

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.

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*, *EPCOT*, Disney's Grand Floridian Resort & Spa, Disney's Polynesian Village Resort and Disney's Contemporary Resort.

TIPS & INFORMATION

Guest Relations

Please visit Guest Relations, located inside City Hall for:

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

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.

• **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.

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].

Accessibility information and accommodations for the following locations:

- **Disney Springs** Guest Relations location at the Welcome Center at *Disney Springs* Town Center.

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



IMPORTANT NOTICE

⚠️ COVID-19 WARNING

We have taken enhanced health and safety measures—for you, our other Guests, and Cast Members. You must follow all posted instructions while visiting *Walt Disney World*® Resort.

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

For your safety and the safety of other Guests and Cast Members:



WEAR A FACE COVERING AT ALL TIMES UNLESS STOPPED TO EAT OR DRINK



MAINTAIN PHYSICAL DISTANCING



WASH YOUR HANDS OFTEN WITH SOAP AND WATER OR WITH ALCOHOL-BASED SANITIZER



WHEN COUGHING OR SNEEZING, COVER YOUR MOUTH AND NOSE



AVOID TOUCHING EYES, NOSE OR MOUTH



FACE COVERINGS MUST FULLY COVER NOSE AND MOUTH



GUIDE FOR GUESTS WITH DISABILITIES

Magic Kingdom®



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) 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.	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 a remote control built into <i>Disney's Handheld Device</i> . Amenities available for \$25 refundable deposit.
Rental Locations	• Wheelchair Rental Shop inside the 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	Wheelchair Replacement Locations • Big Al's • <i>Buzz Lightyear's Space Ranger Spin</i> Photos 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 and near The Plaza Restaurant.	
More Options	Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served basis at the rental locations. 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.	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag. Sign Language Interpretation 🗣️ Available at <i>Magic Kingdom Park</i> 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. 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 and 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 attraction. Cast Members are not permitted to physically lift Guests in the transfer.	<h2>SERVICE ANIMALS</h2>	
		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. • 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> ® Guests with service animals should check with a host for attraction and boarding information at the following attractions: • Prince Charming Regal Carrousel Service Animal Relief Areas 🗿 • <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 Kennel For information and reservations, call 877-493-9738.	

Please contact a Cast Member for information and assistance.

Specialty Lighting Effects/Photosensitivity

Specialty lighting and other visual effects are used extensively throughout *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 smoke, 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.



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



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



Special Considerations for Attractions
Safety: Please abide by all safety warnings and notices.
 (H) Supervise children at all times. Children under age 7 years must be accompanied by a person age 14 years or older.
 (H) 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.

RELAXATION STATIONS
 Controlled area where face coverings may be temporarily removed.

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 (H) Guest Relations, Information, and Lost and Found. Mobility Access: Enter using ramp on LEFT.
 - 2 Tony's Town Square Restaurant (H) Mobility Access: Enter using ramp on RIGHT.
 - 3 Main Street Bakery
 - 4 The Plaza Restaurant (H)
 - 5 The Crystal Palace (H) Mobility Access: Enter using ramp on LEFT.
- SHOPPING**
- 6 Emporium
 - 7 Uptown Jewelers Featuring Pandora® Jewelry
 - 8 The Chapeau

ADVENTURELAND

- ★ **ATTRACTIONS**
- 9 Swiss Family Treehouse (H) 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.
 - 10 The Magic Carpets of Aladdin® (H) Fly high on a magic carpet above Adventureland.
 - 11 Jungle Cruise® (H) Set sail on a whimsical cruise through exotic rivers.
 - 12 Walt Disney's Enchanted Tiki Room (H) Watch tropical birds and colorful flowers come to life.
 - 13 Pirates of the Caribbean® (H) Embark on a voyage to a time when pirates ruled the seas. Mobility Access: See a Cast Member for transfer information.
- ¶ **DINING**
- 14 Springroll Snack Cart Available Friday-Sunday
 - 15 Sunshine Tree Terrace
 - 16 Jungle Navigation Co. LTD Skipper Canteen (H)
 - 17 Aloha Isle Hosted by DOLE® PACKAGED FOODS (H)

LIBERTY SQUARE

- ★ **ATTRACTIONS**
- 24 The Hall of Presidents (H) Behold all the U.S. Presidents on stage together. 22 minutes. Mobility Access: Enter through door on RIGHT.
 - 25 Liberty Square Riverboat (H) Cruise the Rivers of America aboard the Liberty Belle. Mobility Access: Enter through exit on RIGHT or LEFT.
 - 26 Haunted Mansion® (H) Take a spine-tingling tour of this dark, haunted estate. Mobility Access: Transfer Access Vehicle available. Contact a Cast Member for additional information.
- ¶ **DINING**
- 27 Liberty Tree Tavern (H) Mobility Access: Enter using ramp on LEFT.
 - 28 Liberty Square Market
 - 29 Sleepy Hollow
- 🛍️ **SHOPPING**
- 30 Ye Olde Christmas Shoppe
 - 31 Memento Mori

LEGEND

- (H) Restrooms
- (H) Accessible Restrooms
- (H) Companion Restrooms
- (H) First Aid* Presented by AdventHealth
- (H) Automated External Defibrillators
- (H) Guest Relations
- (H) Baby Care Center Hosted by Huggies®
- (H) Service Animal Relief Areas
- (H) Smoking Area
- (H) ATMs Presented by Chase
- (H) Stroller Rentals Hosted by Huggies®
- (H) Wheelchair Rentals
- (H) Locker Rentals
- (H) Disney PhotoPass® Photographers
- (H) Memory Maker Sales Center
- (H) Disney Vacation Club® Information Center

FRONTIERLAND

- ★ **ATTRACTIONS**
- 18 Splash Mountain® (H) 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.
 - 19 Big Thunder Mountain Railroad® (H) Ride through a gold-mining town on a runaway train. Mobility Access: See a Cast Member for options. Transfer Access Vehicle available.
 - 20 Tom Sawyer Island (H) Brave this Mark Twain-inspired hideaway. Mobility Access: Raft portion accessible for Guests using wheelchairs.
 - 21 Country Bear Jamboree (H) Have a knee-slappin' time with these singing bears. Mobility Access: Enter through door on LEFT.

- ¶ **DINING**
- 22 Pecos Bill Tall Tale Inn and Cafe (H)
 - 23 Westward Ho

TOMORROWLAND

- ★ **ATTRACTIONS**
- 32 Prince Charming Regal Carousel (H) Ride this classic attraction. Mobility Access: See a Cast Member for options.
 - 33 Mickey's PhilharMagic® (H) Get swept away in this 3D movie.
 - 34 Peter Pan's Flight® (H) Fly with Peter Pan aboard a magical ship. Mobility Access: See a Cast Member for options.
 - 35 "it's a small world"® (H) Take a boat tour around the globe. Mobility Access: Enter through designated wheelchair entrance.
 - 36 Under the Sea~Journey of The Little Mermaid (H) Descend below the waves for a splashy musical adventure.
 - 37 The Barnstormer (H) Take flight on this thrilling junior roller coaster. Expectant mothers should not ride.
 - 38 Dumbo the Flying Elephant® (H) Ride your favorite flying elephant. Mobility Access: Transfer Access Vehicle available.
 - 39 Mad Tea Party (H) Spin around and around in a giant teacup. Mobility Access: Transfer Access Vehicle available.
 - 40 The Many Adventures of Winnie the Pooh (H) Travel through the Hundred Acre Wood in an oversized Hunny Pot. Mobility Access: See a Cast Member for options and transfer information.
 - 41 Seven Dwarfs Mine Train (H) Race and rock through a diamond mine on this family coaster. Expectant mothers should not ride. Mobility Access: Transfer Access Vehicle available.
- ¶ **DINING**
- 42 Cinderella's Royal Table (H)
 - 43 Pinocchio Village Haus (H)
 - 44 Be Our Guest Restaurant (H)
 - 45 Gaston's Tavern
 - 46 Storybook Treats
 - 47 The Friar's Nook
- 🛍️ **SHOPPING**
- 48 Fantasy Faire
 - 49 Sir Mickey's

FANTASYLAND

- ★ **ATTRACTIONS**
- 32 Prince Charming Regal Carousel (H) Ride this classic attraction. Mobility Access: See a Cast Member for options.
 - 33 Mickey's PhilharMagic® (H) Get swept away in this 3D movie.
 - 34 Peter Pan's Flight® (H) Fly with Peter Pan aboard a magical ship. Mobility Access: See a Cast Member for options.
 - 35 "it's a small world"® (H) Take a boat tour around the globe. Mobility Access: Enter through designated wheelchair entrance.
 - 36 Under the Sea~Journey of The Little Mermaid (H) Descend below the waves for a splashy musical adventure.
 - 37 The Barnstormer (H) Take flight on this thrilling junior roller coaster. Expectant mothers should not ride.
 - 38 Dumbo the Flying Elephant® (H) Ride your favorite flying elephant. Mobility Access: Transfer Access Vehicle available.
 - 39 Mad Tea Party (H) Spin around and around in a giant teacup. Mobility Access: Transfer Access Vehicle available.
 - 40 The Many Adventures of Winnie the Pooh (H) Travel through the Hundred Acre Wood in an oversized Hunny Pot. Mobility Access: See a Cast Member for options and transfer information.
 - 41 Seven Dwarfs Mine Train (H) Race and rock through a diamond mine on this family coaster. Expectant mothers should not ride. Mobility Access: Transfer Access Vehicle available.
- ¶ **DINING**
- 42 Cinderella's Royal Table (H)
 - 43 Pinocchio Village Haus (H)
 - 44 Be Our Guest Restaurant (H)
 - 45 Gaston's Tavern
 - 46 Storybook Treats
 - 47 The Friar's Nook
- 🛍️ **SHOPPING**
- 48 Fantasy Faire
 - 49 Sir Mickey's

TOMORROWLAND

- ★ **ATTRACTIONS**
- 50 Tomorrowland Speedway (H) Take a ride in your very own hot rod. Mobility Access: Transfer Access Device available.
 - 51 Space Mountain® (H) Blast off on this coaster ride in the dark. Mobility Access: See a Cast Member for options.
 - 52 Astro Orbiter (H) Pilot your own spaceship high above Tomorrowland. Mobility Access: See a Cast Member for access to elevator.
 - 53 Tomorrowland Transit Authority PeopleMover Presented by Alamo® (H) Ride this mass transit system of the future.
 - 54 Walt Disney's Carousel of Progress (H) Travel through the 20th century to see how technology has improved our way of life.
 - 55 Buzz Lightyear's Space Ranger Spin® (H) Fire lasers to defeat Zurg in this shooting gallery-inspired game. Mobility Access: See a Cast Member for transfer information.
- ¶ **DINING**
- 56 Cosmic Ray's Starlight Café Hosted by Coca-Cola® (H)
 - 57 Auntie Gravity's Galactic Goodies
 - 58 Joffrey's Coffee & Tea Company®
 - 59 The Lunching Pad (H)
 - 60 Tomorrowland Terrace Restaurant (H)
- 🛍️ **SHOPPING**
- 61 Star Traders
 - 62 Tomorrowland Light & Power Co.

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

- Visit Guest Relations for more information about:**
- (H) Assistive Listening
 - (H) Handheld Captioning
 - (H) Video Captioning
 - (H) Audio Description
 - (H) Mobile Food & Beverage Ordering
 - (H) Mobile Dining Reservation Check-In & Walk-Up List

- ▲ Physical Considerations
- (H) Minimum Height Requirement
- (H) Must be ambulatory
- (H) May remain in wheelchair/ECV
- (H) Must transfer from wheelchair/ECV
- (H) Must transfer to standard wheelchair
- (H) Must transfer to standard wheelchair, and then to ride vehicle
- (H) Sign Language (available Mondays and Thursdays)

- (H) Disney PhotoPass® Photographers
- (H) Memory Maker Sales Center
- (H) Disney Vacation Club® Information Center

*Emergency services available by calling 911.