



Information for Guests with an Autism Spectrum Disorder

Disney Cruise Line offers the following information for Guests with an autism spectrum disorder or other disability that impacts their ability to wait in lines or in a crowded environment.

CHECK-IN/EMBARKATION

Guests should complete online check-in on DisneyCruise.com at least 72 hours prior to the sailing. During online check-in, Guests must choose a port arrival time. All Guests will go through a security screening process that includes bag x-ray and metal detectors prior to entering the terminal. Please be advised that the first two hours are typically the busiest and a later arrival time may be the least impactful. Staterooms are available after 2:00 pm; other public venues, including dining options, will be open upon embarkation.

MANDATORY GUEST ASSEMBLY DRILL

To comply with International Regulations regarding the safety of passengers at sea, Disney Cruise Line requires that all Guests participate in the Mandatory Emergency Drill on embarkation day. Please check the Disney Cruise Line Navigator App for the start time of the Mandatory Emergency Drill, which will be signified by the sounding of the ship's alarms. At the start time, you will be required to gather everyone assigned to your stateroom and make your way to your Assembly Station to check-in. Crew Members will demonstrate how to don your lifejacket, however, you are not required to bring or wear your lifejacket to the Assembly Station. Be sure to pay close attention to the safety announcements provided during the drill so you and your entire party are aware of what to do in the unlikely event of an emergency.

Please note, if a Guest has other questions or concerns regarding the Mandatory Guest Assembly Drill, contact Disney Cruise Line Special Services at least 60 days in advance of sailing at (407) 566-3602 [phone] or (407) 566-7455 [TTY] or via email at specialservices@disneycruise.com.

MY DISNEY CRUISE ADVENTURE BOOKLET

This 30-page printable activity booklet is complimentary and available for Guests to download at disneycruise.com > [Disney's Oceaneer Club >> Registration, Check-in and More](#). It features information for younger cruisers on what to expect from a cruise vacation. The arrival/boarding process, the mandatory Guest assembly, as well as highlights of the Disney experiences on board are all included. There are also fun activities children can do before and during the cruise along with helpful vacation tips for families to make the most of their vacation time at sea.

THEATERS AND RESTAURANTS

Some restaurants and theaters feature audio/visual experiences that may be unexpected. If you have specific questions or concerns, contact Disney Cruise Line Special Services at least 60 days in advance of sailing to discuss additional options. Once on board, should you need additional information or wish to discuss seating options, please contact Guest Services to be connected with the Restaurant Manager for the main dining rooms or the Entertainment Manager for the Walt Disney Theatre.

Crew Members will be available at the entrance to the Walt Disney Theatre beginning 20 minutes prior to show times to assist Guests. Some of the shows feature audio/visual experiences which may be unexpected and include strobe lights and the use of fog. To minimize the disruption to the performers and other Guests, seats located in the back of the theatre are recommended for those Guests who may need to come and go during the performance.

Family Movie Fun Time, in the Buena Vista Theatre, is an opportunity to enjoy a family feature film in a relaxed environment. We will leave some lights on and turn the volume down as audience members are welcome to talk, leave their seats, move about and (most importantly) have fun!

CHARACTER MEET AND GREETINGS

If a family member's disability impacts his/her ability to wait in the character line, one family member can wait in the line and your party can be reunited when it is your turn to meet the character. Should you need additional assistance, please ask to speak with the Character Manager.

WATER SLIDES & ATTRACTIONS

To reduce expected wait times, Guests are advised to arrive just prior to opening or return near closing. Alternate entrances to these experiences are not available.

DEBARKATION

If your family has concerns about the length of the debarkation process upon return to your homeport, please ensure all debarkation documentation, including Customs forms (where required), are prepared and readily available in advance of leaving the ship. If you need additional assistance in the terminal, please contact the nearest Cast Member. The following options are available:

Express Walk Off – In most homeports, Guests may carry their own luggage off the ship as soon as it clears Customs to avoid delays and lines inside the terminal. Please note that when utilizing this option, luggage cannot be placed outside of your stateroom on the prior evening. For available breakfast options, please discuss with your head server.

Mid-Point Debarkation – Typically, the lines for luggage retrieval and Customs inspection inside the terminal subside briefly once the second seating for breakfast has begun. This may be a good opportunity to leave the ship with minimal impact.

Delayed Debarkation – Guests may remain onboard (although not in their stateroom after 9 am) and debark after most Guests have left the ship. Please pay attention to the final announcement calls for debarkation.

ADDITIONAL QUESTIONS OR CONCERNS

If you have other questions or concerns in advance of your sailing, please contact Disney Cruise Line Special Services at (407) 566-3602 [phone] or (407) 566-7455 [TTY] or via e-mail at specialservices@disneycruise.com at least 60 days in advance of sailing to discuss additional options.

While onboard, please contact Guest Services to discuss additional options.



Youth Activities Information for Guests with an Autism Spectrum Disorder

YOUTH ACTIVITIES AGE GROUPS

Our Youth Activities programs provide the opportunity for children to discover something special at delightfully themed onboard youth clubs. The secured Oceaneer Lab/Club are open only to children ages 3-12. Activities are held in separate areas for Tweens (ages 11- 14) and for Teens (ages 14 – 17). Guests over the age of 18 years old are welcome to enjoy our adult exclusive events as well as family events onboard.

SECURED PROGRAMMING PARAMETERS

Our Youth Activity programs are available to children who are fully toilet trained, able to individually participate within our counselor-to-child ratio groups, and interact socially and comfortably with peers of their own age and physical size. We are unable to provide one-on-one counselor care, a counselor with specialty training, or counselor-assisted medical attention. Children who can self-address their personal medical needs can carry medically necessary supplies on their person, or they will be able to store them at the Youth Activities front desk.

OPEN HOUSE

Open House is an opportunity for all to come and participate in a variety of activities in Youth Activity programs. We offer our favorite programs during this time, offering friends and family of all ages to come and participate. Consult the *Navigator* for hours and program details.

CHECK-IN/CHECK-OUT PROCESS

During secured programming, children who meet the participation requirements between ages 3-12 will wear an Oceaneer Band to assist with check-in and check-out procedures. An authorized adult will be required in order to check-in or check-out. In the Tween and Teen venues, children are able to enter and exit during operating hours without restrictions.

HYGIENE

When children enter the Disney Oceaneer Club or Disney Oceaneer Lab, they'll wash their hands. Special handwashing stations are at the entrance which children place their hands and arms inside and the soap and water spirals around to clean them. If a child is uncomfortable using the station, Sani-wipes are available. All spaces have restrooms available within them. Please note that the toilet system onboard uses a vacuum system that makes a loud noise when flushed.

LOWER DEMAND TIMES IN SPACES

Once onboard, Youth Activity Counselors can assist with providing recommended times when the spaces tend to be in less demand. Many times, the most activity in the spaces is during sea day mornings, in between dinner seating times, embarkation and the last evening prior to disembarking.

PROGRAMMING

Spaces have many different offerings for programming. Some programs might have louder noises or music as well as flashing or bright lights. Additionally, from time to time, Characters may be in the spaces. The spaces have activities including Model Magic, iPads, headphones, magnet tiles, and Mr. Potato Heads. In order to best assist, please alert a Youth Activity Counselor of specific needs or concerns.

From time to time, Crew Drills will occur while onboard that do not require Guests to participate. However, Youth Activities will take the opportunity to practice with the children in the unlikely event an actual alarm was to occur. During the Crew Drill, if an authorized adult would prefer to pick-up his or her child, check-in and check-out procedures will continue.

DCL NAVIGATOR APP

In order to be able to contact authorized adults while children are in the Youth Activities spaces, Counselors will send notifications via the DCL Navigator App. Please be sure to download the DCL Navigator App before you leave home and login once onboard the ship.