

## **Solivita Travel Club Policy on Use of Wheelchairs, Motorized Scooters and Service Animals**

### **A. Wheelchairs and Motorized Scooters**

1. The Solivita Travel Club welcomes travelers with disabilities to participate in Travel Club sponsored trips. Every effort will be employed to accommodate special needs, including requests by travelers using wheelchairs or motorized scooters. Travelers with mobility concerns should first discuss the Travel Club Activity Level of their chosen tour with the Travel Coordinator. If the Traveler is able to meet the activity level for the selected tour and wishes to utilize a wheelchair or motorized scooter, the traveler must have a partner accompany them who will aid in the management of their equipment and personal effects. The traveler and/or companion must be able to load and unload the equipment without further support from the Travel Coordinator or bus driver. If the traveler is able to transfer into a bus, he or she will be seated at the front and their wheelchair or motorized scooter will be secured in the storage area of the bus.
2. If the traveler needs lift equipped transportation the traveler should inform the Travel Coordinator immediately before making a reservation, but no later than sixty (60) days before the scheduled tour. The traveler must provide specifications for the equipment to be transported. Devices that are heavier or larger may not fit on motor coach lifts and will be allowed at the discretion of the travel provider based on company policy. The Travel Coordinator will advise the travel provider that a lift equipped vehicle has been requested for the designated tour and will reserve space on the tour pending receipt of advice on availability from the travel provider. The Travel Coordinator will advise the traveler if a lift equipped vehicle is available as soon as reasonably practicable and if so, complete the traveler's registration for the tour. If a lift equipped vehicle is utilized, any traveler using their wheelchair or motorized scooter (ECVS) will use the lift to enter and exit the vehicle and will be seated on the wheelchair or ECVS during the tour.
3. Travelers should remember that the Americans with Disabilities Act does not apply outside the United States. Travelers outside the United States should expect that access to some venues may only be by staircase (no ramps or elevators). Curb cuts to accommodate wheelchairs, ECVS and walkers are not the norm outside the United States. In many areas but especially outside the United States special lift vehicles are in extremely short supply.

### **B. Service Animals**

1. Any traveler intending to use a service animal on a Travel Club trip must provide written notice to the Travel Coordinator at least ninety (90) days prior

to departure specifying the animal (only dogs and miniature horses are permitted) and the service it provides to the traveler. The Travel Club must follow ADA and Florida Statutes on Service Animal Policy. These animals must provide services as follows:

- Guiding for the blind
- Hearing notifications for the deaf
- Sensory signaling for the mentally disabled
- Seizure response for those with diabetes or other physical illnesses

This does NOT include animals for emotional support, companionship or crime deterrence.

2. Service animals are allowed on all means of transportation including buses, cruise ships, trains or planes. Each cruise line has specific requirements as to licensing, shots, etc. It is the responsibility of the traveler to contact the cruise line and determine what is required and provide it. Travelers must determine requirements for their animals at any port of call. Travelers must provide all necessary supplies for their animal. In the US, service animals may access any facility open to the public.
3. International Travel represents an even greater challenge for the Service Animal owner. The traveler must contact the embassy or consulate of countries to be visited to determine shots, microchip, service animal harness, documentation, quarantine and any other requirements for service animals. **It is the responsibility of the traveler to contact foreign sources and determine what is required and provide it.**
4. As traveling can be stressful for both animals and travelers, it is the responsibility of the traveler to manage all stress of traveling with their animal. The traveler is responsible for ensuring their animal acts in a non-aggressive, hygienic, non-disruptive manner. If a service animal does not behave in a proper manner or a traveler does not maintain proper Service Animal hygiene, the animal may be removed from the trip or activity. The traveler will be responsible for any and all charges incurred for damages.

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