

Dialysis

The Access Department is tri-branded, however, the following information applies only to Royal Caribbean and Celebrity Cruises.

There are two types of Dialysis: (1) Hemo-Dialysis, and (2) Continuous Ambulatory Peritoneal Dialysis (CAPD). It is very important that we fully understand the needs of a guest who is a dialysis patient since we cannot accommodate both types of dialysis treatments onboard our ships.

Our medical staffs do not support hemo-dialysis onboard our ships. If you receive a call related to hemo-dialysis, the first response should be to advise the Guest or Travel Partner that while we do not support hemo-dialysis onboard our ships, that they do have the option of booking with Dialysis at Seas, a qualified hemo-dialysis provider.

If the Guest or Travel Partner does not wish to go through Dialysis at Seas, or if they state that they self administer hemo-dialysis, you must transfer the call to the Access team to discuss any possible options.

Please do not accept any hemo-dialysis patient without first consulting with the Access department. If you have any questions on dialysis, you can contact Access at extension 18549.

- **Hemo-Dialysis:** Royal Caribbean and Celebrity do not provide any type of hemo-dialysis treatments during any of its sailings. However, there are travel agencies that book dialysis cruises.

Royal Caribbean and Celebrity work directly with these agencies to ensure all aspects of the dialysis guest's cruise are enjoyable. Guests that utilize hemo-dialysis can contact Dialysis at Sea Travel Agency and work out arrangements with them. This company books the cruise and ensures there are doctors and nurses onboard to assist with treatments.

Please remember that Royal Caribbean and Celebrity do not book guests (directly or through an individual travel agent) that require hemo-dialysis treatments unless it is through an agency like Dialysis at Sea, Medical Travel, etc. Royal Caribbean and Celebrity do not directly administer any dialysis treatments.

If the guest requires hemo-dialysis treatments, they can contact Dialysis at Sea at 1-800-544-7604 or dasc1@dialysisatsea.com. This company is a private vendor who administers treatments while onboard cruise ships. They bring their own medical attendants and machines onboard.

If the guest requires Peritoneal Dialysis treatments, they may come onboard because this type of treatment is self administered.

Continuous Ambulatory Peritoneal Dialysis (CAPD): Royal Caribbean and Celebrity will book guests (directly or through an individual travel agent) that need CAPD because it is self-administered. Guests requiring CAPD

(Continuous Ambulatory Peritoneal Dialysis) need to provide the Access Department with the following information 30 days prior to sailing:

- Guest's name
- Ship
- Sailing date
- Stateroom number
- Name of Laboratory delivering the dialysis solutions
- Quantity being delivered (number of boxes)

NOTE: The following are requirements regarding the delivery of dialysis solutions:

- Must be delivered to the vessel on the day of sailing between 9 a.m. and 1 p.m.
- Each box must be clearly marked with the guest's name, ship, sailing date and stateroom number.
- Information can be faxed to (954) 628-9622.
- If your vendor does not deliver on the weekend, you will need to make special arrangements with the Access Department at 1-866-592-7225 or by e-mail at special_needs@rccl.com. (There is an underscore / underline between "special" and "needs" in the email address.)

Other Important Information: NO DIALYSIS MACHINES ARE PROVIDED ONBOARD SHIPS! Our medical staff does not provide assistance with administering Hemo-Dialysis treatment. Royal Caribbean/Celebrity/Azamara will not accept any delivery of dialysis equipment without prior approval.

For more information on documenting a special needs reservation, [click here](#).

Disability/Condition/Request	Code	Comment	Accommodation
Accessible Transfer	DSRQ	CANT STEP, F/TWHEELC,F/TSCOOTE	A TRANSFER WITH A RAMP AND/OR LIFT FOR THE GUEST(S) TO BE ABLE BOARD THE TRANSFER.
Autism	DSBL	AUTISM	PIER ASSISTANCE.
Bed Board	DSRQ	BED BOARD	BED BOARD UNDER THE MATTRESS.
Bed Wedge	DSRQ	BED WEDGE	A BED WEDGE PLACING THE GUEST AT A 45 DEGREE ANGLE.
Blind	DSBL	BLIND	LARGE PRINT MENUS AND COMPASSES AND SHIP TOUR UPON REQUEST. ASSISTANCE FOR EMERGENCY EVACUATION.
Bringing BiPAP OR CPAP	DSRQ	BRG CPAP	1 GALLON DISTILLED WATER AND AN EXTENSION CORD.
Bringing Medication	DSRQ	BRG MEDS	A MINI REFRIGERATOR AND A SHARPS CONTAINER.
Bringing Oxygen	DSRQ	BRG OXYGEN	PIER ASSISTANCE AND A SIGN ON THE DOOR ADVISING OXYGEN IN USE.
Bringing Scooters	DSBL	BRG SCOOTR	PIER ASSISTANCE.
Bringing Wheelchairs	DSBL	BRG WHEELC	PIER ASSISTANCE.

Commode Chair	DSRQ	Comm Chair	PIER ASSISTANCE AND A COMMUNE CHAIR IN THE STATEROOM.
Deaf	DSBL	DEAF	PORTABLE ROOM KIT.
Deaf (ASL Interpreter Requested)	DSRQ	DEAF TERP (If requested and eligible)	PORTABLE ROOM KIT, ASSISTIVE LISTENING DEVICE IN THEATER AND SIGN LANGUAGE INTERPRETER UPON REQUEST(MUST MEET CRITERIA). IMPORTANT - Any accommodations for a deaf or hard of hearing guest must be handled by the Access Dept.60 Days Advance Notice.
Deaf / Blind (Tactile Interpreter Requested)	DSBL DSRQ	DEAF BLIND DEAF TERP	TACTILE INTERPRETER UPON REQUESTand a PORTABLE ROOM KIT,(MUST MEET CRITERIA). IMPORTANT - Any accommodations for a deaf or hard of hearing guest must be handled by the Access Dept. 60 days Advance Notice.
FOR DELIVERIES, INDICATE THE COMPANY DELIVERING REPLACE XX BELOW WITH: SA = SCOOTAROUND, SN = SPECIAL NEEDS AT SEA, MS = MOBILITY AT SEA, ??= COMPANY UNKNOWN.			

Delivering Oxygen	DSRQ	XX DEL OXY	PIER ASSISTANCE AND OXYGEN IN USE SIGN ON DOOR.
Delivering Scooter	DSRQ	XX DEL SCO	PIER ASSISTANCE.
Delivering Wheelchair	DSRQ	XX DEL WHC	PIER ASSISTANCE.
Diabetic	DSRQ	BRG MEDS	A MINI REFRIGERATOR AND A SHARPS CONTAINER.
Diabetic	SPML	DIABETIC	
Dialysis	DSBL	P DIALYSIS	PIER ASSISTANCE.
Difficulty Walking	DSRQ	PIER ASST	PIER ASSISTANCE.
Egg Crate Mattress	*	*	Discontinued / See "Mattress Topper"
Emotional Support Animal	ESAN	(Breed of dog or "DOG")	4X4 RELIEF BOX WITH SOD/MULCH (DEPENDENT ON GUEST'S REQUEST) IMPORTANT - Any accommodations for animals must be handled by the Access Dept.
Environmental Allergies	DSBL	NO _____	DEEP CLEAN USING WATER AND VINEGAR.
Food Allergies	SPML	NO _____	
Full-Time Scooter User	DSBL	F/T SCOOTR	PIER ASSISTANCE. ACCESSIBLE TRANSFERS AND/OR HOTEL, IF THEY HAVE BEEN PURCHASED. ASSISTANCE FOR

			EMERGENCY EVACUATION.
Full-Time Wheelchair User	DSBL	F/T WHEELC	PIER ASSISTANCE. ACCESSIBLE TRANSFERS AND/OR HOTEL, IF THEY HAVE BEEN PURCHASED. ASSISTANCE FOR EMERGENCY EVACUATION.
Extension Cord for Powered Scooter/Wheelchairs	SPRQ	EXT Cord	You must additionally place a note in the service history as to why the guest requested to have an ext. cord.
Hard of Hearing	DSBL	HARD HEARG	PORTABLE ROOM KIT, ASSISTIVE LISTENING DEVICE IN THEATER.
Indian Vegetarian	SPML	INDIAN VEG	
Infant	INFT	XXMOS Note: XX = Number of Months	A MINI REFRIGERATOR.
Kosher	SPML	KOSHER	
Lactose Intolerant	SPML	LACTO INTO	
Large Print	DSRQ	LRG PRINT	LARGE PRINT MENUS AND COMPASSES AND SHIP TOUR UPON EMBARKATION.
Low Cholesterol	SPML	LOW CHOLES	
Low Fat	SPML	LOW FAT	
Low Sodium	SPML	LOW SODIUM	
Low Vision	DSBL	LOW VISION	LARGE PRINT MENUS AND COMPASSES AND SHIP TOUR

			UPON EMBARKATION.
Mattress Topper	DSRQ	MATT TOP	A PADDED MATTRESS TOPPER (NOT MEMORY FOAM OR EGG CRATE FOAM)
Multiple/Specific Food Allergies	SPML	HISTXXXXXX Note: XXXXXX = MMDDYY	THIS SHOULD BE USED WHEN THERE ARE MORE SPECIAL MEAL REQUESTS THAN THERE ARE AVAILABLE CODES.
Multiple/Specific Requests	SPRQ	HISTXXXXXX Note: XXXXXX = MMDDYY	DEEP CLEAN USING WATER AND VINEGAR. THIS SHOULD BE USED WHEN THERE ARE MORE SPECIAL NEEDS THAN THERE ARE AVAILABLE CODES.
No Alcohol	SPML	NO ALCOHOL	Note: This does not disclose any conditions, merely tells us the accommodations the guest requires.
No Cholesterol	SPML	NO CHOLEST	
No Fat	SPML	NO FAT	
No Sodium	SPML	NO SODIUM	
Pier Assistance	DSRQ	PIER ASST	PIER ASSISTANCE.
Pregnant	*	*	Discontinued - Guests are required to sign a Public Health Questionnaire at the pier stating the guest is not 24 weeks or entering their 24th of

			pregnancy during the cruise.
Raised Toilet Seat	DSRQ	RAISED TOI	PIER ASSISTANCE AND A RAISED TOILET SEAT IN THE STATEROOM.
Refrigerator for Stateroom Only	DSBL	FRIDGE	REFRIGERATOR IN THE STATEROOM ONLY.NO SHARPS CONTAINER. IF SHARPS IS NEEDED AS WELL, USE BRG MEDS
Service Dog	SVAN	(Breed of dog or "DOG")	4X4 RELIEF BOX WITH SOD/MULCH (DEPENDENT ON GUEST'S REQUEST) Any accommodations for animals must be handled by the Access Dept.
Service Dog in Training	SDIT	(Breed of dog or "DOG")	4X4 RELIEF BOX WITH SOD/MULCH (DEPENDENT ON GUEST'S REQUEST) Any accommodations for animals must be handled by the Access Dept.
Sharps Container Only	DSBL	SHARPS CON	SHARPS CONTAINER ONLY. NO REFRIGERATOR FOR STATEROOM. IF FRIDGE IS NEEDED AS WELL, USE BRG MEDS.

Shower Stool	DSRQ	SHWR STOOL	PIER ASSISTANCE AND A SHOWER STOOL IN THE STATEROOM.
Shower Stool and Raised Toilet Seat	DSRQ	SHWR/RAISE	PIER ASSISTANCE, A SHOWER STOOL AND A RAISED TOILET SEAT IN THE STATEROOM.
Unknown Environmental Allergies	DSBL	ALLERGIES	DEEP CLEAN USING WATER AND VINEGAR.
Unknown Food Allergies	SPML	ALLERGIES	
Vegetarian	SPML	VEGETARIAN	
Wheelchair (This will be for guests on Celebrity or Azamara requesting a wheelchair for onboard use.)	DSRQ	CEL WHEELC/AZA Wheelc	PIER ASSISTANCE AND A WHEELCHAIR IN THE STATEROOM FOR THE DURATION OF THE SAILING. CELEBRITY OR AZAMARA ONLY
Special Meal Codes			
Disability/Condition/Request	Code	Comment	Accommodation
Diabetic	SPML	DIABETIC	N/A
Food Allergies	SPML	NO _____	N/A
Indian Vegetarian	SPML	INDIAN VEG	N/A
Kosher	SPML	KOSHER	N/A
Lactose Intolerant	SPML	LACTO INTO	N/A
Low Cholesterol	SPML	LOW CHOLES	N/A
Low Fat	SPML	LOW FAT	N/A
Low Sodium	SPML	LOW SODIUM	N/A
Multiple/Specific Food Allergies	SPML	HISTXXXXXX Note: XXXXXX = MMDDYY	THIS SHOULD BE USED WHEN THERE ARE MORE SPECIAL MEAL REQUESTS THAN THERE

			ARE AVAILABLE CODES.
No Cholesterol	SPML	NO CHOLEST	N/A
No Fat	SPML	NO FAT	N/A
No Sodium	SPML	NO SODIUM	N/A
Unknown Food Allergies	SPML	ALLERGIES	N/A
Vegetarian	SPML	VEGETARIAN	N/A
Gluten Free	SPML	NO GLUTEN	N/A
Lactose Free and Gluten Free	SPML	LACTO/GLUT	N/A
No Nuts or Peanuts	SPML	NUTS/PNUTS	N/A