

Message

From: kday@princesstours.com [kday@princesstours.com]
Sent: 4/21/2014 10:20:48 AM
To: nphshrm1@princesscruises.com; aphshrm1@princesscruises.com; tphshrm1@princesscruises.com; pahshrm1@princesscruises.com; kphshrm1@princesscruises.com; cohpsdr1@princesscruises.com; iphshrm1@princesscruises.com
CC: nphs1pa1@princesscruises.com; aphs1pa1@princesscruises.com; tphs1pa1@princesscruises.com; pahs1pa1@princesscruises.com; kphs1pa1@princesscruises.com; coh1pa1@princesscruises.com; iphs1pa1@princesscruises.com; jmiller@princesstours.com; vkelton@princesstours.com
Subject: Juneau -- assistance with ADA Passengers
Attachments: Princess Shore Ex Handout.pdf

All -- please see the attached. This is a local Juneau organization that we worked with both of the last 2 years and they are offering assistance again in 2014. Should you have passenger who, for whatever reason, is not taking tours with us and is looking for assistance or information as spelled out on this flyer, please do not hesitate to print and share the information with the guest. They can make direct contact with this group and ascertain which service might best fits their needs.

It is important to remember that this is simply information we are able to provide to the passenger as part of our being the "destination expert", and that we are not necessarily endorsing the service or arranging it for them. Feel free to call this organization if questions arise, but transactions and arrangements should be made directly by the passenger.

We have continued to find this service to be helpful on a number of occasions.

Please let us know if you have any questions.

The representative from this organization will also come down to the ship to meet you on the first call after things have settled in to say hello and introduce themselves.

(Kirby - We will also plan on having staff greeting ships as they arrive (after, of course, the first rush of visitors are ashore and off on tours) the first few weeks of the season.)

Tristan Knutson-Lombardo
ORCA Program Director
Southeast Alaska Independent Living
907.586.4920, ext. 407 v/tty
907.586.4980 (fax)

Best Rgds, Kirby

S. Kirby Day, III
Manager, Port Operations and Passenger Logistics
Alaska, Pacific NW, Hawaii, French Polynesia & South America
Princess Cruises

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The information contained in this email and any attachment may be confidential and/or legally privileged and has been sent for the sole use of the intended recipient. If you are not an intended recipient, you are not authorized to review, use, disclose or copy any of its contents. If you have received this email in error please reply to the sender and destroy all copies of the message. Thank you.

To the extent that the matters contained in this email relate to services being provided by Princess Cruises to Carnival Australia/P&O Cruises Australia, Princess is providing these services under the terms of a Services Agreement between Princess Cruises and Carnival Australia.

Accessibility Information Line

Information for Visitors with Disabilities

Southeast Alaska Independent Living is an aging and disability resource center. Our Accessibility Information Line is now open for questions and information on tour, lodging and transportation accessibility, wheelchair, cane, and adaptive loan items, and more!

907.321.3154 cell/text
tourism@sailinc.org
www.alaskaaccessibletravel.org

****To ensure a prompt, accurate and timely reply, please allow 24 hours for a response.**
We will do our best to accommodate day-of requests.

****All services are based out of Juneau.** Limited services available in Haines, Sitka, Skagway and Ketchikan.

Common Information Questions and Services

Information & Referral	<ul style="list-style-type: none">• Information on tour, lodging and transportation accessibility for individuals with disabilities.• Referral to additional services for individuals with hearing, mobility and visual impairments.
Equipment Loan	<ul style="list-style-type: none">• Wheelchair, cane, crutches and other adaptive equipment for loan.• Adaptive sports equipment for loan (hand cycles, all terrain wheelchairs for beaches and trails, etc).• Personal amplifiers for the hard of hearing, other personal assistive devices.
Sign Language Interpreters	<ul style="list-style-type: none">• ASL interpreters for the deaf or hard of hearing. <u>Must arrange with 72 hour notice.</u>
Trainings for the Hospitality Industry	<ul style="list-style-type: none">• SAIL provides low-cost, customized trainings for serving visitors to Southeast Alaska with disabilities (communicating with someone who is deaf, guiding someone who is blind, transferring someone from a wheelchair to a kayak, etc.).

Inspiring Personal Independence

SOUTHEAST ALASKA INDEPENDENT LIVING



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