li> </ul>
	<b>Vehicle passengers</b> Stairs will take you up to the restaurants, seating areas and Premium Lounge. Lifts are available, ask staff for directions.	There are signs showing where things are.	<ul style="list-style-type: none"> <li> <b>Smell</b> - food, cleaning products</li> <li> <b>See</b> - light changes</li> <li> <b>Hear</b> - car doors banging, people talking, announcements</li> <li> <b>Touch</b> - handrails flooring changes</li> </ul>
	The information desk staff will be able to help you with any enquiries.	This area is often busy as the desk is also the cafe.	<ul style="list-style-type: none"> <li> <b>Smell</b> - food, cleaning products</li> <li> <b>See</b> - light changes, big windows and darker corridors</li> <li> <b>Hear</b> - people talking, announcements</li> <li> <b>Touch</b> - handrails flooring changes</li> </ul>
	As the vessel leaves port there is an announcement, providing welcome and safety information.	The announcements are printed later in the guide.	<ul style="list-style-type: none"> <li> <b>Hear</b> - announcements</li> </ul>





# Jersey to Poole

Image	Details	Tips	Sensory symbols
	<b>Vehicle passengers:</b> On arrival you will see signs directing you to join a queue for check in. You will be asked for your identification and booking reference. DFDS is clearly sign posted by overhead signage and ground level signage.	During busier periods the queues for passport control may be long. Make sure you leave plenty of time before your boarding window.  Bear in mind that toilets are not easily accessible at this time.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes</li> <li> <b>See</b> - changing light</li> <li> <b>Hear</b> - horns, engine noise</li> </ul>
	<b>Foot passengers:</b> Inside the port building you will see a desk for DFDS. This is the check in area.	At the check in desk the staff will check your identification and booking number. They will advise you about baggage.	<ul style="list-style-type: none"> <li> <b>Smell</b> - food, cleaning products</li> <li> <b>See</b> - light changes, big windows and darker corridors</li> <li> <b>Hear</b> - people talking, announcements</li> <li> <b>Touch</b> - handrails flooring changes, busy area</li> </ul>
	<b>Foot passengers:</b> You will go through security and then walk to the ship via a tunnel and a walkway.	Security is in a small corridor. There are airport style scanners and bag checks here.  The walk to the ship is quite long and partly outside. Wear appropriate clothing and prepare for queues.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes, weather, sea</li> <li> <b>See</b> - security officers, scanners, darker corridor and brighter outside</li> <li> <b>Hear</b> - beeps on the scanners, engine noise, banging of luggage and doors</li> </ul>
	<b>Vehicle passengers :</b> You will need to wait in the lane to board the ship.	There are toilets here, but you need to be ready in your car to board 40 minutes before your departure time. If you have requested a designated lane bear in mind you may not be the first to board, you will be boarded when is deemed most appropriate by the loading officer.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes, people may be smoking</li> <li> <b>See</b> - lots of signage</li> <li> <b>Hear</b> - horns, engine noise, banging of car doors</li> </ul>


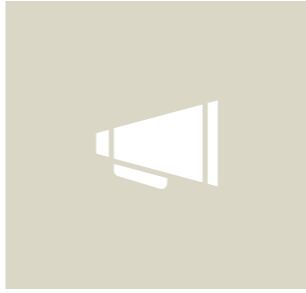
# Boarding the vessel (Jersey to Poole)

Image	Details	Tips	Sensory symbols
	<b>Vehicle passengers:</b> You will be directed up the ramp and onto the ship.	Staff in high-vis will show you where to go and when to stop.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes</li> <li> <b>See</b> - light changes from outside to inside</li> <li> <b>Hear</b> - horns, engine noise, bangs as you go over ramps and varied floor coverings</li> </ul>
	<b>Vehicle passengers:</b> You may now leave your car.	You may wish to take a few minutes as it can be very busy at first on the car deck and the stairs. This area is very crowded, there is less light, the floor is uneven and the area is busy.	<ul style="list-style-type: none"> <li> <b>Smell</b> - car fumes, sea</li> <li> <b>See</b> - light changes</li> <li> <b>Hear</b> - horns, engine, car alarms, echo inside the deck, car doors banging</li> </ul>
	Stairs will take you up to the restaurants, seating areas and Premium Lounge. Lifts are available, ask staff for directions.	There are signs showing where things are.	<ul style="list-style-type: none"> <li> <b>Smell</b> - food, cleaning products</li> <li> <b>See</b> - light changes</li> <li> <b>Hear</b> - car doors banging, people talking, announcements</li> <li> <b>Touch</b> - handrails flooring changes</li> </ul>
	The staff at the information desk will be able to help you with any enquiries.	This area is often busy as the desk is also the cafe.	<ul style="list-style-type: none"> <li> <b>Smell</b> - food, cleaning products</li> <li> <b>See</b> - light changes, big windows and darker corridors</li> <li> <b>Hear</b> - people talking, announcements</li> <li> <b>Touch</b> - handrails flooring changes</li> </ul>
	As the vessel leaves port there is an announcement	The announcements are printed later in the guide.	<ul style="list-style-type: none"> <li> <b>Hear</b> - announcements</li> </ul>

# Onboard facilities

Image	Details	Tips	Sensory symbols
	There are areas to sit and stand outside.	It can be windy and cold, but some people find being outside helps with the motion.	<ul style="list-style-type: none"> <li><b>See</b> - light changes,</li> <li><b>Hear</b> - People talking, announcements.</li> <li><b>Smell</b> - smoking, sea smells</li> <li><b>Touch</b> - hand rails flooring changes, wind, rain.</li> </ul>
	Cafes are situated in the middle of the ship	They serve snacks and drinks.	<ul style="list-style-type: none"> <li><b>See</b> - signage, people eating</li> <li><b>Hear</b> - cutlery noise, plates, talking, drinks machines</li> <li><b>Smell</b> - food, coffee</li> <li><b>Touch</b> - plastic trays, cutlery, temperature changes, money, cash cards, bottles or cups</li> </ul>
	The Premium Lounge can be prebooked and comes at an additional charge. Your seat will be allocated - you will be given a seat number. Snacks and drinks are included.	Speak to the Contact Centre about which seating area or cabin to suit your needs. The premium lounge is at the front of the ship and a member of staff will check your ticket on the way in.	<ul style="list-style-type: none"> <li><b>See</b> - windows, darker areas</li> <li><b>Hear</b> - talking, announcements</li> <li><b>Smell</b> - coffee machine, food</li> <li><b>Touch</b> - material or faux leather seating, flooring changes, the motion of the sea</li> </ul>
	There are undesignated seating areas where you can enjoy the crossing.	Some areas will be out of the main thoroughfare. Speak to the call centre for advice about best places to sit.	<ul style="list-style-type: none"> <li><b>See</b> - signage, people eating, lighting changes</li> <li><b>Hear</b> - cutlery noise, plates, talking, drinks machines</li> <li><b>Smell</b> - food, coffee</li> <li><b>Touch</b> - plastic trays, cutlery, temperature changes, money, cash cards, bottles or cups, the motion of the sea</li> </ul>

# Onboard facilities

Image	Details	Tips	Sensory symbols
	The Duty-Free shop is located is at the back of the vessel.	The shop is small with lots of products within it. Staff can help you with purchases. You will have ample time to visit the shop should you wish to do so during the voyage.	<ul style="list-style-type: none"> <li><b>See</b> - bright overhead lights, signage, full shelves and product stands</li> <li><b>Hear</b> - talking, salespeople, music, clinking bottles</li> <li><b>Smell</b> - perfume, make up, alcohol</li> <li><b>Touch</b> - product packaging, money, cash/cards</li> </ul>
	A sound is played to alert customers they are coming into port. There is also an announcement that is played to alert customers it is time to go back to the car deck or to leave the ship via the stairs.	The announcements can be found later in the guide. It is not unusual to be sat in your vehicle for a short while.	<ul style="list-style-type: none"> <li><b>See</b> - lighting changes</li> <li><b>Hear</b> - talking, car doors, engines, staff giving instructions</li> <li><b>Smell</b> - engines, sea</li> <li><b>Touch</b> - stair rails and flooring changes</li> </ul>



## Welcome announcement

Good morning / Good afternoon /  
Good evening

This is Captain <enter name>, my Officers and Crew welcome you on board the <vessel name> The loading is now complete, and the ship is ready to sail to <enter destination>.

Crossing time will take less than <enter time>. The sea is <calm but / the sea is rough> and we would like you to be extremely vigilant when you walk on board, especially with hot drinks. Also, children must be supervised at all times.

During the crossing, access to the car deck is strictly forbidden.

<name of Business leader> and the team will be available during the crossing. If you need any assistance or information, do not hesitate to ask a crew member who will be happy to assist you.

We wish you a pleasant crossing and we kindly ask you to pay special attention to the following safety video shown on the TV screens.

Thank you.

## Safety announcement

Ladies and Gentlemen, your attention please.

We would like you to listen very careful to the following safety announcement.

Next to you, you will find your safety card. Such card shows the emergency exits and the instructions on how to wear the lifejacket.

The alarm is composed of seven short blasts followed by one long blast on the ship's whistle. When you hear this alarm, please follow the instructions of the ship's crew.

Put warm clothes on, pick up your lifejackets from under your seat and put it on as instructed by the crew.

Once you have put on your lifejacket, please remain seated and wait for the instructions of the crew.

At the beginning of the evacuation, please proceed to the assembly station in front of the evacuation slide and wait for the instructions from the crew.

Leave your luggage and remove high heels shoes. Remove all jewellery and put it in your pockets.

Wait for the sign of the crew before starting the evacuation to the lift raft

When you go down the evacuation slide, keep your body straight and your arms tucked in.

Thank you for your attention. We wish you a pleasant trip.



## Car Alarms – during loading

May I have your attention, please.

We would like to advise all vehicle drivers to please disable your car alarms, this is for the comfort of all our passengers and pets.

If you have not done so already, please contact a crew member



## Disembarkation announcement

May I have your attention please, very shortly we will be along side in <enter destination>.

< if applicable> On disembarkation at Saint-Malo today, you may be selected to take part in the trial of a new European Border control system, you may experience a delay in leaving the port.

Would all foot passengers please remain seated and await a further announcement

For any passengers requiring assistance, or extra room to enter the vehicle or the use of the lift, please make yourself known to a crew member.

**This announcement is for all car drivers and their passengers only.**

Would all car drivers and their passengers, please return to your vehicles on the car decks now. Please take great care when returning to your vehicles, be aware of the lashing points and the straps on the deck, and please do not start your engines until advised to do so by a member of our car deck staff.

<if applicable> Please have your passports or ID's ready for inspection at border control.

On behalf of the captain, officers and the crew of the <enter vessel>, we would like to thank you for travelling with DFDS today and wish you a very safe and pleasant onward journey.

## Departure announcement

Good morning / afternoon / evening

This is <enter name> I would like to welcome you onboard the <enter vessel> for this crossing to <enter destination>. We would like to advise all vehicle drivers to please disable your car alarms, this is for the comfort of all our passengers and pets, if you have not done so already, please contact a crew member.

The café is now open and will remain open for the duration of the crossing. You will find a selection of hot food, sandwiches, drinks and snacks. The Sea Shop will open shortly after our departure; a further announcement will be made to advise you.

<enter vessel > is a cash free vessel. A credit or debit card will be required for all onboard purchases.

Free Wi-Fi is available throughout the crossing, please note you may have to reset your connection after two hours. If you require any assistance during the crossing or for the arrival in <destination>, please do contact myself or any member of our cabin crew.

Please now relax and enjoy the crossing.

## Arrival – foot passengers

May I have your attention please, this announcement is for all footpassengers disembarking here in <enter destination>.

For any passengers requiring assistance <or the use of the lift (Levante only)>, please make yourself known to a crew member.

The gangway is now safely in position, please make your way to the rear of the vessel where you will be guided by our crew

<if applicable> Please have your passports or ID's ready for inspection at border control. Your luggage will be waiting for you in the arrivals hall.

Once again on behalf of the captain officers and the crew of <enter vessel> we would like to thank you for travelling with DFDS today and wish you a very safe and pleasant onward journey.



