

ACCESSIBILITY AND MOBILITY

Courtesy Wheelchairs Complimentary wheelchairs are available for travel to and from the accessible parking lot and the nearest wheelchair rental location. These courtesy blue wheelchairs are not permitted for use inside the Theme Parks.

Restrooms and Companion Restrooms Restrooms at the Theme Parks, designated by ♿, offer facilities designed for access by Guests with mobility disabilities. Companion-assisted restroom facilities, designated by ♿👤, are also available at many locations in each Theme Park. Theme Park First Aid locations, designated by 🏥, have facilities with additional space and privacy for individuals who may need assistance from a member of their party with their personal care needs.

Dining and Shopping Locations Some counter-service and merchandise locations may have narrow queues formed by railings that may be difficult for Guests using wheelchairs. At these locations, we suggest that a member of your party order and transport the food, or contact a Cast Member for assistance.

Accessible Transportation The following option is available for Guests in wheelchairs or ECVs: Buses can accommodate various types of wheelchairs and ECVs. The standard lift size is 30" x 48". The wheelchair or ECV must fit the lift without being forced and be securely fastened in the restraints. We recommend that Guests using ECVs transfer to a bus seat while onboard.

TIPS & INFORMATION

Guest Relations

Please visit Guest Relations located just inside the Park entrance for:

- Questions and Concerns
 - Ticket Upgrades
 - Separated Guest Assistance
 - Services for Guests with Disabilities
- Services for International Guests
 - Lost and Found
 - To report a lost item, please visit disneyworld.com/lostandfound.

Payment Options

 *Walt Disney World*® Resort accepts Disney® Visa® Cards, Disney Rewards Redemption Card, Disney Gift Card, Visa®, Mastercard®, Discover®, American Express®, Diners Club®, JCB®, traveler's checks, cash and Disney Dollars.


Park Rules

Please comply with Park rules, signs and instructions, including but not limited to:

- All persons and bags are subject to screening.
- Proper attire is required.
- No smoking, including vaping, allowed in Theme Parks and Water Parks. Designated smoking areas are located outside Park entrances.
- The following are strictly prohibited:
 - Firearms, ammunition, knives and weapons, or objects that appear to be weapons
 - Alcohol, marijuana (including marijuana-enriched products) and any illegal substances
 - Strollers larger than 31" x 52" and any types of wagons
 - Pets or other animals, except service animals (i.e., dogs and miniature horses)
- Disney reserves the right to require a Guest to leave if they are:
 - Using profanity or offensive language towards our Cast Members or other Guests
 - Violating any other Park rules

Additional details and a complete listing of Park rules are available for viewing at disneyworld.com/rules or at Guest Relations.

Walt Disney World® Resort Transportation

 **Resort Bus Service** is available to most *Disney Resort* hotels, *Magic Kingdom*® Park, *EPCOT*® and *Disney's Hollywood Studios*®.

BEYOND DISNEY'S ANIMAL KINGDOM® THEME PARK

Resorts/Special Reservations
Disney Resort hotels offer special equipment and facilities for Guests with disabilities. For information specific to individual Resorts, please call *Walt Disney World Resort* Special Reservations at 407-939-7807 [voice].

For accessibility information and accommodations for the following locations:

Water Parks

Please visit Guest Services at the entrance of *Disney's Blizzard Beach* Water Park.

Disney Springs®

Please visit Guest Relations at the Welcome Center at *Disney Springs*® Town Center.

IMPORTANT NOTICE

COVID-19 WARNING

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and Guests with underlying medical conditions are especially vulnerable.

By visiting *Walt Disney World Resort*, you voluntarily assume all risks related to exposure to COVID-19.

Help keep each other healthy and safe.

HEALTH AND SAFETY REMINDERS

Check our Know Before You Go page at disneyworld.com/updates for the most up-to-date information. Please note that health and safety measures, policies and operational guidelines are subject to change.



GUIDE FOR GUESTS WITH DISABILITIES



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Parks, attractions and other offerings subject to availability, closures, weather conditions, and change or cancellation without notice or liability.



Download *My Disney Experience* from an app store to access real-time Park information and step-by-step walking directions. Or visit MyDisneyExperience.com on your mobile browser.

	MOBILITY DISABILITIES	VISUAL DISABILITIES	HEARING DISABILITIES
Guest Amenities Available for Rent or Deposit	Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Theme Park to Theme Park. Park Hopping Options If you plan to visit more than one Park on the same day, retain your deposit ticket from the first Park. You will be able to obtain a replacement wheelchair or ECV the same day, if available, at the next Park at no additional charge.	Audio Description 🗣️ Utilizes <i>Disney's Handheld Device</i> to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. Amenities available for \$25 refundable deposit.	Assistive Listening 🗣️ Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. Handheld Captioning 🗣️ Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. Theater Captioning Many theater-type attractions now offer Handheld Captioning. Video Captioning 🗣️ Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into <i>Disney's Handheld Device</i> . Amenities available for \$25 refundable deposit.
Rental Location	Next to Garden Gate Gifts near Main Entrance	Guest Relations 🗣️ <i>See map inside for location.</i>	Guest Relations 🗣️ <i>See map inside for location.</i>
Complimentary Amenities and Services for use at the Park	Companion Restrooms <i>See map inside for locations indicated with</i> ♿👤	Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest Relations Lobby.	
More Options	Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served basis at the rental location. Must be 18 years of age or older to rent ECVs. RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis and may only be used in the Park where they are rented. Your ECV will be held if you wish to leave and return to the same Park.	For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including show times and details about restaurant menus, by calling 407-827-7935.	Cast Members with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag. Sign Language Interpretation 🗣️ Available at <i>Disney's Animal Kingdom</i> Theme Park on Tuesdays and Saturdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i> ® Theme Parks. For future visits to request confirmation of our interpreted performance schedule OR to request interpretation for other special events and shows, call a minimum of 14 days in advance at 407-824-4321 [voice].
Safety in the Park	Mobility Scooters/ECVs Please keep your speed to the walking speed of those around you. Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food & beverage locations. Park your device in safe locations clear from walkways and stairs. Evacuation In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance. Transfers Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.	Service animals, defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual with a disability, must be under the control of the owner at all times and should remain on a leash or in a harness. Cast Members are not able to take control of service animals. Service Animal Restrictions Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please inquire with a Cast Member about available options including a Rider Switch with a member of your party or a portable kennel. <ul style="list-style-type: none">• Affection Section - <i>Rafiki's Planet Watch</i>®• <i>Avatar Flight of Passage</i>™• DINOSAUR• <i>Expedition Everest - Legend of the Forbidden Mountain</i>®• <i>Kali River Rapids</i>®• The aviary area of <i>Maharajah Jungle Trek</i>®	Guests with service animals should check with a host for attraction and boarding information at the following attractions: <ul style="list-style-type: none">• The aviary area of <i>Gorilla Falls Exploration Trail</i>• <i>It's Tough To Be A Bug!</i>®• <i>Kilimanjaro Safaris</i>® Service Animal Relief Areas 🗣️ <ul style="list-style-type: none">• Asia: Planter to right of <i>Maharajah Jungle Trek</i> Restrooms• <i>DinoLand U.S.A.</i>®: Planter next to <i>Restaurantosaurus</i> Restrooms• <i>Discovery Island</i>®: Near First Aid• <i>Pandora – The World of Avatar</i>™: Near Satu'li Canteen Kennel For information and reservations, call 877-493-9738.

Please contact a Cast Member for information and assistance.

Special Lighting Effects/Photosensitivity Specialty lighting and other visual effects are used extensively throughout the *Walt Disney World Resort*. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.

Magnetic Fields Common equipment, such as electric motors and radios, that produce electric and magnetic fields are utilized extensively throughout the world and also within our Resorts. These fields are generally no greater than you would experience in any urban environment or may be exposed to through common household appliances such as vacuum cleaners and hair dryers.

Special Effects Special effects, including theatrical smokes, fog, snow and bubbles, are used at select *Walt Disney World Resort* attractions, shows and special events. All special effects are produced using products that have been proven to be safe in these applications.

NOTE: If you or any member of your party have questions regarding the above, you may speak with a Guest Relations Cast Member for details.



Please look for the recycling containers throughout the Park and join us in our commitment to the environment.



Get Wild About Safety with Timon and Pumbaa! Visit disneywildaboutsafety.com for vacation safety tips, games and videos.



The Walt Disney Company is dedicated to providing exceptional animal care and committed to wildlife conservation.



Download the *My Disney Experience* app from an app store or visit mydisneyexperience.com on your mobile browser to access real-time Park information.

OASIS

ANIMAL HIGHLIGHTS

Babirusa Spoonbill Anteater

ATTRACTION

1 Oasis Exhibits Roam tropical garden pathways — home to exotic animal exhibits.

DINING

2 Rainforest Cafe®

SHOPPING

3 Garden Gate Gifts

DISCOVERY ISLAND

ANIMAL HIGHLIGHTS

Otter Cotton-top Tamarin Lemur

ATTRACTIONS

4 Wilderness Explorers Become a Wilderness Explorer by completing challenges and earning badges as you work your way around the Park! Interactive adventure. At your own pace. Additional starting locations can be found on Discovery Island and in Pandora — The World of Avatar®, Africa, Rafiki's Planet Watch®, Asia and Dinoland U.S.A.®

5 It's Tough to be a Bug!® Discover what it's like to be a bug in this 3D film inspired by the Disney•Pixar film, "A Bug's Life." Some creepy-crawly moments in the dark.

6 Discovery Island Trails Stroll along and discover the many animals around the Tree of Life®.

DINING

7 Flame Tree Barbecue

8 Isle of Java

9 Tiffins Restaurant

10 Nomad Lounge

11 Creature Comforts

LEGEND

- Accessible Restrooms
- Companion Restrooms
- First Aid® Presented by AdventHealth
- Automated External Defibrillators
- Guest Relations
- Baby Care Center

- Service Animal Relief Areas
- Smoking Area
- ATMs Presented by Chase
- Stroller Rentals
- Wheelchair Rentals
- Locker Rentals
- Disney PhotoPass® Photographers
- Memory Maker Sales Center

- Wilderness Explorers Troop Leader Location
- Disney Vacation Club® Information Center
- Physical Considerations
- The seating and restraints on this attraction may prohibit Guests of certain body shapes or sizes from riding.
- Minimum Height Requirement
- May be frightening for children

- May remain in wheelchair/ECV
- Must transfer from wheelchair/ECV
- Must transfer to standard wheelchair
- Must transfer to standard wheelchair, and then to ride vehicle
- Sign Language (available Tuesdays and Saturdays)

*Emergency services available by calling 911.

Visit Guest Relations for more information about:

- Assistive Listening
- Handheld Captioning
- Video Captioning
- Audio Description
- Mobile Food & Beverage Ordering
- Mobile Dining Reservation Check-In & Walk-Up List

SHOPPING

12 Island Mercantile

13 Discovery Trading Company

PANDORA - THE WORLD OF AVATAR

ATTRACTIONS

14 Na'vi River Journey™ Journey deep into a bioluminescent rainforest in search of the Na'vi Shaman of Songs. **Mobility Access:** Transfer Access Device available; please see a Cast Member for assistance.

15 Avatar Flight of Passage™ Fly on the back of a mountain banshee during an exhilarating 3D ride above this vast moon. **Mobility Access:** Transfer Practice Vehicle available. Transfer Access Device available; please see a Cast Member for assistance.

DINING

16 Pongu Pongu

17 Satu'li Canteen

SHOPPING

18 Windtraders

AFRICA

ANIMAL HIGHLIGHTS

Elephant Lion Gorilla
Giraffe Hippopotamus
Colobus Monkey Okapi
Tarantula Pineywoods Cow

ATTRACTIONS

19 A Celebration of Festival of the Lion King Come inside and experience the music and pageantry of this larger-than-life show. 22 minutes.

20 Kilimanjaro Safaris® Take a safari ride through the lush African savanna to search for lions, elephants, giraffes and more. 22 minutes.

21 Gorilla Falls Exploration Trail Presented by OFF!® Repellents Walk through a tropical forest inhabited by African wildlife — including gorillas, hippos and exotic birds.

22 Rafiki's Planet Watch Board a rustic train to discover Disney's long-term commitment to animal care and conservation.

• **Conservation Station®** Enjoy exhibits where you can encounter animals, watch scientists work in the Science Center, view our veterinary facilities and more!

— **The Animation Experience at Conservation Station** Learn to draw one of Disney's most beloved characters as you explore how live animals help inspire your animation drawing.

• **Affection Section** Meet a variety of unique, domesticated animals and interact with our animal care experts at this expansive, outdoor space.

DINING

23 Tusker House Restaurant

24 Dawa Bar

25 Tamu Tamu Refreshments

26 Harambe Fruit Market

27 Harambe Market

SHOPPING

28 Mombasa Marketplace

29 Zuri's Sweets Shop

ASIA

ANIMAL HIGHLIGHTS

Tiger Bat Gibbon Komodo Dragon
Lion-tailed Macaque Exotic Birds

ATTRACTIONS

30 Feathered Friends in Flight! Experience the colorful world of exotic birds in this breathtaking show. 25 minutes.

31 Maharajah Jungle Trek Embark on a self-guided walking tour of Southeast Asia, home to tigers, monkeys, bats and a Komodo dragon.

32 Kali River Rapids® Travel through the turbulent rivers of a jungle landscape on this wet raft ride. **Mobility Access:** Transfer Device Available. See a Cast Member for additional information.

33 Expedition Everest — Legend of the Forbidden Mountain® Ride a speeding train through the Himalayan mountains while avoiding the Yeti. **Mobility Access:** Transfer Practice Vehicle and Transfer Access Vehicle available. See a Cast Member for additional information.

DINING

34 Mr. Kamal's

35 Drinkwallah Hosted by Coca-Cola®

36 Yak & Yeti™ Restaurant

37 Yak & Yeti™ Local Food Cafes

38 Joffrey's Coffee & Tea Company®

39 Anandapur Ice Cream Truck

40 Trek Snacks

41 Thirsty River Bar

SHOPPING

42 Mandala Gifts

43 Serka Zong Bazaar

DINOLAND, U.S.A.

ANIMAL HIGHLIGHTS

American Crocodile Tyrannosaurus Rex

ATTRACTIONS

44 Fossil Fun Games Play carnival-style games in the heart of *DinoLand U.S.A.* **Mobility Access:** See a Cast Member at each game location for placement.

45 TriceraTop Spin Fly high on a friendly dinosaur above *DinoLand U.S.A.*

46 DINOSAUR Take off on a rip-roaring prehistoric tour in the dark to save a dinosaur from extinction.

DINING

47 Restaurantosaurus

• Restaurantosaurus Lounge

48 Dino-Bite Snacks

49 Trilo-Bites

SHOPPING

50 Chester & Hester's Dinosaur Treasures

51 The Dino Institute Shop