

PLANNING A TRIP TO  
**Disneyland**  
RESORT

A Resource for Guests with Cognitive Disabilities  
including Autism Spectrum Disorder (ASD)



Welcome to the Disneyland® Resort, the place where imagination is the destination. For young and old, big and small—it's the happiest place on earth! This Guide is designed to assist families of those with cognitive disabilities, including those with Autism Spectrum Disorder (ASD), in planning a trip to the Disneyland® Resort.

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Additional information about the Disneyland® Resort, including our services for Guests with disabilities, can be found by visiting our website at [www.disneyland.com](http://www.disneyland.com) or by calling (714) 781-4636.

The Disneyland® Park and Disney California Adventure® Park Guides for Guests with Disabilities are also available for download from this website. These Guides outline specific information about each attraction, including height requirements and health restrictions.





## FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

### **What are some tips to prepare my family member with a cognitive disability for a trip to the Disneyland® Resort?**

Advanced planning is strongly recommended for all Guests with cognitive disabilities planning a visit to the Disneyland® Resort. As you would imagine, our Theme Parks offer sensory stimulation including crowds, dark and loud theaters and attractions, lights and noises, and waiting in line. [We encourage you to](#) review the planning tips and strategies offered on pages 6-7 of this Guide. You may also refer to this Guide for further suggestions on items to discuss with your family member in advance of your visit. Additional information can be found by visiting our website at [www.disneyland.com](http://www.disneyland.com) or by calling (714) 781-4636.

### **When should I purchase tickets?**

It is recommended that tickets be purchased in advance to avoid the possibility of waiting in line at our ticket locations in the main entrance plaza/Esplanade area outside of the Theme Park entrances. Tickets for Disneyland® Park and Disney California Adventure® Park, including Magic Key, can be purchased in advance online at [www.disneyland.com](http://www.disneyland.com) or by calling (714) 781-4636. To enter a theme park, Guests (ages 3 and older) will need a valid ticket and a theme park reservation for the same day and same park they want to visit.

### **Where is stroller/wheelchair rental?**

If a member of your family needs to rent a stroller, a wheelchair, or ECV/motorized scooter, proceed to at Pixar Pals Parking Structure or the Disneyland® Resort Stroller Shop, located in the main entrance plaza to the right of Disneyland® Park entrance.

### **Do you offer a Rider Switch if my family member with a cognitive disability is not able to ride a particular attraction?**

Yes. If you have 3 or more [Guests](#) in your party, you may be able to take advantage of the attraction Rider Switch program that enables you to experience the attraction while another member of the party waits with the Guest who does not ride. You then “swap” to enable the other party member to enjoy the attraction without having to wait in the line again. For details and to use this service, inquire with the Cast Member at the attraction.

### **What if my family member with a cognitive disability has difficulty tolerating extended waits in a conventional queue environment?**

To access our attractions, Guests with cognitive disabilities have several options including use of the standard queue, the Disability Access Service and DAS Advance, Genie, and Genie+. Guests are encouraged to learn about these programs in advance of their visit to determine which options are best for your party. Or visit Guest Relations at either City Hall in Disneyland® Park or the Chamber of Commerce in Disney California Adventure® Park when you arrive to maximize your experiences in the parks. Additional information can be found on page 11 of this Guide or by visiting our website at [www.disneyland.com](http://www.disneyland.com).

# FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

## **What should I do if my family member with a cognitive disability needs to remain in a stroller while in the attraction queues?**

Visit Guest Relations at either City Hall in Disneyland® Park or the Chamber of Commerce in Disney California Adventure® Park to receive a “stroller as wheelchair” tag to be placed on your stroller for easy identification by our attractions Cast Members.

## **Where can we go if my family member with a cognitive disability feels overwhelmed or would like a quieter area?**

You can ask a Cast Member where the nearest quiet location is located. Examples of break areas include First Aid in Disneyland® Park (on Main Street, U.S.A. near the Plaza Inn restaurant) and in Disney California Adventure® Park (on Buena Vista Street next to the Chamber of Commerce). Please refer to page 12 of this Guide for further suggestions.

## **Are restrooms readily available in the theme parks and do you also offer companion (sometimes called “family”) restrooms?**

Yes, there are multiple men’s and women’s restroom facilities throughout our parks. We do also offer companion (family) restrooms in selected locations, including First Aid, which are listed in our park-specific Guides for Guests with Disabilities. These restrooms are larger than traditional restrooms and can be helpful if your family member with a cognitive disability needs assistance or requires that someone be with them in the restroom. Multi-stall restrooms use automatic toilet flushing equipment which can be loud. Note that many of our family restrooms use manual flush toilet equipment for those with sensory sensitives.

## **How can I find out what each of the attractions at Disneyland® Park and Disney California Adventure® Park are like? Is there a listing that outlines the various special effects in each as well?**

Yes. Please refer to the “Disneyland Resort Attraction Details” which is a separate document on the [www.disneyland.com](http://www.disneyland.com) website. It lists specific information about each attraction including details such as how long a ride might take and the type of special effects it has (smell/scents, flashing lights, loud noises, darkness, etc.). Additional information about our attractions can be found by visiting our website at [www.disneyland.com](http://www.disneyland.com) or by calling (714) 781-4636.



# FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

## **How can I find out about food options/preparation methods for my family member with a cognitive disability who has specific dietary needs?**

Most table service restaurants in the Theme Parks and Disney Resort Hotels can accommodate many common food allergies or intolerances, such as allergy-friendly items. Advanced requests can be made when booking your dining reservation or for day of dining by speaking with the chef or a manager on duty at the restaurant.

Guests are also allowed to bring food items into the theme parks. Note that Cast Members are prohibited from storing, preparing, cooking or reheating any food brought into the Theme Parks. Additional information on special dietary requests, including policies, can be found by visiting our website at [www.disneyland.com](http://www.disneyland.com) or by calling (714) 781-4636.

## **Are there any other tools or resources the Disneyland® Resort offers for my trip planning or during my visit?**

If you have any questions or require information upon arrival at the theme parks, visit Guest Relations at either City Hall in Disneyland® Park or the Chamber of Commerce in Disney California Adventure® Park.

More information can be found by visiting our website at [www.disneyland.com](http://www.disneyland.com) or by calling (714) 781-4636. The Disneyland® Park and Disney California Adventure® Park Guides for Guests with Disabilities are also available for download from this website. These outline specific information about each attraction, including height requirements and health restrictions.

Additionally, Guests are encouraged to download the free **Disneyland App to their smart phone or tablet prior to their visit**. The Disneyland App provides access to information including real-time attraction wait times, entertainment times, and also allows you to make dining reservations.

Guests with disabilities who prefer sit-down dining experiences while in the Theme Parks are strongly recommend to make dining reservations in advance. Many of our restaurants may be at capacity or unavailable the day of your visit. Dining reservations can be made on our website or through the Disneyland App. Cancellation fees may apply, so be sure to confirm the policy before finalizing your reservation. If you have any questions or require information upon arrival at the Theme Parks, visit Guest Relations or use Genie on the Disneyland App for help with itinerary planning to make the most out of your visit. Visit [www.disneyland.com](http://www.disneyland.com) for more information.





# TRIP PLANNING STRATEGIES

## Fun at the Disneyland® Resort!

Tips and Strategies Offered by Community Organizations for Families of Individuals with Cognitive Disabilities

Planning ahead for a family outing to the Disneyland® Resort can help make your trip memorable. This Guide contains tips and tools designed to promote the enjoyment of the Disneyland® Resort experience for everyone involved. Be sure to also check [www.disneyland.com](http://www.disneyland.com) for the most up to date information on operational guidelines, policies and offerings, as they are subject to change without notice.

### WHAT TO EXPECT



Drive and park the car



Pass through security



Walk to the Main Entrance



Enter the Park by using your ticket or Magic Key



Study the map



Visit Guest Relations or use the Disneyland App to plan your experiences and book attractions



Experience an attraction



Grab a favorite snack



Take a break



Meet a character



Enjoy some shopping



Time to go home



## TRIP PLANNING STRATEGIES

### — HOW TO PREPARE —

- 1 Review health protocols currently in place at the Disneyland Resort. For most up to date information visit the [www.Disneyland.com](http://www.Disneyland.com)
- 2 Review this Guide. This Guide gives an overview of the parks and what to expect during your trip. Knowing what to expect is a key component of a successful adventure!
- 3 Create or review a Visual Schedule. We suggest starting with the activities that you know will occur, such as how you will travel to the Theme Parks, the time you plan on entering the Theme Parks, and/or the times of attractions, parades or shows you plan to experience. Next, fill in the remaining times with possible attractions and use a question mark or a change card to build flexibility into the schedule. Review the visual schedule with your family member before your visit so they have an idea of what to expect.
- 4 Consider downloading the Disneyland App or visiting our website to assist in planning and find out more about entertainment show times and mobile order options. Note: Some experiences may be modified or unavailable.
- 5 Choose a place on the map to meet in case you are separated. Advise your family member if they do get separated to look for someone wearing a nametag and ask for help. Continue to emphasize the importance of staying close together at all times.
- 6 Practice waiting in line. Waiting in line can be a big part of Disneyland® Park and Disney California Adventure® Park experience. Practice waiting if you can either at home or in lines at the grocery store, ice cream shop, etc.

### — WHAT TO BRING —

- 1 Face coverings are required for all Guests (ages 2 and up) while indoors, including on many attractions and in enclosed transportation vehicles, regardless of vaccination status. Face coverings remain optional for all Guests in outdoor common areas.
- 2 A bracelet or nametag with your family member's name, a contact number for you, and any other important things to know about your family member.
- 3 Ear plugs or headphones. The parks can be very noisy in certain places. There might be fireworks or announcements on loud speakers. If you choose to go on fast rides, the sounds from the fellow riders may scare your family member.
- 4 A favorite device, sensory toy or activity. Bring your family member's tablet, video game, comic book, or anything else you think might be calming or distract them and keep them occupied during any downtimes.
- 5 Reinforcers for good behavior. Trips to the parks can be long, so items that motivate your family member will be helpful in reinforcing good behavior, so your family is able to enjoy a full day of fun!



## PARKING & SCREENING AREAS

### PARKING

Upon arriving at the Disneyland® Resort, your family will be directed to a parking location and separate parking facilities exist for the theme parks (combined parking areas for both Disneyland® Park and Disney California Adventure® Park), the Downtown Disney® District, and the Disneyland® Resort Hotels. Depending on availability, you may be directed to an alternate parking facility. The largest parking areas for the theme parks are the Mickey and Friends Parking Structure and the Pixar Pals Parking Structure. Both are 6-story parking garages off Disneyland Drive. The Toy Story® Parking lot is located at the intersection of Harbor Boulevard and Convention Way.

Once you park your vehicle, please proceed to the security area. For further information about parking prices, hours, or if you need help finding your way to the Disneyland® Resort, visit our website at [www.disneyland.com](http://www.disneyland.com) or call (714) 781-4636.

### SECURITY SCREENING AREAS

Before entering our theme parks, there are security bag check areas at the parking structures, the Harbor Boulevard entrance as well as the Downtown Disney® entrance. In these locations, Cast Members will be checking bags, backpacks, jackets, and other personal items.

Depending on the length of the line, your family may experience some waiting. Also note that members of our security team may have canine officers with them and that Cast Members may briefly take possession of your personal items so they may be checked. Those with jackets may be asked to open them, and pockets should be emptied. You will then walk through a metal detector before your personal items are handed back to you. You may speak with a Cast Member if you prefer alternate screening options.

Once complete, the walk from both parking structures to the main entrance plaza is about 15-20 minutes. Shuttles are available from Toy Story Parking Lot.



## PARK ENTRANCES & WHEN YOU ARRIVE

### MAIN ENTRANCE

The Main Entrance is where your family can purchase tickets if needed. We strongly encourage all Guests to purchase tickets in advance at [www.disneyland.com](http://www.disneyland.com) or by calling (714) 781-4636. Please note that a theme park reservation may also be required for admission and may not be available on your desired date(s).

### THEME PARK ENTRANCES/TURNSTILES

With your park tickets in hand, your party can then proceed to the entrance gates/turnstiles of either Disneyland® Park or Disney California Adventure® Park. Depending on the length of the line, your family may experience some waiting. When it is your turn, give your ticket or show the ticket on your smart phone if using the Disneyland App to the Cast Member working the line who will scan your ticket and take your photo. Your family will then be asked to proceed through a turnstile which includes rotating metal arms that keep track of the number of people entering the park. If requested, and if you have concerns with your family member with a cognitive disability using the turnstile, the Cast Member can also open a manual bypass gate.

### STROLLER & WHEELCHAIR GUIDELINES

If a member of your family needs to rent a stroller, a wheelchair, or ECV/motorized scooter, proceed to Pixar Pals Parking Structure or Disneyland® Resort Stroller Shop located in the Main Entrance plaza to the right of Disneyland® Park entrance. Wheelchairs and ECVs may not be reserved. Please plan to arrive early; a limited number of wheelchairs and ECVs are available for rent on a first-come, first-served basis. Guests are also invited to bring and use their own ECVs, wheelchairs and other mobility devices throughout the Disneyland® Resort.

If you are bringing your own stroller, please keep the following guidelines in mind:

Strollers larger than 31" (79 cm) x 52" (132 cm) and wagons are not permitted. If you have specific needs to accommodate your family member, please see a security Cast Member when you arrive.

## CAST MEMBERS

When your family arrives at the Disneyland® Resort, you will meet the friendly Disney employees who are called “Cast Members”.

The term “Cast Member” was coined by Walt Disney himself and pays homage to the name given to those performing in a show or in a movie. Cast Members are easily identified by their nametags which also highlight their hometown. All our Cast Members are trained to assist in answering questions and providing directions.

In the event a member of your party gets lost, have them find a Cast Member for assistance (please refer to the section below for further information).



## LOST PERSONS / IF YOU GET LOST

All children and persons with disabilities who may need assistance should be taught to immediately ask a Cast Member for help if they become lost or separated from their family. You may also consider making a nametag for you family member or consider asking Guest Relations for a "Visiting With" sticker that includes their name as well as a family member's name and mobile number. This is especially recommended if your family member with a disability is not able to easily communicate with unfamiliar people.

If a lost person is not immediately reunited with their party, a Cast Member will escort the Guest to the designated lost persons/children location in each Theme Park.

Consider taking a photo of the members in your party on the day of your visit (especially if your family member with a cognitive disability has a tendency to wander off) on your mobile device. This photo can be very helpful in the event someone in your party becomes separated.

GUEST  
RELATIONS

LOST & FOUND



## ACCESSING ATTRACTIONS

The Theme Parks offer a wide variety of great rides and shows, and Guests with cognitive disabilities have several means of access available to assist in creating magical and memorable experiences.

### **RIDES**

To access our attractions, Guests with cognitive disabilities have several options including use of the standard queue, the Disability Access Service, DAS Advance, Genie, and/or Genie+. To determine which option or options are best for your party, visit our website at [www.disneyland.com](http://www.disneyland.com), call (714) 781-4636, or visit Guest Relations at either City Hall in Disneyland® Park or the Chamber of Commerce in Disney California Adventure® Park.

### **SHOWS**

At our shows, we generally have posted performance times that you can learn about by either visiting [www.disneyland.com](http://www.disneyland.com) or by downloading the Disneyland application to your smart phone or tablet. Lines begin forming leading up to the next show time and how much in advance your party should arrive to line up depends on various factors including the number of other Guests visiting on a particular day. For additional information on how best to experience one of our exciting shows, visit our website at [www.disneyland.com](http://www.disneyland.com), call (714) 781-4636, or visit Guest Relations at either City Hall in Disneyland® Park or the Chamber of Commerce in Disney California Adventure® Park.

### **DISNEYLAND APP**

The Disneyland application is your personal Guide to the magic. You will be able to view the posted wait time for all attractions, character greetings, entertainment show times, viewing areas for parades, viewing areas for nighttime spectaculars, or obtain DAS return times all on your app. Built as a new digital service in the Disneyland app, Disney Genie service will maximize your park time, so you can have more fun. It includes a personalized itinerary feature that will quickly and seamlessly map out an entire day. For additional information about Disney Genie and/or Genie+, please [www.disneyland.com](http://www.disneyland.com) or call 714-781-4636.

### **DISABILITY ACCESS SERVICE**

The Disability Access Service is designed for Guests who have difficulty tolerating extended waits in a traditional queue environment due to their disability, and the service allows Guests to schedule a return time that is comparable to the current queue wait for the given attraction. Depending on a Guest with cognitive disability's individual service needs, additional accommodations may be available. To learn more about the Disability Access Service as well as additional accommodations available based on individual service needs, visit our website at [www.disneyland.disney.go.com/guest-services/disability-access-service/](http://www.disneyland.disney.go.com/guest-services/disability-access-service/), call (714) 781-4636, or visit Guest Relations at either City Hall in Disneyland® Park or the Chamber of Commerce in Disney California Adventure® Park.

NOTE: To utilize the Disability Access Service, eligible Guests will participate in a registration process that includes having their photo taken.



## NEED A BREAK?

There are many places throughout Disneyland® Park and Disney California Adventure® Park that are great for taking a break. Depending on the needs of your family, there are areas to relax that are typically a “little less busy” (depending on time of year and time of day) that may give your family member with a cognitive disability needs some down time. If necessary, find a Cast Member who will assist in finding a quiet location nearby. Some examples include:



**Main Street, USA:** First Aid; Side Street by Market House/Starbucks

**Frontierland:** Next to Frontierland Shootin’ Exposition and the path to Fantasy Faire; Pirates Lair on Tom Sawyer Island (NOTE: you must take a raft ride to/from the island and some waiting may be required)

**Star Wars: Galaxy’s Edge:** Just beyond the market heading toward Star Wars: Rise of the Resistance

**Adventureland:** Seating area of Tropical Hideaway

**Critter Country:** First floor of Hungry Bear Restaurant

**Fantasyland:** Sleeping Beauty Castle alternate experience; the dock behind Eidelweiss Snacks near the Matterhorn, upper level of Small World Mall

**Mickey’s Toontown:** Planter area across from Roger Rabbit’s Car Toon Spin attraction near Goofy’s playhouse

Table service and quick service restaurant seating areas (during non-peak periods)



**Buena Vista Street:** First Aid next to the Chamber of Commerce

**Hollywood Land:** Backlot area near the Monsters Inc., Mike and Sulley to the Rescue! attraction

**Cars Land:** Side Street near Luigi’s Rollickin’ Roadsters

**Pacific Wharf:** Near the Baby Care Center and Ghiradelli Soda Fountain and Chocolate Shop

**Paradise Gardens Park:** World of Color viewing area (during the day when no shows are being performed)

**Pixar Pier:** Seating area at Boardwalk Pizza & Pasta/Paradise Garden Grill

**Grizzly Peak:** Redwood Creek Challenge Trail

Table service and quick service restaurant seating areas (during non-peak periods)



## CHARACTERS

Would you and your family like to see or even meet Disney Characters from your favorite movies or television shows? Many of our shows, parades, and rides at Disneyland® Park and Disney California Adventure® Park feature Disney Characters as do themed character dining experience in the Theme Parks and Resort Hotels.

You can also share a magical moment together and snap a photograph to capture the memories forever at numerous Disney Character greeting locations at all the Theme Parks.

While we continue to practice physical distancing, characters may be less available to sign autographs. You can visit [www.disneyland.com](http://www.disneyland.com) as well as Guest Relations for more information about all our character experiences.

We hope this Guide has provided helpful information in planning a visit for you and your family member with a cognitive disability to the happiest place on earth- the Disneyland® Resort.

If you have any questions that were not answered in this Guide, please visit our website at [www.disneyland.com](http://www.disneyland.com) or call (714) 781-4636.

