

# Service of passengers with reduced mobility (PRM) and need of special treatment

Regulation (EU) № 1177/2010 of the European Parliament

- Providing assistance is subject to prior notification to the Company for such need of assistance at least 48 hours before the PRM assistance is needed.
- Passengers with disabilities or in need of special assistance at the time of reservation are required to provide information on the type and extent of their disability. It should be also noted the necessity for special attention or attitude during the journey, as well as for any type of treatment the passenger is subjected to, due to a chronic illness that could affect them. The passenger will receive a confirmation stating that a notification of the need for assistance has been received.
- The company has the right to require the PRM to be accompanied by a third party who is able to provide the requested assistance when strictly necessary.
- The Company reserves the right to require the PRM to submit supporting documentation for the type of invalidation declared or the special assistance required by the passenger at the port-based departure company's office.
- Also, it is required that the PRM, who need a wheelchair, shall bring their own, as well as any other necessary means, such as medication, therapeutic equipment, etc.

## Ticket reservation

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- Reservation of cabins or seats for PRM or need of special treatment may be done on the aforementioned phones or by notifications on the e-mails mentioned or at the office of the Company at Terminal "DRUJBA LINE".
- If the reservation is made on-site at the ticket sales office of DRUJBA LINE, the passenger shall complete and validate a signed form, accepting the conditions and alerts for the journey.
- If the reservation is made by any of the above-mentioned phones, the PRM should be informed of the terms of this procedure, which acceptance they shall confirm by signing the form at the office of the Company at "DRUJBA LINE" Terminal, before receiving the boarding card.
- Whether reservation is made by phone / email or on-site at the company's office of DRUJBA LINE Terminal, the passenger shall be informed of the specifics of the shipping and be asked for the relevant information.

- They shall also be informed of the location of the Meeting Point at the port of departure.
- A general rule has been established that the Meeting Point is the office of the Company at DRU-JBA LINE Terminal - PRM Reservation Department.
- In any case, the passenger shall be informed that they shall appear at the designated Meeting point/ car park at least 12 hours before the scheduled time of the ship departure.

## Assistance of PRM at the port of departure

The actions to be taken by the personnel involved in the process of receiving and assisting the PRM who appear at the Meeting point at the port of departure are the following.

A Reservation Department Officer draws up a list of PRMs who have confirmed their reservations and paid their tickets for transport by ship as well as their personal needs and hands the complete list of passengers with reduced mobility to the Responsible Person of the Passenger Assistance Port Operator via the Ro-Ro Passenger Ships Service Area and the Passenger Assistant Captain of the ship.

## Resource planning

The responsible person of Port Operator is acquainted with the List of PRM who will appear at the Meeting point for the embarkation of the ship, their needs and requests and, on the basis of this information, plans the necessary material and human resources for proper service.

## PRM Assistance

Providing assistance to the PRM is subject to their timely appearance at the Meeting point - at least 12 hours before the time announced for the leaving of the ship. Otherwise, the Company will do everything possible to provide adequate assistance but does not guarantee boarding and implementation of the confirmed reservation.

In case the passenger arrives at DRUJBA LINE Terminal with their own vehicle, the Company has a Preferential Parking for disabled people, which ensures that the PRM will be placed first on the ship unless the Company's personnel handling the particular boarding process of passengers, do not consider a better alternative.

If the PRM appears at DRUJBA LINE Terminal without Motor Vehicle, they will be met by Company personnel or contractor company (PRM Assistance Personnel) responsible for the Passenger until they are taken over by the ship's personnel.

The PRM shall be explained and provided information about DRUJBA LINE Terminal and about the provision of services to assist the PRM.

If the PRM needs assistance at DRUJBA LINE Terminal, the exact time and location of the boarding will be determined immediately.

He will also be assisted with accompanying during the entire payment and invoicing process as well as the necessary customs / border control.

At the time of boarding the ship, if the PRM wishes or proves necessary, the assisting personnel will help them in checking the boarding pass and the identity of the passenger.

PNPs always board before any other passengers, except where there is any specific requirement. On board, the PRM will be welcomed by shipboard personnel who will assist them on boarding the ship and during the sea crossing.

## PRM codes

**BLND** – visually impaired passengers.

**DEAF** – passengers with hearing impairment

**DEAF/BLIND** – deaf and blind passengers who can only be served with an attendant.

**MEDA** – ill passengers. They shall represent a medical report.

**MAAS** – passengers who need assistance for other reasons.

**STCR** – passengers traveling on a stretcher.

**WCHR** – passengers who need assistance in transferring between the ship and the Terminal on land, but capable of boarding on their own as well as moving within the ship.

**WCHS** – passengers who need assistance in the transfer between the ship and the Terminal on land, as well as boarding but capable of moving within the ship.

**WCHC** – passengers who cannot move alone. They must be accompanied to their place.

**WCHP** – passengers who need help to take their seats and can move inside the ship using a wheelchair. They can act independently in their personal hygiene.

## Preliminary information

Dear passengers,

PB MANAGEMENT offers at your disposal assistance to any person whose mobility during transportation is reduced due to any physical disability (sensory or motor, permanent or temporary), mental impairment or intellectual ability impairment, or any other cause of disability, or due to their age, whose condition needs a corresponding service.

Its purpose is to optimize your actions at the Terminal, the cash register, the passenger's control, the access to the embarkation and disembarkation points, the embarking and disembarking processes and during the trip.

Determine your needs properly, especially if you cannot travel long distances. It is important at the moment of booking the ticket to specify the kind of assistance you need to make sure that you will be adequately served.

The assistance provided will be adapted as far as possible to your needs, at no extra cost.

Depending on your needs, the Company may require you to be accompanied by a third party who is able to provide the necessary assistance.

Our Company has trained personnel to meet your needs.

## Contact us?

You can find us at Terminal "DRUJBA LINE", "PB MANAGEMENT".

You can also contact us via the Reservation department

00359 56 871 628

00359 56 871 632

00359 56 871 634

to make a reservation, to claim the need for the necessary assistance, and to resolve any issues that may arise during the trip in order to make it as pleasant as possible.

[www.pbm.bg](http://www.pbm.bg)

## At the Terminal

You can ask for assistance when arriving at "DRUJBA LINE" Terminal. For this purpose, you shall contact the Reservations Department on the above-mentioned phones.

## What do you need to know

The reservation of assistance shall be requested at least 48 hours before the time of departure. If you do not notify on time, the Company will do everything possible to provide adequate assistance but does not

guarantee boarding and implementation of the confirmed reservation.

- You should appear at one of the Meeting points at least 12 hours before the time announced for scheduled departure
- You should appear at the invoice counter at least 12 hours before the time of the scheduled departure.

### **Information for persons using their own means of transport**

After purchasing a ticket and receiving a boarding card, you will be directed or, if necessary, accompanied to the ship for boarding.

In case of loss of damage of your own means of transportation /wheelchair/, you will receive compensation under current international, European and national legal norms.

### **Information for passengers with disabilities or reduced mobility Embarkation and disembarkation?**

If you have contacted our office, a representative of PB MANAGEMENT will help you at these moments.

#### **On board**

Check if you carry the necessary medication, etc. aids that could help you cope with potential health ailments.

If you need a wheelchair on board, you shall request it at the time of booking or at least 48 hours before departure.

If you suffer from a particular disability, the assisting personnel of the Company will do their best to offer you the best possible level of service.

#### **When the journey finishes**

If you encounter problems with PRM assistance services, when you arrive at the final port, you can ask the assisting personnel of the Company to direct you where to complain, or you can send your complaint to the e-mail of the Reservation department of the Company.