

- Assistive Listening: Device available at Guest Relations
- ATMs Presented by Chase
- Audio Description: Device available at Guest Relations
- Automated External Defibrillators
- Baby Care Center
- Closed Captioning
- Companion Restroom
- Disney Characters (times vary)
- Disney Vacation Club® Kiosk
- First Aid\* Presented by AdventHealth
- Guest May Remain in Wheelchair/ECV
- Guest Must be Ambulatory
- Guest Must Transfer from ECV to Wheelchair
- Guest Must Transfer from Wheelchair/ECV
- Handheld Captioning: Device available at Guest Relations
- Height Requirement
- Information Center Guest Relations
- Kennel
- Lightning Lane Attraction Entry Available for selection with Disney Genie+ Service or a la carte purchase (Subject to availability)
- Locker Rentals
- Mobile Food & Beverage Ordering
- Package Check Service
- Physical Considerations
- Picnic Area
- Pre-charged Battery Kiosk
- Reservations Accepted
- Resort Lost and Found
- Restrooms
- Service Animal Relief Area
- Sign Language Schedule at Guest Relations
- Single Rider Service (Subject to availability)
- Stroller Rentals
- The seating and restraints of this attraction may prohibit Guests of certain body shapes or sizes from riding
- Wheelchair Rentals

\*Emergency services available by calling 911.

## TIPS AND INFORMATION

### HEALTH AND SAFETY REMINDERS

Check our Know Before You Go page at [Disneyland.com/updates](https://www.disneyland.com/updates) for the most up to date information. Please note that health and safety measures, policies and operational guidelines are subject to change.

Download the Disneyland® App for Health and Safety updates.

**Payment Options**  
The Disneyland® Resort accepts Disney® Visa® Card, Disney Rewards Redemption Card, Disney Gift Card, Visa®, Mastercard®, Discover®, American Express®, Diners Club®, JCB®, travelers checks, and cash.

We accept contactless payments.

**Be Green!**  
Recycling containers throughout the parks now accept plastic, paper, cans & glass.

**Package Check Service**  
Shop and check your purchases for pickup later in the day at these locations: Stroller Shop (Main Entrance), The Star Trader (Tomorrowland) or Pioneer Mercantile (Frontierland). Certain restrictions apply.

Look for the Plant-based symbol at various locations featuring food items made without animal meat, dairy, eggs or honey.

**Sundries** Available at Emporium on Main Street, U.S.A.

### PARK RULES

Please comply with park rules, signs and instructions, including but not limited to:

- All persons, and bags, and other items are subject to screening.
- Proper attire is required. Costumes may not be worn by Guests 14 years of age or older.
- No smoking, including vaping, allowed in the Theme Parks and Downtown Disney. Designated smoking areas are located outside the screening areas.
- The following are strictly prohibited:
  - Firearms, ammunition, knives and weapons, or objects that appear to be weapons
  - Alcohol, marijuana (including marijuana-enriched products) and any illegal substances
  - Strollers larger than 31" x 52" and any types of wagons
  - Pets or other animals, except service animals (i.e., dogs and miniature horses)
- Disney reserves the right to require a Guest to leave if they are
  - Using profanity or offensive language towards our Cast Members or other Guests.
  - Violating any other Park Rules.

Additional details and a complete listing of park rules are available for viewing at [Disneyland.com/Rules](https://www.disneyland.com/Rules) or at Guest Relations.

For more information, visit Guest Relations located at City Hall. (See map inside)

## ACCESSIBILITY AND MOBILITY

### 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 various 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. Companion Restrooms are located at:

- Main Street, U.S.A. - Left of City Hall
- Main Street, U.S.A. - First Aid
- Adventureland - Enchanted Tiki Room
- Critter Country - Hungry Bear Restaurant
- Fantasyland Theater Restrooms
- Tomorrowland - near Autopia
- Frontierland - Pirates Lair on Tom Swayers island.
- Star Wars Galaxy's Edge - Market Place
- Star Wars Galaxy's Edge - Courtyard

### Auxiliary Entrance Limitations

Some attractions have auxiliary entrances for Guests with mobility disabilities or with service animals. These entrances are not intended to bypass waiting lines. Guests with disabilities and up to five members of their party may enter through these entrances. The rest of the party should use the standard queue.

### 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

Please check with a Cast Member on options for Guests in wheelchairs or ECVs:

**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 the elevators and/or ramps provided at the Downtown Disney® station and Tomorrowland station.

**Disney Check** Look for this symbol at various locations on kids' meals and other items that meet Disney Nutrition Guidelines. Visit [www.DisneyCheck.com](https://www.DisneyCheck.com) for more information.

**Special Dietary Requests** We offer menu selections for all of our Guests seeking well-balanced meals, snacks and beverages, as well as those with lifestyle dining requests or food allergies and intolerances. Please ask to speak with a chef upon arrival at the restaurant.

## BEYOND DISNEYLAND® PARK

### Hotels/Reservations

Disneyland® Hotels offer special equipment and facilities for Guests with disabilities. Accommodations may include: wheelchairs, wheelchair accessible bathrooms, bed accessories, strobe-light smoke detectors, in-room TTYs and other features. For information specific to individual Hotels, please call the Walt Disney Travel Company at 714-956-MICKEY.

**Accessibility information and accommodations for the following locations:**

- Disney California Adventure® Park** Guest Services locations at Disney California Adventure® Park.
- Recreation and Activities** Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a Cast Member at the location.

### Special Considerations for Attractions

**SAFETY:** Please abide by all safety warnings and notices.

- Supervise children at all times. Children under age 7 years must be accompanied by a person age 14 years or older.
- 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 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.

Information subject to change without notice.

# GUIDE FOR GUESTS WITH DISABILITIES

# Disneyland Park®

Enhance your Disneyland® Resort visit!  
Get the Disneyland® app at [disneyland.com/maps](https://disneyland.com/maps).

	MOBILITY Disabilities	VISUAL Disabilities	HEARING Disabilities
Guest Amenities Available for Rent or Deposit	Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent. Available on a first-come, first-served basis.	<b>Braille Guides</b> Printed in Braille and large print text to provide an overview of the Theme Park. <b>Audio Description</b> Utilizes Disney's Handheld Device to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. <b>Portable Tactile Maps</b> Provides a tactile representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format. Amenities available for \$25 refundable deposit.	<b>Assistive Listening</b> Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions. <b>Handheld Captioning</b> Utilizes Disney's Handheld Device to display text at select attractions. <b>Video Captioning</b> Caption-ready monitors designated with a "CC" symbol.  Amenities available for \$25 refundable deposit.
Rental Locations	Disneyland® Resort Stroller Shop located in the main entrance plaza adjacent to the Disneyland® Kennel.	<b>Guest Relations</b> Visit Guest Relations at City Hall.	<b>Guest Relations</b> Visit Guest Relations at City Hall
Complimentary Amenities and Services for use at the Park	<b>Companion Restrooms</b> See map inside for locations indicated with  and a list can be found under Accessibility and Mobility section on the cover	<b>Stationary Braille Maps</b> Large print maps with Braille overlay and some additional raised graphics to highlight key landmarks and attractions. Located next to City Hall and next to Jolly Holiday on Main Street, U.S.A.	<b>Written Aids</b> Packets containing dialogue, narrations, flash-lights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	<b>Electric Conveyance Vehicles (ECVs)</b> Limited number available on a first-come, first-served basis at the rental location.  Must be 18 years of age or older to rent ECVs. <b>RESERVATIONS MAY NOT BE MADE IN ADVANCE.</b> Available on a same-day basis.  Rental fee and refundable deposit required.	For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including parade & show times and details about restaurant menus, by calling <b>407-827-7935</b> .	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag. <b>Sign Language Interpretation</b> Available at Disneyland Park on Mondays and Saturdays and at Disney California Adventure Park on Sundays and Fridays. Schedules are available at Guest Relations and the Disney Website that list specific offerings and times.  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 714-781-4636 Option 1, Option 0.
Safety in the Park	<b>Mobility Scooters/ECVs</b> 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. <b>Evacuation</b> 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. <b>Transfers</b> Some attractions require Guests to transfer from their wheelchairs to the ride. 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. <b>Service Animal Restrictions</b> 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. <ul style="list-style-type: none"> <li>Big Thunder Mountain Railroad</li> <li>Gadget's Go Coaster</li> <li>Indiana Jones™ Adventure</li> <li>Matterhorn Bobsleds</li> <li>Space Mountain</li> <li>Splash Mountain</li> <li>Star Tours—The Adventures Continue</li> <li>Millennium Falcon: Smugglers Run</li> <li>Star Wars: Rise of the Resistance</li> </ul>	
Please contact a Cast Member for information and assistance.			

**Specialty Lighting Effects/Photosensitivity**  
Specialty lighting and other visual effects are used extensively throughout Disney California Adventure® Park. 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.

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's Wild About Safety** Disney

**Safety Tip:** No stampeding, keep your arms and legs inside, stay seated on rides, and keep your paws behind the yellow line.



**Disney play**  
Interactive Adventures in the Parks  
Pair your MagicBand+ with the Play Disney Parks app for added adventure in the Star Wars: Batuu Bounty Hunters experience.  
Visit [Disneyland.com/Play](http://Disneyland.com/Play) to download.

Complimentary wireless high-speed Internet access (Wi-Fi) is available in select areas of both Disneyland® Resort theme parks, Downtown Disney® District, and the Esplanade. AT&T is the official wireless sponsor of the Disneyland® Resort.

Mickey & Friends, Pixar Pals, and Simba Parking  
Downtown Disney® District and Hotels of the Disneyland Resort

Shuttle Buses to Toy Story Lot

Rideshare Pick-up and Drop-off Zone presented by Lyft

Attractions, entertainment, dining and offerings may be limited in availability, and are subject to change or closure. Please see location, Information Centers or the Disneyland app for more information. Offerings not guaranteed.

### MAIN STREET, U.S.A.

- ATTRACTIONS**
- 1 **Disneyland® Railroad** **HC** **Main Street Vehicles** (One-way transportation only)
  - 2 **Horseless Carriage**
  - 3 **Fire Engine**
  - 4 **Horse-Drawn Streetcars**
  - 5 **Omnibus**
- Opera House**
- 6 **Disney Gallery**
  - 7 **The Disneyland® Story presenting Great Moments with Mr. Lincoln** (Continuous shows)
  - 8 **Main Street Cinema**

- DISNEY DINING**
- A **Carnation Café**
  - B **Gibson Girl Ice Cream Parlor** hosted by Dreyer's™.
  - C **Refreshment Corner** hosted by Coca-Cola®.
  - D **Market House**
  - E **Main Street Fruit Cart** hosted by Cuties®.
  - F **Little Red Wagon**
  - G **Plaza Inn**
  - H **Jolly Holiday Bakery Cafe**

### ADVENTURELAND

- ATTRACTIONS**
- 9 **Walt Disney's Enchanted Tiki Room** presented by DOLE® PACKAGED FOODS. (Continuous shows) **Mobility Access:** Enter through standard queue.
  - 10 **Jungle Cruise** **Mobility Access:** Enter through exit. Wheelchair/ECV accessible boat available.
  - 11 **Indiana Jones™ Adventure** (Minimum height 46"/117 cm) **Mobility Access:** Enter through the exit and proceed to the rotunda. Guests must navigate steps when boarding and disembarking the vehicle. Lightning Lane available for selection with Disney Genie+ only
  - 12 **Tarzan's Treehouse™**

- DISNEY DINING**
- I **Tiki Juice Bar** hosted by DOLE® PACKAGED FOODS.
  - J **The Tropical Hideaway**
  - K **Bengal Barbecue**

### NEW ORLEANS SQUARE

- ATTRACTIONS**
- 13 **Pirates of the Caribbean** **HC** **Mobility Access:** Enter through exit to the LEFT of Blue Bayou Restaurant. Proceed to the designated access gate on the left.
  - 14 **Disneyland® Railroad** **HC** **Mobility Access:** Proceed up the exit ramp near Haunted Mansion Wheelchair/ECV accessible vehicle available.
  - 15 **Haunted Mansion Holiday** **HC** **Mobility Access:** Enter through accessible queue. Transfer access vehicle available. Lightning Lane available for selection with Disney Genie+ only

- DISNEY DINING**
- L **Royal Street Veranda**
  - M **Blue Bayou Restaurant**
  - N **Café Orléans**
  - O **French Market Restaurant**
  - P **Mint Julep Bar**

### CRITTER COUNTRY

- ATTRACTIONS**
- 16 **Splash Mountain** (Minimum height 40"/102 cm) **Mobility Access:** Enter through exit, across from Pooh Corner. Transfer seat available. Lightning Lane available for selection with Disney Genie+ only
  - 17 **The Many Adventures of Winnie the Pooh** **Mobility Access:** Enter through standard queue. Wheelchair accessible vehicle available.
  - 18 **Davy Crockett's Explorer Canoes** (Operates weekends and select seasons only) **Mobility Access:** Enter via exit ramp next to lower level stairs of Hungry Bear Restaurant.

- DISNEY DINING**
- Q **Harbour Galley**
  - R **Hungry Bear Restaurant**

**For Disney Dining**  
Check Disneyland App for location hours and availability

### STAR WARS: GALAXY'S EDGE

- ATTRACTIONS**
- 19 **Star Wars: Rise of the Resistance** **Mobility Access:** Enter through standard queue. (Minimum height 40"/102 cm) Lightning Lane available for a la carte purchase only
  - 20 **Millennium Falcon: Smugglers Run** (Minimum height 38"/97 cm) **Mobility Access:** Enter through standard queue. Transfer access vehicle available. Lightning Lane available for selection with Disney Genie+ only

- DISNEY DINING**
- S **Kat Saka's Kettle**
  - T **Ronto Roasters**
  - U **Docking Bay 7 Food and Cargo**
  - V **Oga's Cantina**
  - W **Milk Stand**

### FRONTIERLAND

- ATTRACTIONS**
- 21 **Pirates Lair on Tom Sawyer Island\*** **Mobility Access:** Enter through standard queue. Many pathways are accessible for Wheelchairs/ECVs.
  - 22 **Mark Twain Riverboat** **Mobility Access:** Enter through access gate to the RIGHT of turnstile. Lower-level access only.
  - 23 **Sailing Ship Columbia\*** (Operates weekends and select seasons only) **Mobility Access:** Enter through the access gate to the RIGHT of turnstile. Guests must navigate a steep series of stairs when boarding and disembarking.
  - 24 **Big Thunder Mountain Railroad** (Minimum height 40"/102 cm) **Mobility Access:** Enter through exit. Transfer access vehicle available. Lightning Lane available for selection with Disney Genie+ only

- DISNEY DINING**
- X **River Belle Terrace**
  - Y **Stage Door Café**
  - Z **The Golden Horseshoe** **Restaurante**
  - BB **Ship to Shore Marketplace**

### FANTASYLAND

- ATTRACTIONS**
- 25 **Pinocchio's Daring Journey** **HC** **Mobility Access:** Enter through exit. Transfer access vehicle available.
  - 26 **Snow White's Enchanted Wish** **HC** **Mobility Access:** Enter through exit. Transfer access vehicle available.
  - 27 **Sleeping Beauty Castle Walkthrough\*** (Alternate experience) **CC** **Mobility Access:** Enter through standard queue. Guests must navigate a continuous series of narrow, winding stairs or an accessible experience is available.
  - 28 **King Arthur Carrousel** **Mobility Access:** Enter through access queue. Wheelchair accessible bench available.
  - 29 **Casey Jr. Circus Train** **Mobility Access:** Enter through exit.
  - 30 **Dumbo the Flying Elephant** **Mobility Access:** Enter through standard queue. Transfer seat available.
  - 31 **Mr. Toad's Wild Ride** **HC** **Mobility Access:** Enter through exit.
  - 32 **Peter Pan's Flight** **HC** **Mobility Access:** Enter through exit. Transfer access vehicle available.
  - 33 **Mad Tea Party** **Mobility Access:** Enter using the exit ramp. Transfer access vehicle and transfer seat available.
  - 34 **Alice in Wonderland** **HC** **Mobility Access:** Enter through the exit to the right of standard queue. Transfer seat available.
  - 35 **Matterhorn Bobsleds** (Minimum height 42"/107 cm) **Mobility Access:** Enter through attraction entrance. Transfer seat available. Lightning Lane available for selection with Disney Genie+ only
  - 36 **Storybook Land Canal Boats** **Mobility Access:** Enter through exit.
  - 37 **"it's a small world"** **Mobility Access:** Enter through standard queue. Wheelchair accessible boat available. Lightning Lane available for selection with Disney Genie+ only
  - 38 **Disneyland® Railroad** **HC** **Mobility Access:** Proceed to the top of the exit ramp. Wheelchair/ECV accessible vehicle available.

- DISNEY DINING**
- CC **Maurice's Treats** **DD** **Red Rose Tavern** hosted by Minute Maid®.
  - EE **Troubadour Tavern** hosted by Dreyer's™.
  - FF **Edelweiss Snacks**

### FANTASYLAND

- DISNEY DINING**
- GG **Galactic Grill**
  - HH **The Spirit of Refreshment** hosted by Coca-Cola®.
  - II **Alien Pizza Planet - "A Better Place"**

### TOMORROWLAND

- ATTRACTIONS**
- 39 **Finding Nemo Submarine Voyage** **HC** **Mobility Access:** Enter through standard queue. Guest must navigate a narrow stairway when boarding and disembarking or an accessible experience is available.
  - 40 **Disneyland® Monorail** **HC** **Mobility Access:** Enter through standard queue. Elevator is available.
  - 41 **Autopia** (Minimum height 32"/81 cm and 54"/137 cm to drive alone) Bumping may occur. **Mobility Access:** Enter through standard queue. Transfer seat available. Lightning Lane available for selection with Disney Genie+ only
  - 42 **Disneyland® Railroad** **HC** **Mobility Access:** Proceed to the top of the exit ramp. Wheelchair/ECV accessible vehicle available.
  - 43 **Space Mountain** (Minimum height 40"/102 cm) **Mobility Access:** Enter through exit and follow the arrows to the left. A transfer seat and separate loading area is available. Lightning Lane available for selection with Disney Genie+ only
  - 44 **Star Tours - The Adventures Continue** (Minimum height 40"/102 cm) **Mobility Access:** Enter through the standard queue. Cast Member will direct you to the Guest with disabilities hallway before entering the building. Transfer access vehicle available. Lightning Lane available for selection with Disney Genie+ only
  - 45 **Astro Orbitor** **Mobility Access:** Manual wheelchairs enter through standard queue. ECVs enter through the exit ramp.
  - 46 **Buzz Lightyear Astro Blasters** **Mobility Access:** Enter through standard queue. Wheelchair accessible vehicle available. Lightning Lane available for selection with Disney Genie+ only

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