

ACCESS CONDITIONS

These access conditions are designed to comply with Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 on the rights of passengers when travelling by sea and inland waterway.

Definition: Passenger with a disability or with reduced mobility refers to a person whose mobility when using transport, is reduced as a result of any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to his particular needs of the service made available to all passengers (Regulation (EU) No 1177/2010, Article 3a).

- A passenger with a disability or reduced mobility has the same right to travel as any other passenger and should be able to travel without difficulty at no extra cost.
- The shipping company's conditions of carriage, quality standards for assistance and access conditions are available on the website www.eckerolinjen.se. In addition to the website, quality standards for assistance and access conditions are also available at our sales points.
- The shipping company commits to cooperate with disability organisations, experts and volunteers in order for the company's vessels to be as accessible as possible and to take into account the safety of passengers with disabilities or reduced mobility. However, the EU Regulation on the rights of passengers when travelling by sea and inland waterway does not impose any obligations to modify or replace existing ships, infrastructure, ports or port terminals.
- The shipping company's personnel at sales, port terminals and onboard are trained in how to interact with, serve and provide assistance for people with a disability or reduced mobility in the best possible way.
- When travelling with a disability or reduced mobility, the traveller must take into account the limitations that the trip entails and the requirements of a possible emergency. For safety reasons, the shipping company may require that the disabled person is accompanied by a personal assistant. However, if it is necessary on the basis of safety requirements and if boarding, disembarking and transport is not possible in a safe or operational way for the passenger in question, the shipping company reserves the right not to accept such a booking.
- The shipping company strives to make the journey as smooth as possible for everyone. If there is cause for a complaint, it pays to notify the company's customer service about this as soon as possible. Complaints must be submitted within two months after the trip. The shipping company will inform the customer within one month of receiving the complaint whether the customer's complaint has been accepted, rejected or is still being processed. The final response time for the complaint will be announced within two months of receipt of the complaint.

QUALITY STANDARDS FOR ASSISTANCE

These quality standards are designed to comply with Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 on the rights of passengers when travelling by sea and inland waterway, Annex II and Annex III.

Before the trip

- Passengers with a disability or with reduced mobility must inform the shipping company of their reduced mobility or disability when making the reservation for the trip. The shipping company should also know if the passenger is accompanied by a personal assistant or a guide/assistance dog on the trip. If assistance in accordance with the rules is required, this must be booked no later than 48 hours before departure.

On arrival at the port and terminal

- The terminals have a contact point where passengers in need of assistance are asked to arrive 30 minutes before departure. Personnel are contacted through the contact point. The contact point is marked with the wheelchair symbol. The company's or ship's personnel assist passengers with disabilities or reduced mobility, and their luggage, from the contact point to the check-in and further to the ship.
- Passengers travelling by car must arrive at the car check-in no later than 30 minutes before departure. The company recommends that passengers with wheelchairs always board the ship via the terminal.

Onboard the ship

- The personnel assist passengers with disabilities or reduced mobility, and their luggage, to a designated place onboard or to the ship's accessible cabins.
- Passengers get additional information about the trip from the personnel onboard. The ship information desk is open throughout the trip. A spare wheelchair for emergency situations is available onboard.
- The shipping company strives, whenever possible, to take into account the special needs of passengers with disabilities or reduced mobility in order to promote travel comfort and the best possible travel experience on board. The personnel are happy to help the passengers, but please remember when making the reservations for the trip, as well as onboard the ship, that the help provided by the shipping company is so-called general assistance in form of escorts. It is not possible for the shipping company to provide personal assistance (e.g. for meals, lifting, communicating, medication and toilet visits) during the trip.

Disembarkation

- Passengers who have booked assistance in advance are accompanied at the agreed time from the ship to the terminal's contact point.