Accessibility Planning Guide & Recommendations

Disneyland RESORT



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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 people with disabilities and their families 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.

The Disneyland® Park and Disney California Adventure® Park Guide Maps 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

When should I purchase tickets and make park reservations?

It is recommended that Guests purchase their park tickets for Disneyland® Park and Disney California Adventure® Park in advance online at www.disneyland.com. To enter a theme park, Guests (ages 3 and older) will need a valid ticket and a theme park reservation. We highly recommend that you make your park reservation as soon as you complete your ticket purchase, as availability can change until the reservation is finalized.

What are some tips to prepare a person who is neurodivergent for a trip to the Disneyland® Resort?

Advanced planning is strongly recommended for all Guests with disabilities visiting 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 page 7-9 of this Guide. You may also refer to this Guide for further suggestions on items to discuss with you and your party in advance of your visit. Additional information can be found by visiting our website at www.disneyland.com.

Where are stroller/wheelchair rentals?

If your party needs to rent a stroller, a wheelchair, or ECV/motorized scooter, proceed to 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 a person with a disability is not able to ride a particular attraction?

Yes. If you have 2 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. Review Accessing Attraction Queues on page 15-18 of this Guide for details or speak to a Cast Member at the attraction.

What if a person with a disability has difficulty tolerating extended waits in a conventional queue environment?

To access our attractions, Guests with disabilities have several options including use of the standard queue, single rider queue, Rider Switch, Location Return Time, "Stroller as a Wheelchair" tag, attraction queue re-entry, Disability Access Service, Disney Genie, and Lightning Lane Products. Guests are encouraged to learn about these programs in advance of their visit to determine which options might be best for their party. For a personalized conversation about available options, Guests may contact Accessibility Services prior to their visit or in-person when they arrive to help maximize their experiences in the parks. Additional information can be found on page 15-18 of this Guide or by visiting our website at www.disneyland.com.

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FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

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 “Sensory Experience Details” located on the www.disneyland.com website. It lists specific information about each land and 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.).

What should I do if a person with a disability needs to remain in a stroller while in the attraction queues?

Visit Accessibility Services in the Esplanade between the parks or a Guest Relations location for a personalized conversation about a “Stroller as a Wheelchair” tag. If appropriate, a “Stroller as a Wheelchair” tag may be issued. Guests who are issued a “Stroller as a Wheelchair” tag may enter the queue with their device. Note, select attraction queues may require the use of Location Return Times. Additional information on Location Return Time can be found under Accessing Attraction Queues page 15-18 of this Guide or by visiting our website at www.disneyland.com.

Where can we go if a person with a disability feels overwhelmed or would like a quieter area?

You can ask a Cast Member where the nearest "Need a Break" location is located. Examples of “Need a Break” locations include Mickey’s Toontown in Disneyland® Park (in a small park next to the exit of Chip 'n' Dale's GADGETcoaster and the popcorn cart) and Grizzly Peak in Disney California Adventure® Park (Redwood Creek Challenge Trail). Please refer to page 10 of this Guide for additional suggestions.

What restroom options are available?

There are multiple men’s and women’s multi-stall restroom facilities throughout our parks. We also offer companion (family) restrooms in selected locations, which are listed in page 13-14 of this Guide, on the www.disneyland.com website, and in the Disneyland app. Companion restrooms are larger than traditional restrooms and can be helpful if you or a member of your party needs assistance or requires that someone be with them in the restroom.

Multi-stall restrooms use automatic toilet flushing equipment which can be loud. Many of our companion restrooms use manual flush toilet equipment for those with sensory sensitivities. Limited selection of incontinence products are available in First Aid. First Aid locations also offer stationary cots that may be used as adult changing tables.

At attraction queues, Guests are also able to step out of the queue to use the restroom with the intent to return. Every attraction has a defined process to support this option based on a person’s disability while the rest of the party remains in the queue.

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FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

How can I find out about food options/preparation methods for a person with a 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. Special dietary requests can be made ahead of time when booking a dining reservation, or by speaking with the chef or manager on duty at most restaurants.

Guests with disabilities who prefer sit-down dining experiences while in the Theme Parks are strongly recommended to make dining reservations in advance. Many of our restaurants may be at capacity or unavailable on 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.

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.

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

More information can be found by visiting our website at www.disneyland.com. The Disneyland® Park and Disney California Adventure® Park Guide Map 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 smartphone or tablet prior to their visit. The Disneyland app provides access to information including real-time attraction wait times, entertainment times, and lets you make dining reservations.

If you have any questions or require information upon arrival at the Theme Parks, visit Accessibility Services in the Esplanade between the parks or use Disney Genie Service on the Disneyland app for help with itinerary planning to make the most out of your visit. Visit www.disneyland.com for more information.

How can I contact Accessibility Services? Where is Accessibility Services located?

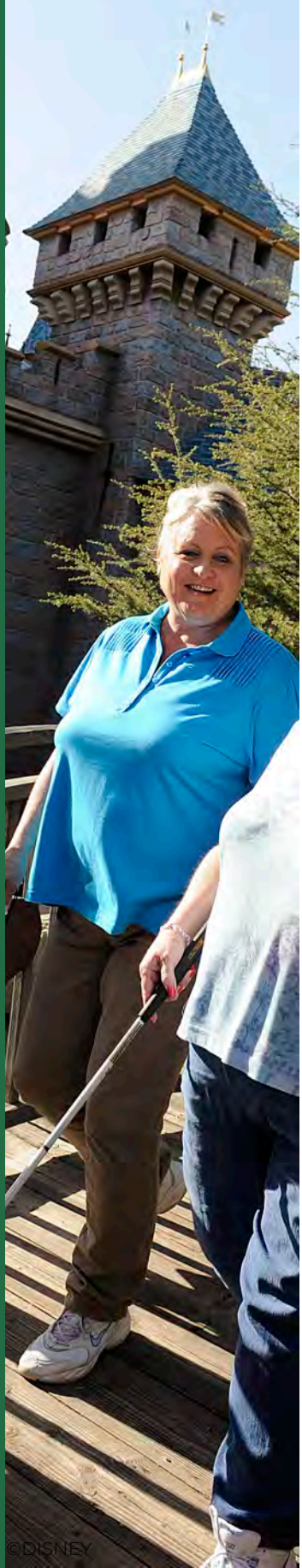
Guests maybe speak with a Cast Member via live video chat from 8:00 AM to 8:00 PM Pacific Time as soon as 60 days in advance of a park visit. Learn more about live video chat by visiting www.disneyland.com.

Or Guests may visit the Accessibility Services Kiosk in person from one hour prior to park open up until 3 hours prior to park close. Check the Disneyland app for park hours. The Accessibility Services Kiosk is located on the east side of the Esplanade closest to Disney California Adventure Park.

Hours are subject to change during special events.

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FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS



Is there someplace I can store medical equipment while visiting the Disneyland® Resort?

Guests traveling with oxygen or other medical equipment are allowed to bring their equipment through Guest screening before they go through the Main Entrance and may keep spare equipment at any of the First Aid locations within the Disneyland® Resort. .

Where can I put my medical equipment or mobility device during a ride?

Guests are able to stow their medical equipment and mobility devices during an attraction experience. If the medical equipment is unable to be properly stowed inside the vehicle, Cast Members can store it for you at an appropriate location and return it to you when exiting. This includes walking canes or seeing eye canes.

Are sign language interpreters available?

American Sign Language interpretation is available for Guests at specific live theme park offerings in one park at a time, Fridays through Sundays. The schedule starts with sign language interpreters in one park in the morning and then they move to the other park in the afternoon. Visit Tools and Services on page 22-24 of this Guide for additional details**.**

What other services are there for someone who is Deaf or has hearing loss?

Additional services for Guests who are deaf or have hearing loss include Assistive Listening, Handheld Captioning, on-screen captioning & Written Scripts. For more information about these services, visit Accessibility Services, **www.disneyland.com,** or page 22-24 of this Guide.

What services are there for someone who is blind or has low vision?

Guests who are blind or have low vision may utilize a variety of services such as Audio Description on Disney Handheld Device, Braille Guidebooks, Portable Tactile Map Books, and Stationary Braille Maps.

For more information on services for Guests who are blind or have low vision, visit Accessibility Services in the Esplanade between the parks or page 22-24 of this Guide.

Can I bring my service dog?

We welcome service animals at most locations throughout the Disneyland® Resort. At the Disneyland® Resort, a service animal is defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual with a disability.

Guests who use service animals must retain control of their animals at all times and should keep them on a leash or harness while visiting.

For more information about service animals, refer to page 19-21 of this Guide, visit www.disneyland.com or chat with an Accessibility Associate at Accessibility Services in the Esplanade between the parks.

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TRIP PLANNING STRATEGIES

Know What to Expect at the Parks

Planning ahead for an 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 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



Ride the tram 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

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TRIP PLANNING STRATEGIES

HOW TO PREPARE

1. **Review health protocols** currently in place at the Disneyland® Resort. For the most up-to-date information visit www.disneyland.com.

2. **Review this Guide and the Disneyland Website.** Knowing what to expect is a key component of a successful adventure!

3. **Use a Visual Schedule.** There are many ways to create 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 parks and 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.

   By providing a possible timeline, you can help the Guest who is neurodivergent understand what to expect—such as crowds, sights, sounds, and smells—and so that they can learn the routine. For an example of a timeline, check out page 7 of this guide.

4. **Download the app**. We recommend that you consider downloading the Disneyland app to have information on your mobile device, including entertainment showtimes. You can even place mobile food and beverage orders via the Disneyland app.

5. **Study the map.** You can find comprehensive maps and guides of both theme parks at www.disneyland.com and the Disneyland app. Review the maps with your party and try to lay out a plan for the day.

6. **Choose a Meeting Location.** Pick a place on the map to meet in case your party becomes separated. Be sure everyone is aware of the location and show it to them as soon as you arrive at a park.

   Should they get lost, stress the importance finding a Cast Member who will assist in attempting to reunite you. In addition, there are also designated locations in each park where lost persons can be escorted.

   It is recommended that you take a photo on your mobile device or digital camera of your party to capture what they are wearing each day you are visiting the park. You may also consider making a nametag that includes his or her name, as well as your name and mobile phone number.

7. **Practice waiting in line.** Waiting in line is a regular part of the Disneyland® Resort experience.

   To prepare, practice waiting if you can either at home or in lines places you might already frequent.

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TRIP PLANNING STRATEGIES

WHAT TO BRING

1. **A bracelet or nametag** with your party's name, a contact number, and any other important things to know about you or your party.
2. **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 you or your party.
3. **A favorite device or activity.** Bring a tablet, video game, comic book, or anything else you think might be calming or distracting to keep occupied during any downtimes.
4. **A sensory toy, like a stress ball or other calming item.** If you or your party experiences sensory overload, the sights, sounds, smells and commotion could become an issue.
5. **Tools to keep yourself comfortable.** Trips to the Resort can be long, so bringing items to keep yourself comfortable will be helpful. Things to consider bringing: sweater or jacket, hat, sun protection, personal mobility devices, additional medical supplies or snacks.

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NEED A BREAK LOCATIONS

Should someone in your party become overstimulated or need some down time, several quieter locations are available throughout the Resort where they can “take a break.”

Disneyland Park

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

Bayou Country: First floor of Hungry Bear Barbecue Jamboree

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

Mickey’s Toontown: Small park next to the exit of Chip 'n' Dale's GADGETcoaster and the popcorn cart.

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

Disney California Adventure

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

San Fransokyo Square: 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)

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PARKING & SCREENING AREAS

PARKING

Parking for Guests with disabilities is available throughout the Disneyland® Resort including the Mickey & Friends and Pixar Pals Parking Structures and the Toy Story Parking Area. A valid disability parking permit or license plate is required. Guests should follow directional signage or enquire at the toll plazas for parking options. Standard parking rates apply at all parking lots.

If a designated disabled parking space is not available, a parking Cast Member will direct you to an available parking option closest to an elevator at the parking structures or to bus transportation at the Toy Story Parking Area. If you have specific parking needs (e.g. additional space to lower a wheelchair ramp or lift) please notify a parking Cast Member for assistance.

At the Mickey & Friends and Pixar Pals parking structures, tram service provides Guests transportation to the Main Entrance Esplanade between Disneyland Park and Disney California Adventure Park. Guests may also use Shuttle Service transportation to the Main Entrance Esplanade between Disneyland Park and Disney California Adventure Park.

Wheelchair, stroller and ECV rentals will be available to the right of the Disneyland Park Main Entrance.

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.

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, you have the choice to take the tram, Mickey Van, or walk from both parking structures to the main entrance plaza using an accessible path. The path is located on the Coco Parking Level in the Pixar Pals Parking Lot on Level 2 and leads to the esplanade through the Downtown Disney® District. The walk is about 15 minutes. Shuttles are available from Toy Story Parking Lot.

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THEME PARK ENTRANCES & GUIDELINES

MAIN ENTRANCE

The Main Entrance is where your party can purchase tickets if needed. We strongly encourage all Guests to purchase tickets in advance at www.disneyland.com. 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

With your park tickets in hand, your party can then proceed to the entrance gates 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, scan your printed ticket or the ticket on your smartphone if using the Disneyland app and take your photo. Your party will then be asked to proceed through an entry gate. Guests with strollers or mobility devices are able to enter through all entry gates.

STROLLER & WHEELCHAIR GUIDELINES

If a member of your party needs to rent a stroller, a wheelchair, or ECV/motorized scooter, proceed to the 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 you or your party, please see a security Cast Member when you arrive.

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RESTROOMS

Restrooms are available throughout the Disneyland® Resort. Most restrooms contain baby changing stations. Multi-stall restroom facilities are available in addition to single-stall companion restroom facilities.

COMPANION RESTROOMS

Companion restrooms are single-stall gender neutral restrooms that provide additional space and privacy for individuals with a companion or caregiver.

Manual flush toilets are available in some companion restrooms for Guests with sensory needs who need more control over the flushing process.

For additional information, Companion Restrooms can be found on the Disneyland app.

Disneyland Park

Manual Flush Companion Restrooms

- **City Hall** (Located behind the Tour Gardens kiosk)
- **First Aid** (Located next to Plaza Point)
- **Tomorrowland Station** (Located across from Autopia)
- **Walt Disney's Enchanted Tiki Room** (Located at the entrance to the attraction)
- **Hungry Bear Restaurant** (Located in the first floor seating area of Hungry Bear)
- **Fantasyland Theatre** (Located near Troubadour Tavern)

Automatic Flush Companion Restrooms

- **Tom Sawyer Island** (Located by the Fort)
- **Black Spire Outpost Courtyard** (Located near the Milk Stand)
- **Black Spire Outpost Market** (Located across from the Creature Stall)
- **Mickey's Toontown** (located adjacent to the men's restroom)

Downtown Disney District

Automatic Flush Companion Restrooms

- **Downtown Disney West Gate** (Located near Din Tai Fung)

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RESTROOMS

Disney California Adventure

Manual Flush Companion Restrooms

Buena Vista Street (Located inside First Aid)

Baby Care Center (Located in San Fransokyo Square)

Flo's V8 Cafe (Located between Flo's V8 Café and Sarge's Surplus Hut)

Take-A-Brake (Located between Luigi's Rollickin' Roadsters and Avengers Campus)

Bay Area (Located by The Little Mermaid – Ariel's Undersea Adventure)

Automatic Flush Companion Restrooms

Avengers Campus (Located next to the Campus Supply Pod)

ADULT CHANGING TABLES

First Aid locations in the theme parks have restroom facilities that provide additional space and privacy for individuals who may need personal care assistance from a member of their party.

These locations also offer a dedicated adult changing table.

MENSTRUATION PRODUCTS

Menstruation products are available for free through vending machines in all Women's and Companion Guest Restrooms.

INCONTINENCE SUPPORT

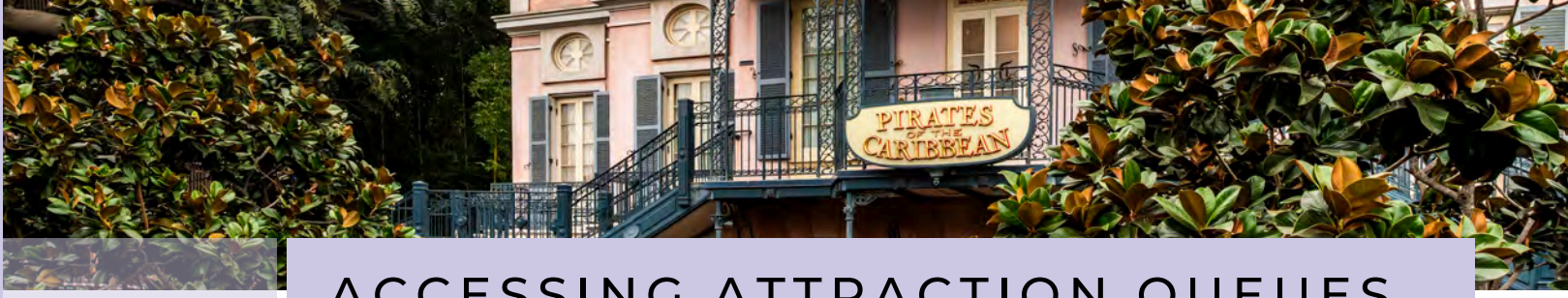
We recognize some Guests may have frequent restroom needs and may require additional support. Limited selection of incontinence products are available at Guest First Aid locations. Visit these locations for more details.

Attraction Queue Re-Entry or Attraction Queue Meetup

Guests with specific needs that may arise while waiting in an attraction queue may exit the queue while the rest of their party waits in the queue. The Guest may then re-enter the queue prior to boarding the ride. A Guest may also wait outside the queue and meet up with their party before boarding the ride if needed based on the nature or condition of the queue at a particular attraction and the Guest's specific needs. Every attraction has a defined process to support these options.

For more information about Attraction Queue Re-Entry, visit our website at www.disneyland.com.

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ACCESSING ATTRACTION QUEUES

The Disneyland Resort offers a variety of programs and services that assist Guests in accessing attraction queues. For more information about Accessing Attraction Queues, visit our website at www.disneyland.com. The programs described below provide accommodations that may be required to meet specific Guest needs. Guests with disabilities can learn more about these programs, including how they work and whether they may be eligible, through a personalized conversation with Accessibility Services.

Some of these options are available only at select attractions. We encourage all Guests to be familiar with the programs described below because they may provide valuable assistance in navigating attraction queues.

Here are a few tips and techniques to manage waiting in queues:

- Encourage other members of your party to help create space around you in line to make it more comfortable.
- In a theme park environment that requires additional walking or standing, bring additional support tools like a mobility device such as a wheelchair, ECV, walker with a seat or a cane chair.
- Bring a sensory toy or a calming item—such as a stress ball, favorite device or activity like a tablet, video game, comic book or another item that may be calming or distracting while waiting in a queue.
- Grab a snack or drink to enjoy while waiting in a queue. Just be sure to finish it before boarding the attraction.
- Break up your day with other offerings at the Resort that don't require waiting in a queue, such as enjoying entertainment and check the tip board in the Disneyland app to visit attractions with lower wait times.
- For comfort, consider packing items such as a sweater or jacket, sun protection or hat.

If it is determined that a Guest is misusing or abusing any accommodation, the Guest will be permanently barred from entering Walt Disney World Resort and the Disneyland Resort, and any previously purchased Annual Passes, Magic Key passes, tickets and other park products and services will be forfeited and not refunded.

RIDER SWITCH

With Rider Switch, Guests may wait outside the queue while the remainder of their party waits in the queue. Once the main party returns from riding, the waiting Guest(s) may board the attraction without having to wait in the standard queue. Rider Switch is available at most attractions throughout the Disneyland Resort.

Rider Switch is available for a Guest who:

- A Guest in the party either does not meet the boarding requirements or does not plan to ride but cannot wait outside the queue alone.
- A Guest has a service animal that cannot board the attraction, or they do not wish to use a provided kennel.
- A Guest is unable to experience the queue based on the nature or condition of the queue at a particular attraction in light of the circumstances and the Guest's specific needs.

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ACCESSING ATTRACTION QUEUES

SINGLE RIDER

Single Rider is a program available to all Guests. Single Rider queues are often shorter and contain fewer sensory elements than the standby queue. Single Rider is a service that allows groups to split up and experience attractions individually. Keep in mind, parties will be separated and will likely not ride the attraction with a member of their party but will enjoy the attraction with other Guests with a shorter wait.

Single Rider is available for a Guest who meets one of the following:

- Prioritizing shorter wait times rather than riding with their party, and
- Meets the minimum boarding requirements

Review a complete list of Disneyland® Resort Attractions offering Single Rider by visiting our website at www.disneyland.com.

ATTRACTION QUEUE RE-ENTRY OR MEET-UP

Guests with specific needs that may arise while waiting in an attraction queue may exit the queue while the rest of their party waits in the queue. The Guest may then re-enter the queue prior to boarding the ride. A Guest may also wait outside the queue and meet up with their party before boarding the ride if needed based on the nature or condition of the queue at a particular attraction and the Guest's specific needs. Every attraction has a defined process to support these options.

For more information about Attraction Queue Re-Entry or Meet-Up, visit our website at www.disneyland.com.

"STROLLER AS A WHEELCHAIR" TAG

A "Stroller as a Wheelchair" tag is for Guests with disabilities who use their stroller as a mobility device. This tool allows a Guest to treat their stroller as a wheelchair and keep their device with them in attraction queues.

"Stroller as a Wheelchair" tags are available for a Guest who meets one of the following:

- Is a child with a disability who uses their stroller as a mobility device in lieu of a traditional wheelchair
- Is a child with additional medical equipment who needs a way to transport their equipment while in a queue
- Is an adult with a mobility disability who uses a stroller as a mobility device to assist with walking

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ACCESSING ATTRACTION QUEUES

DISNEY GENIE SERVICE

Disney Genie service is a program available to all Guests. Our complimentary Disney Genie service helps Guests enjoy more of the magic during their theme park visit with 2 easy-to-use features. The My Day feature displays booked theme park plans for the day in one place. Plus, it provides personalized recommendations customized to pre-selected preferences. The Tip Board displays estimated wait times, mobile order food options and available dining reservations, and offers the ability to request to join an available virtual queue.

LOCATION RETURN TIME (LRT)

A Location Return Time may be issued at select Disneyland Park attractions. It is offered exclusively to accommodate persons with mobility devices or other physical restrictions who are unable to negotiate some of our older queues, which may not be wheelchair accessible. Location Return Times are not offered in Disney California Adventure Park.

Location Return Times may be available at Disneyland Park for Guests who:

- Utilize a mobility device such as a wheelchair or ECV
- Are unable to navigate stairs, steep ramps, or turnstiles
- Require assistance navigating narrow walkways with a sighted guide or a service animal

Again, Location Return Times are not offered in Disney California Adventure Park. The following experiences in Disneyland Park offer Location Return Times:

- Alice in Wonderland
- Big Thunder Mountain Railroad
- Casey Jr. Circus Train
- Chip 'n' Dale's GADGETcoaster
- Indiana Jones™ Adventure
- Jungle Cruise
- King Arthur Carrousel
- Mad Tea Party
- Mr. Toad's Wild Ride
- Peter Pan's Flight
- Pinocchio's Daring Journey
- Pirates of the Caribbean
- Snow White's Enchanted Wish
- Space Mountain
- Storybook Land Canal Boats

DISABILITY ACCESS SERVICE

DAS is one of our programs offered at Disneyland Resort theme parks intended to accommodate those Guests who, due to a developmental disability like autism or similar, are unable to wait in a conventional queue for an extended period of time.

There are 2 ways for Guests to have a conversation with a Cast Member to determine eligibility for DAS — live video chat or in-person at an Accessibility Services window during a park visit.

For additional information about Disability Access Service, visit our website at https://disneyland.disney.go.com/guest-services/disability-access-service .

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SERVICE ANIMALS

GUIDELINES FOR SERVICE ANIMALS

At the Disneyland® Resort, we have specific guidelines to ensure all Guests with service animals are supported throughout their visit. Please note that:

- A service animal is a dog or miniature horse that is trained to do work or perform tasks for, and to assist, an individual with a disability.
- Only trained service animals are permitted inside the Disneyland® Resort or on Disney transportation vehicles. Emotional support animals, comfort animals and pets are not allowed inside Disneyland® Resort.
- Service animals 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 animals must be housebroken. Service animals are required to behave and not bark, growl, jump up on, or lunge at Guests or Cast Members. Corrective action must be taken if the service animal is not behaving appropriately.
- Due to the nature of some attractions, service animals may not be permitted to ride. Please ask a Cast Member at these locations about available options, including Rider Switch with a member of your party or a portable kennel.
- Service animals must remain on the floor and not on dining chairs or tables in food and beverage locations.
- Service animals are not allowed in water—including water features and fountains—or closer than 4 feet to the water on pool or wet decks.

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SERVICE ANIMALS

ATTRACTION QUEUE AND BOARDING REQUIREMENTS

Service dogs are permitted on many attractions. Service dogs are required to be positioned on the floor of the vehicle, away from the vehicle opening. Guests may also choose to place smaller service dogs on their lap or in a front-of-body carrier.

Guests should reference the **Sensory Experience Details** to have an understanding of show elements that may affect the service dog, including loud noises, lifts off the ground, elements of surprise and other effects. For more information on Sensory Experience Details, visit our website at www.disneyland.com.

Due to the nature of some attractions, service dogs may not be permitted on the ride. Please ask a Cast Member for options, including portable kennels and Rider Switch, which allows a Guest to experience an attraction while the other member of their party watches the service animal.

For more information on Rider Switch, visit our website at www.disneyland.com or page 15 of this Guide.

Service animals are not permitted to ride the following attractions:

Disneyland Park

- Big Thunder Mountain Railroad
- Chip 'n' Dale's GADGETcoaster
- Indiana Jones Adventure
- Matterhorn Bobsleds
- Millennium Falcon: Smugglers Run
- Space Mountain
- Star Tours – The Adventures Continue
- Star Wars: Rise of the Resistance

Disney California Adventure

- Goofy's Sky School
- Grizzly River Run
- Guardians of the Galaxy - Mission: BREAKOUT!
- Incredicoaster
- Jumpin' Jellyfish
- Luigi's Rollickin' Roadsters
- Radiator Springs Racers
- Silly Symphony Swings
- Soarin' Around the World

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SERVICE ANIMALS

SERVICE ANIMAL RELIEF AREAS

Service animals are permitted to use any open outdoor area for relief with our request that the owner picks up after the animal and leaves the area clean.

For your convenience, we offer the following designated service animal relief areas:

Disneyland Park

- Bayou Country – Planter near the entrance of Star Wars: Galaxy's Edge near Hungry Bear Barbecue Jamboree
- Fantasyland – Planter across from "it's a small world"
- Main Street, U.S.A. – Planter in front of First Aid near Plaza Inn
- Mickey's Toontown - Planter between Toontown Post Office and Fire Station

Disney California Adventure Park

- Grizzly Peak: Near the "Grizzly Peak Pass" sign
- Grizzly Peak Airfield: Planter to right of the restrooms
- Paradise Gardens Park: Access gate between Seaside Souvenirs and The Little Mermaid ~ Ariel's Undersea Adventure queue
- Cars Land: Near Luigi's Rollickin' Roadsters and the path to Avengers Campus

Downtown Disney District & Resort Hotels

- Esplanade: Planter near east security check
- Disney's Grand Californian Hotel & Spa: Between the Hearthstone Lounge and pool gate
- Disney's Grand Californian Hotel & Spa: In the Disney Vacation Club BBQ area
- Pixar Place Hotel: At the end of the brick path next to the exterior double doors near Great Maple
- Disneyland Hotel: Frontier Tower Underpass
- Disneyland Hotel: Between Fantasy Tower and the Sorcerer Hat
- Downtown Disney District: Planter near the security bag check area across from Star Wars Trading Post
- Pixar Pals Parking Structure: Planter to the left of the security bag check area

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TOOLS & SERVICES

MOBILITY ACCESS OPTIONS

We endeavor to provide options for our Guests with disabilities to load into ride vehicles comfortably. Please speak with a Cast Member at the attraction about available tools and to discuss any individual boarding needs as it varies at each attraction. Below are the tools available at select attractions:

- **Dedicated Guest with disabilities Load and Unload areas.**
- **Wheelchair Accessible Vehicles (WAV)** that allow Guests to remain in a wheelchair without transferring.
- **Transfer Access Vehicles (TAV)** accommodate Guests requiring assistance in entering and exiting the vehicles (e.g., seat with folding bolster, door with swinging threshold).
- **Transfer Devices** that assist Guests transferring between a wheelchair and a ride vehicle seat.

For additional information about mobility access options at each attraction, please visit www.disneyland.com or the Disneyland app.

WRITTEN SCRIPTS

Packets containing attraction dialogue and narration, a flashlight, pencil and paper are available for many attractions and shows. Please inquire about availability prior to experiencing an attraction or show.

VIDEO CAPTIONING

Caption-ready monitors are available in some preshow and exhibit areas and are designated by a “CC” symbol. If necessary, please see a Cast Member at the location for assistance.

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TOOLS & SERVICES

BRAILLE GUIDEBOOK & PORTABLE TACTILE MAP BOOKLETS

The Disneyland theme parks offer Braille Guidebooks featuring descriptions of attractions, restaurants and stores printed in large text as well as braille. Portable Tactile Map Booklets feature a representation of building boundaries, walkways and landmarks for each theme park.

Both Braille Guidebooks and Portable Tactile Map Booklets are available, on a first-come, first-served basis, through Accessibility Services and require a $25.00 refundable deposit. You must return the device on the same day for a refund.

STATIONARY BRAILLE MAPS

The Disneyland theme parks and the Downtown Disney District offer stationary braille maps featuring large print and braille with raised graphics to highlight key landmarks and attractions.

There are also listings for **First Aid, Restrooms, Service animal relief areas,** and **Guest Relations locations**

Stationary braille maps can be found at the following locations:

Disneyland Park

- Located between Tour Gardens and City Hall on Main Street, U.S.A.
- Located in front of Jolly Holiday Bakery Cafe in the Central Hub

Disney California Adventure Park

- Located in front of Oswald's on Buena Vista Street
- Located to the right of the Info Board at Carthay Circle Restaurant

Downtown Disney District

- Located to the right of the LEGO Store
- Located outside of World of Disney

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TOOLS & SERVICES

ASSISTIVE TECHNOLOGY - DISNEY HANDHELD DEVICE

Through Disney Handheld Device, Guests have access to Audio Description, Assistive Listening, or Handheld Captioning.

Audio Description provides visual descriptions that include actions, settings and scene changes for Guests with visual disabilities. It works with existing show audio at specific theme park attractions, entertainment and other locations.

Assistive Listening amplifies sound through headphones or induction loops at specific theme park attractions and entertainment locations. This service is recommended for Guests with mild to moderate hearing loss.

Handheld Captioning uses a portable captioning system that displays on-screen text in select theaters and attractions.

It is recommended that you bring your own headphones or induction loop as the device has a standard headphone jack. For a list of attractions and entertainment where Audio Description, Assistive Listening, and Handheld Captioning is offered, visit our website at www.disneyland.com.

Devices are available through Accessibility Services and require a $25 refundable deposit. You must return the device on the same day for a refund.

RESORT HOTEL AMENITIES

The Disneyland® Resort hotel offers accessibility services for Guests with disabilities.

Features include:

- bed shaker notification
- visual alarm
- visual door knock/doorbell alert
- visual telephone call alert
- telephone with volume control
- electrical outlet near telephone jack
- TTY available upon request at check-in

These features are available in select rooms and do not require an extra charge.

Learn about services for Guests with disabilities at the Hotels of the Disneyland® Resort by visiting our website at www.disneyland.com.

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TOOLS & SERVICES

AMERICAN SIGN LANGUAGE INTERPRETATION

The Disneyland® Resort provides American Sign Language interpretation for Guests at specific live theme park offerings in one park at a time. Sign language interpreters begin in one park during the morning before they move to the other park in the afternoon.

Review the rotation schedule below:

- **Sundays and Fridays** – Sign Language Interpreters start in Disney California Adventure Park and move to Disneyland Park in the afternoon.
- **Mondays and Saturdays** - Sign Language Interpreters start in Disneyland Park and move to Disney California Adventure Park in the afternoon.

For a list of Sign Language interpreted performances, please visit www.disneyland.com or email us at dlraccessibilityservices@disney.com.

Guests may pick up a schedule of Sign Language interpreted performances at Accessibility Services or Disneyland® Resort Guest Relations locations. The schedule is released on the first of the month and is subject to change.

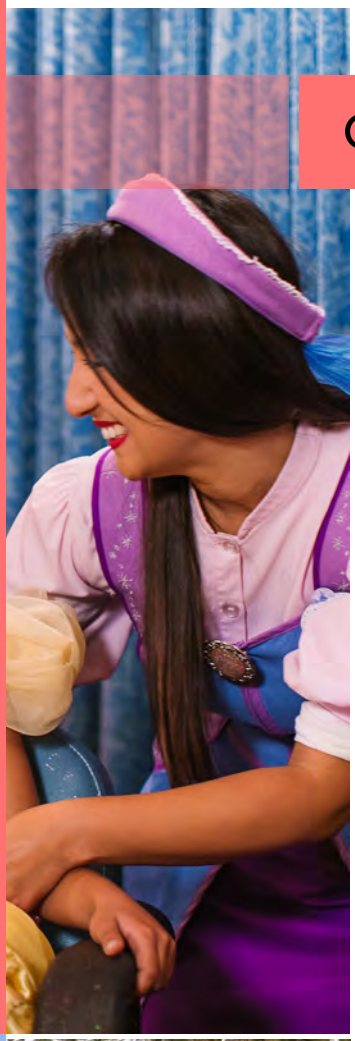
Special Requests for Interpretation

Guests are encouraged to plan their visit on a designated day when Sign Language interpretation is offered. If you are visiting on a non-designated day, Sign Language interpretation for a limited number of regularly-scheduled offerings may be available by request with at least 14 days advance notice.

If you have any questions about our Sign Language interpreted performances or to request services on non-designated days, please contact **dlraccessibilityservices@disney.com.**

- All Character interactions are subject to availability and may change without notice. The scheduled times have been selected to give the best opportunity for the most Characters to be present, but experiences cannot be guaranteed.
- The Sign Language interpreter will meet you at the times and locations listed on the schedule. If a Guest is unable to meet at the designated time for an attraction or Character visit, the interpreter will wait for Guests needing ASL to arrive for up to 10 minutes after the designated time.
- Our service is not a guided tour; a sign language interpreter will not escort parties around the parks.

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CAST MEMBERS

When your party 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 party. You may also consider making a nametag for your party or consider asking Accessibility Services for a "I'm here with" sticker that includes their name as well as a mobile number. This is especially recommended if a member of your party 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 a member of your party with a 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.

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CHARACTERS

Would you and your party 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 experiences 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.

You can visit **www.disneyland.com**, the Disneyland app, as well as Guest Relations for more information about all our character experiences.



BEYOND THE THEME PARKS

In addition to our two theme parks, the Disneyland® Resort offers other experiences including the Downtown Disney District.

DOWNTOWN DISNEY DISTRICT

The impressive promenade provides an exuberant atmosphere with lively entertainment. A sophisticated mix of dining and shopping; with classic Disney favorites, including an expanded World of Disney store.

During the day, Downtown Disney® District offers a lush garden oasis where Guests can stroll, shop, snack, and relax. At night, Downtown Disney District comes alive with energy through world class dining, enticing stores, and live entertainment