TIPS & INFORMATION

Guest Relations

Please visit Guest Relations located 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.

- 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

FriendShip Boat Service

is available to most Disney Resort hotels, Magic Kingdom® Park, EPCOT®, and Disney's Animal Kingdom® Theme Park.



is available with direct service to Disney's Caribbean Beach Resort. Service to Disney's Riviera Resort, Disney's Pop Century Resort, Disney's Art of Animation Resort and EPCOT is available via transfer at Disnev's Caribbean Beach Resort.



is available to EPCOT and EPCOT Resorts.

ACCESSIBILITY AND MOBILITY

Accessible Transportation

Guests in wheelchairs or ECVs:

while onboard a bus.

levels and conditions.

The following options are available for

Buses and Disney Skyliner can

accommodate various types of wheelchairs

and ECVs. The standard footprint is 30" x 48".

The wheelchair or ECV must fit without being

forced. On buses, the device must be securely

fastened in the restraints, and we recommend

that Guests using ECVs transfer to a seat

Watercraft access varies depending on the type of watercraft and the existing water

Dining and Shopping Locations

Some counter-service locations and

merchandise may have narrow queues

formed by railings that may be difficult

for Guests using wheelchairs. At these

a Cast Member for assistance.

locations, we suggest that a member of your

party order and transport the food, or contact

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 the 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.

⚠ 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.

IMPORTANT NOTICE

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





Parks, attractions and other offerings subject to



Download My Disney Experience from an app store to access real-time Park information and step-by-step walking directions

MOBILITY

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 Park to 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.

and narration at specific attractions and outdoor locations via an interactive audio menu.

Device to provide supplemental audio information

Audio Description Distriction Distriction

VISUAL

DISABILITIES

Amenities available for \$25 refundable deposit.

Assistive Listening 1991 Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions.

HEARING

DISABILITIES

Handheld Captioning HC Utilizes Disney's Handheld Device to display text at select attractions.

Theater Captioning Many theater-type attractions now offer Handheld Captioning.

Video Captioning CC Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into Disney's Handheld Device.

Amenities available for \$25 refundable deposit. Guest Relations See map inside for location.

Rental Location Oscar's Super Service inside Main Entrance Guest Relations See map inside for location.

Complimentary Amenities and Services for use at the Park

Wheelchair Replacement Location At Tatooine Traders

Companion Restrooms See map inside for locations indicated with 6.41.

Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located near the Guest Relations Lobby and Guest Information Board at the intersection of Hollywood Boulevard and Sunset Boulevard.

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

Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.

Sign Language Interpretation ► Available at Disney's Hollywood Studios on Sundays and Wednesdays. Schedules are available at Guest Relations that list specific interpreted show times for all Walt Disney World® 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

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

- Star Tours® The Adventures Continue
- Millennium Falcon: Smugglers Run Star Wars: Rise of the Resistance
- Alien Swirling Saucers Slinky Dog Dash
- Rock 'n' Roller Coaster® Starring Aerosmith
 The Twilight Zone Tower of Terror™

Guests with service animals should check with a host for attraction and boarding information at the following attractions: Toy Story Mania![®]

- Service Animal Relief Areas 🖈
 - . In the courtvard of First Aid · Across from Sci-Fi Dine-In Theater Restaurant
 - Near Alien Swirling Saucers
 - . At the entrance to Toy Story Land

For information and reservations, call 877-493-9738.

Please contact a Cast Member for information and assistance.

Specialty Lighting Effects/ Photosensitivity

effects are used extensively 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 Specialty lighting and other visual radios, that produce electric and magnetic fields are utilized extensively throughout the world throughout the Walt Disney 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.

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

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.

BEYOND DISNEY'S HOLLYWOOD STUDIOS

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 Roach Water Park

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



availability, closures, weather conditions, and change or cancellation without notice or liability.



Or visit MyDisneyExperience.com on your mobile browser.

GUIDE FOR GUESTS WITH DISABILITIES



MY DISNEY EXPERIENCE APP PRESENTED BY AT&T



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

HOLLYWOOD BOULEVARD

* ATTRACTION

Mickey & Minnie's Runaway Railway

(K) He (D) Burst into a cartoon world with
Mickey and Minnie on a wacky train trip.

Mobility Access: Transfer Access Device available.
See a Cast Member for transfer information.

TI DINING

- 2 The Hollywood Brown Derby 🕏
- The Hollywood Brown Derby Lounge Beverages available to go.
- 3 The Trolley Car Café

SHOPPING.

- 4 Mickey's of Hollywood
- 5 Keystone Clothiers
- 6 Celebrity 5 & 10
- 7 Oscar's Super Service 🐼 🚳

ECHO LAKE

* ATTRACTIONS.

- 8 Star Tours®—The Adventures Continue

 ▲ † 40"/102 cm. ♣> ♣ ♣c ⓒ ♣ Feel the
 power of the Force during a 3D, motion-simulated
 space flight. Mobility Access: See a Cast Member
 for Transfer Access Seat and transfer information.

 © Disney © & ™Lucasfilm Ltd.
- 9 Vacation Fun (a) MIRC (a) An Original Animated Short with Mickey & Minnie.
- 10 For the First Time in Forever: A "Frozen" Sing-Along Celebration & DE 19
 A flurry of stories, songs and special guests from the kingdom of Arendelle.

TI DINING

- 11 Hollywood & Vine 🕏
 - Disney Junior Play 'n Dine
- Minnie's Seasonal Dine
- 12 50's Prime Time Café
 Hosted by Coca-Cola® 🕏
- 13 Epic Eats
- 14 Oasis Canteen
- 15 Backlot Express Hosted by Coca-Cola® 🗖

SHOPPING _

- 16 Tatooine Traders
- 17 "Frozen" Fractal Gifts

COMMISSARY LANE

DINING

- 18 Sci-Fi Dine-In Theater Restaurant 💋 🛍
- 19 ABC Commissary 🖟

GRAND AVENUE

* ATTRACTION

20 Muppet ★ Vision 3D ⓑ M HC CC → D Experience the magic of the Muppets in this 3D extravaganza. 25 minutes. ©The Muppets Studio, LLC.

TI DINING

- 21 PizzeRizzo
- 22 Mama Melrose's Ristorante Italiano 🛍
- 23 BaseLine Tap House

STAR WARS: GALAXY'S EDGE

* ATTRACTIONS

- 24 Star Wars: Rise of the Resistance

 ▲ † 40"/102 cm. ※ 月中で ● Find yourself in the middle of a battle between the First Order
- in the middle of a battle between the First Order and Resistance. Mobility Access: Transfer Access Vehicle available. See a Cast Member for transfer information.
- 25 Millennium Falcon: Smugglers Run

 ▲ † 38"/97 cm. ﴿ (☑ нс क) See a Cast Member for Assistance) ← Fly the fastest ship in the galaxy while hurtling through hyperspace.

Mobility Access: Transfer Access Device available. See a Cast Member for transfer information.

TI DINING.

- 26 Ronto Roasters @
- 27 Docking Bay 7 Food and Cargo o
- 28 Oga's Cantina HC D
- 29 Milk Stand o

SHOPPING_

- 30 Resistance Supply
- 31 The Market Merchants: Creature Stall, Toydarian Toymaker, Black Spire Outfitters, Jewels of Bith
- 32 Dok-Ondar's Den of Antiquities 🛭
- 33 Savi's Workshop Handbuilt Lightsabers
- 34 Droid Depot 1 Customize, assemble and activate a droid. Limited, same-day walk-up opportunities may be available.
- 35 First Order Cargo

TOY STORY LAND

★ ATTRACTIONS _

- 36 Alien Swirling Saucers † 32"/81 cm. <a>§. Take a spin with the adorable aliens from Toy Story. Mobility Access: Transfer Access Vehicle available.
- 37 Slinky Dog Dash 1 38"/97 cm. See Semily-friendly coaster that twists and turns. Expectant mothers should not ride. Mobility Access: Transfer Access Vehicle available.
- 38 Toy Story Mania!® 🔊 🚾 🐿 Ride this midway-style, 4D shootin' game.

DINING

- 39 Woody's Lunch Box 🕼
- SHOPPING
- 40 Toy Story Mania Shop

ANIMATION COURTYARD

* ATTRACTIONS

- 41 Walt Disney Presents & 1 HC (a)
- 41a Walt Disney Presents Gallery and Exhibits Explore a showcase of the past and future of The Walt Disney Company and Disney Parks.
- 41b The Walt Disney Theater Watch a tribute to Walt Disney in "Walt Disney: One Man's Dream."
- 42 Disney Junior Play & Dance! Join Disney Junior Characters at this high-energy musical celebration.

TI DINING

- 43 Market
- 44 Joffrey's Coffee & Tea Company®

SUNSET BOULEVARD

ATTRACTIONS

- 45 Rock 'n' Roller Coaster® Starring
 Aerosmith ▲ † 48"/122 cm. ♣ → ♦ ₱
 Blast off in a stretch limousine to the rockin'
 tunes of Aerosmith. Mobility Access: Transfer
 Access Vehicle and Transfer Practice Vehicle
 available. See a Cast Member for transfer
 information.
- 46 Lightning McQueen's Racing Academy

 Lightning McQueen's Racing Academy

 Learn what it takes to be a champion from the legendary racer, Lightning McQueen!

 10 minutes.
- 47 The Twilight Zone Tower of Terror™

 ▲ ↑ 40"/102 cm. ♣ ♣ ⓒ ♣

 Take a thrilling ride into the Twilight Zone aboard a haunted elevator. Mobility Access: See a Cast Member for transfer information.

 The Twilight Zone® is a registered trademark of CBS, Inc. and used with permission pursuant to a license from CBS. Inc.

TI DINING

48 Sunshine Day Bar

@Disney/CBS, Inc.

- 49 Sunset Ranch Market
 - Anaheim Produce Hosted by Cuties®
 - Rosie's All-American Café 🖟
 - Fairfax Fare 슚
 - Hollywood Scoops
- 50 KRNR The Rock Station
- 51 Joffrey's Coffee & Tea Company®

SHOPPING

- 52 Beverly Sunset Boutique
- 53 Sunset Ranch Pins and Souvenirs
- 54 Once Upon a Time
- 55 Legends of Hollywood

Location hours may vary, see the

My Disney Experience app for operating hours.

LEGEND

- ♦I♦ Restrooms
- Accessible Restrooms
- Companion Restrooms
- First Aid* Presented by AdventHealth
- Automated External Defibrillators
- Automated External Bells
- Guest Relations
- Baby Care Center
- Service Animal Relief Areas
- Smoking Area
- ATMs Presented by Chase
- Stroller Rentals
- Mheelchair Rentals
- Locker Rentals
- ₱ Disney PhotoPass® Photographers
- Memory Maker Sales Center
- the 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 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 Sundays and Wednesdays)
- Reservations may be required for select experiences.
- Mobile Food & Beverage Ordering
- Mobile Dining Reservation Check-In & Walk-Up List

Visit Guest Relations for more information about:

- Assistive Listening
- Handheld Captioning
- CC Video Captioning

 Audio Description
 - *Emergency services available by calling 911

Special Considerations for Attractions
Safety: Please abide by all safety warnings and notices.

Supervise children at all times. Children under age 7 years must be accompanied by a person age 14 years or older.

For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle. Supervise children.

All loose articles, such as mobile phones, hat/sunglasses and water bottles, should be securely stowed while riding or left with a non-riding member of your party. Items lost while riding attractions may not be immediately retrievable. For your safety, do not attempt to retrieve lost articles in any area. Please see a Cast Member for assistance.

to retrieve lost articles in any area. Please see a Last Member for assistance.

Physical considerations on designated attractions:

Warning! For safety, you should be in good health and free from high blood.

Warrung! For safety, you should be in good health and free from high blood
pressure, heart, back or neck problems, motion sickness, or other conditions that could be
aggravated by this adventure. Expectant mothers should not ride.