

TIPS & INFORMATION

Guest Relations

Please visit Guest Relations, located inside City Hall 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

 **Monorail Transportation** is available to the Transportation and Ticket Center, Disney's Contemporary Resort and Disney's Grand Floridian Resort & Spa.

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

 **Ferryboat Service** is available to the Transportation and Ticket Center.

 **Watercraft Service** is available to Disney's Polynesian Village Resort, Disney's Grand Floridian Resort & Spa, Disney's Fort Wilderness Resort & Campground and Disney's Wilderness Lodge.

 **Walking Path** is available to Disney's Contemporary Resort and Disney's Grand Floridian Resort & Spa.

ACCESSIBILITY & 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 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.

Viewing Areas

Some show areas have designated viewing areas for Guests with disabilities. These areas are filled on a first-come, first-served basis. Plan to arrive early, as space is limited. Viewing spaces cannot be reserved or guaranteed. Parties larger than six may be asked to separate and reunite afterwards.

Accessible Transportation

Following are options available for Guests in wheelchairs or ECVs:

- **Watercraft and Ferryboat** access varies depending on the type of watercraft and existing conditions.
- **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.
- **Monorail** system can be accessed by elevators and/or ramps, at the Transportation and Ticket Center, *Magic Kingdom* Park, Disney's Grand Floridian Resort & Spa and Disney's Contemporary Resort.

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

Magic Kingdom®



	MOBILITY DISABILITIES	VISUAL DISABILITIES	HEARING DISABILITIES
Guest Amenities Available for Rent or Deposit	<p>Wheelchairs and Electric Conveyance Vehicles (ECVs) are 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.</p> <p>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.</p>	<p>Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park.</p> <p>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.</p> <p>Portable Tactile Maps Provides a tactile representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format.</p> <p>Amenities available for \$25 refundable deposit.</p>	<p>Assistive Listening  Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions.</p> <p>Handheld Captioning  Utilizes <i>Disney's Handheld Device</i> to display text at select attractions.</p> <p>Theater Captioning Many theater-type attractions now offer Handheld Captioning.</p> <p>Video Captioning  Caption-ready monitors designated with a "CC" symbol can be activated by a remote control built into <i>Disney's Handheld Device</i>.</p> <p>Amenities available for \$25 refundable deposit.</p>
Rental Locations	<ul style="list-style-type: none"> • Wheelchair Rental Shop inside the Main Entrance 	<p>Guest Relations  See map inside for location.</p>	<p>Guest Relations  See map inside for location.</p>
Complimentary Amenities and Services for use at the Park	<p>Wheelchair Replacement Locations</p> <ul style="list-style-type: none"> • Big AI's • <i>Buzz Lightyear's Space Ranger Spin</i> Photos <p>Companion Restrooms</p> <p>See map inside for locations indicated with .</p>	<p>Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest Relations Lobby and near The Plaza Restaurant.</p>	<p>Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.</p>
More Options	<p>Electric Conveyance Vehicles (ECVs)</p> <p>Limited number available on a first-come, first-served basis at the rental locations.</p> <p>Must be 18 years of age or older to rent ECVs.</p> <p>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.</p>	<p>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.</p>	<p>Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.</p> <p>Sign Language Interpretation  Available at <i>Magic Kingdom</i> Park on Mondays and Thursdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i>® Theme Parks.</p> <p>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].</p>
Safety in the Park	<p>Mobility Scooters/ECVs</p> <p>Please keep your speed to the walking speed of those around you.</p> <p>Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise, and food and beverage locations.</p> <p>Park your device in safe locations clear from walkways and stairs.</p> <p>Evacuation</p> <p>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.</p> <p>Transfers</p> <p>Some attractions require Guests to transfer from their wheelchairs to the attraction. Cast Members are not permitted to physically lift Guests in the transfer.</p>	<h2>SERVICE ANIMALS</h2>	
		<p>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.</p> <p>Service Animal Restrictions</p> <p>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.</p> <ul style="list-style-type: none"> • The Barnstormer • <i>Big Thunder Mountain Railroad</i>® • <i>Peter Pan's Flight</i>® • Seven Dwarfs Mine Train • <i>Space Mountain</i>® • <i>Splash Mountain</i>® <p>Guests with service animals should check with a host for attraction and boarding information at the following attractions:</p> <ul style="list-style-type: none"> • Prince Charming Regal Carrousel <p>Service Animal Relief Areas </p> <ul style="list-style-type: none"> • <i>Adventureland</i>®: Adjacent to <i>Pirates of the Caribbean</i>® • <i>Frontierland</i>®: Near <i>Big Thunder Mountain Railroad</i> • <i>Liberty Square</i>: Behind Liberty Tree Tavern • <i>Fantasyland</i>: Near The Barnstormer • <i>Tomorrowland</i>®: Near <i>Space Mountain</i> Restrooms <p>Kennel For information and reservations, call 877-493-9738.</p>	
		<p>Please contact a Cast Member for information and assistance.</p>	
	<p>Specialty Lighting Effects/Photosensitivity</p> <p>Specialty lighting and other visual effects are used extensively throughout the <i>Walt Disney World</i> Resort. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.</p>	<p>Magnetic Fields</p> <p>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.</p>	<p>Special Effects</p> <p>Special effects, including theatrical smokes, fog, snow and bubbles, are used at select <i>Walt Disney World</i> Resort attractions, shows and special events. All special effects are produced using products that have been proven to be safe in these applications.</p>

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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.



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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.

BEYOND MAGIC KINGDOM 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.



Special Considerations for Attractions
Safety: Please abide by all safety warnings and notices.
 (f) Supervise children at all times. Children under age 7 years must be accompanied by a person age 14 years or older.
 (f) 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, hats/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.
Physical considerations on designated attractions:
Warning! 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.

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.

MAIN STREET, U.S.A.

- 1 City Hall (i) Guest Relations, Information, and Lost and Found. **Mobility Access:** Enter using ramp on LEFT.
- 2 Casey's Corner Hosted by Coca-Cola®
- 3 The Crystal Palace (i) **Mobility Access:** Enter using ramp on LEFT.
- 4 The Plaza Restaurant (i)
- 5 Plaza Ice Cream Parlor Hosted by Edy's®
- 6 Main Street Bakery
- 7 Tony's Town Square Restaurant (i) **Mobility Access:** Enter using ramp on RIGHT.

ADVENTURELAND

- 10 Swiss Family Treehouse (f) Explore the treehouse inspired by the classic Disney film. **Mobility Access:** Abbreviated experience available for Guests using wheelchairs. Guests must enter through the attraction exit.
- 11 The Magic Carpets of Aladdin® (f) Fly high on a magic carpet above Adventureland.
- 12 Jungle Cruise® (f) Set sail on a whimsical cruise through exotic rivers. **Mobility Access:** Transfer Access Vehicle available.
- 13 Walt Disney's Enchanted Tiki Room (f) Watch tropical birds and colorful flowers come to life.
- 14 Pirates of the Caribbean® (f) Embark on a voyage to a time when pirates ruled the seas. **Mobility Access:** See a Cast Member for transfer information.

DINING

- 15 Springroll Snack Cart
- 16 Sunshine Tree Terrace (i)
- 17 Jungle Navigation Co. LTD Skipper Canteen (i)
- 18 Aloha Isle Hosted by DOLE® PACKAGED FOODS (i)
- 19 Tortuga Tavern

FRONTIERLAND

- 20 Splash Mountain® (f) Enjoy a thrilling log flume ride through a whimsical world of classic characters. **Mobility Access:** See a Cast Member for direction. Transfer Access Device available.
- 21 Big Thunder Mountain Railroad® (f) Ride through a gold-mining town on a runaway train. **Mobility Access:** See a Cast Member for options. Transfer Access Vehicle available.
- 22 Tom Sawyer Island (f) Brave this Mark Twain-inspired hideaway. **Mobility Access:** Raft portion accessible for Guests using wheelchairs.
- 23 Country Bear Jamboree (f) Have a knee-slappin' time with these singing bears. **Mobility Access:** Enter through door on LEFT.

DINING

- 24 Golden Oak Outpost
- 25 Pecos Bill Tall Tale Inn and Cafe (i)
- 26 Westward Ho

LIBERTY SQUARE

- 27 The Hall of Presidents (f) Behold all the U.S. Presidents on stage together. 22 minutes. **Mobility Access:** Enter through door on RIGHT.
- 28 Liberty Square Riverboat (f) Cruise the Rivers of America aboard the Liberty Belle. **Mobility Access:** Enter through exit on RIGHT or LEFT.
- 29 Haunted Mansion® (f) Take a spine-tingling tour of this dark, haunted estate. **Mobility Access:** Transfer Access Vehicle available. Contact a Cast Member for additional information.

DINING

- 30 Liberty Tree Tavern (i) **Mobility Access:** Enter using ramp on LEFT.
- 31 The Diamond Horseshoe (i)
- 32 Columbia Harbour House (i)
- 33 Liberty Square Market
- 34 Sleepy Hollow (i)

SHOPPING

- 35 Ye Olde Christmas Shoppe
- 36 Memento Mori

FANTASYLAND

- 37 Prince Charming Regal Carrousel (f) Ride this classic attraction. **Mobility Access:** See a Cast Member for options.
- 38 Mickey's PhilharMagic® (f) Get swept away in this 3D movie.
- 39 Peter Pan's Flight® (f) Fly with Peter Pan aboard a magical ship. **Mobility Access:** See a Cast Member for options.
- 40 "it's a small world"® (f) Take a boat tour around the globe. **Mobility Access:** Enter through designated wheelchair entrance.
- 41 Under the Sea~Journey of The Little Mermaid (f) Descend below the waves for a splashy musical adventure.
- 42 The Barnstormer (f) Take flight on this thrilling junior roller coaster. *Expectant mothers should not ride.*
- 43 Dumbo the Flying Elephant® (f) Ride your favorite flying elephant. **Mobility Access:** Transfer Access Vehicle available.
- 44 Mad Tea Party (f) Spin around and around in a giant teacup. **Mobility Access:** Transfer Access Vehicle available.
- 45 The Many Adventures of Winnie the Pooh (f) Travel through the Hundred Acre Wood in an oversized Hunny Pot. **Mobility Access:** See a Cast Member for options and transfer information.
- 46 Seven Dwarfs Mine Train (f) Race and rock through a diamond mine on this family coaster. *Expectant mothers should not ride.* **Mobility Access:** Transfer Access Vehicle available.

DINING

- 47 Cinderella's Royal Table (i)
- 48 Pinocchio Village Haus (i)
- 49 Be Our Guest Restaurant (i)
- 50 Gaston's Tavern
- 51 Prince Eric's Village Market
- 52 Cheshire Café Hosted by Minute Maid®
- 53 Storybook Treats
- 54 The Friar's Nook (i)

SHOPPING

- 55 Fantasy Faire
- 56 Sir Mickey's

TOMORROWLAND

- 57 Tomorrowland Speedway (f) Take a ride in your very own hot rod. **Mobility Access:** Transfer Access Device available.
- 58 Space Mountain® (f) Blast off on this coaster ride in the dark. **Mobility Access:** See a Cast Member for options.
- 59 Astro Orbiter (f) Pilot your own spaceship high above Tomorrowland. **Mobility Access:** See a Cast Member for access to elevator.
- 60 Tomorrowland Transit Authority PeopleMover® Presented by Alamo® (f) Ride this mass transit system of the future.
- 61 Walt Disney's Carousel of Progress (f) Travel through the 20th century to see how technology has improved our way of life.
- 62 Buzz Lightyear's Space Ranger Spin® (f) Fire lasers to defeat Zurg in this shooting gallery-inspired game. **Mobility Access:** See a Cast Member for transfer information.
- 63 RETURNING AUGUST 2021! Monsters Inc., Lauch Floor® (f) Discover the power of laughter in this live comedy show with audience participation!

DINING

- 64 Cosmic Ray's Starlight Café Hosted by Coca-Cola® (i)
- 65 Auntie Gravity's Galactic Goodies
- 66 Cool Ship Hosted by Coca-Cola®
- 67 Joffrey's Coffee & Tea Company®
- 68 The Lunching Pad (i)
- 69 Tomorrowland Terrace Restaurant (i) *Open seasonally.*

SHOPPING

- 70 Star Traders
- 71 Tomorrowland Light & Power Co.

LEGEND

- (f) Restrooms
- (f) Accessible Restrooms
- (f) Companion Restrooms
- (f) First Aid* Presented by AdventHealth
- (f) Automated External Defibrillators
- (f) Guest Relations
- (f) Baby Care Center
- (f) Service Animal Relief Areas
- (f) Smoking Area
- (f) ATMs Presented by Chase
- (f) Stroller Rentals
- (f) Wheelchair Rentals
- (f) Locker Rentals
- (f) Disney PhotoPass® Photographers
- (f) Memory Maker Sales Center
- (f) Fireworks Viewing for Guests with Disabilities
- (f) Disney Vacation Club® Information Center
- (f) Physical Considerations
- (f) Minimum Height Requirement
- (f) Must be ambulatory
- (f) May remain in wheelchair/ECV
- (f) Must transfer from wheelchair/ECV
- (f) Must transfer to standard wheelchair
- (f) Must transfer to standard wheelchair, and then to ride vehicle
- (f) Sign Language (available Mondays and Thursdays)
- (f) Visit Guest Relations for more information about:
 - (f) Assistive Listening
 - (f) Handheld Captioning
 - (f) Video Captioning
 - (f) Audio Description
 - (f) Mobile Food & Beverage Ordering
 - (f) Mobile Dining Reservation Check-In & Walk-Up List

*Emergency services available by calling 911.