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**ALCATRAZ CRUISES RECEIVES  
NATIONAL PARK SERVICE CONCESSIONER ACCESSIBILITY AWARD**

(November 14, 2017) --- Alcatraz Cruises is the recent recipient of the National Park Service (NPS) Concessioner Accessibility Award, according to Acting Director Michael T. Reynolds. The award recognizes exemplary efforts to significantly improve accessibility of concessioner-operated programs and facilities within the NPS.

Alcatraz Cruises has developed a program to accommodate a diverse range of visitor needs, including: providing videos in American Sign Language on the company's website ([www.alcatrazcruises.com](http://www.alcatrazcruises.com)); ensuring accessible parking at PIER 33; offering pre-boarding options for those in need; providing assisted listening devices, American Sign Language interpreters and open captioning for visitors with hearing disabilities; offering audio described tours and large print and braille publications for visitors with visual disabilities; ensuring that the buildings and infrastructure across all operations are compliant with accessibility codes; and making a "Sustainable Easy Access Tram" available.

"It is my honor to congratulate you (Alcatraz Cruises) on this award," comments Reynolds. "Thank you for your efforts to ensure that visitors with disabilities have improved access to our national parks." Reynolds adds, "I commend your collaboration with community partners, such as the Lighthouse for the Blind, to establish best practices as well as providing robust and ongoing accessibility training program to your employees."

Alcatraz Cruises' General Manager Denise Rasmussen comments, "We are so very proud of this honor and appreciate the recognition of our partners at the National Park Service."

Alcatraz Cruises is the official Golden Gate Recreation Area National Park Service Concessioner providing services for the Alcatraz Island experience. As an innovative leader in maritime hospitality, Alcatraz Cruises focuses on creating shared values and continuously driving improvement in guest and employee satisfaction, quality business operations, health & safety, environmental sustainability, education, social responsibility, community engagement and quality of life. For more information, please visit [www.alcatrazcruises.com](http://www.alcatrazcruises.com).