

TIPS AND INFORMATION



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 Elias & Co. (Buena Vista Street). 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 Elias & Co. on Buena Vista Street.

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® District. 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 or at Guest Relations.

For more information, visit Guest Relations located at Chamber of Commerce. (See map inside)

Specialty Lighting Effects/Photosensitivity 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 Resort. These fields are generally no greater than you would experience in any urban environment or may be exposed to through common household appliances such as vacuum cleaners and hair dryers

Special Effects Special effects, including theatrical smokes, fog, snow and bubbles are used at select Disney California Adventure Park attractions shows and special events. All special effects are produced using products that have been proven to be safe in these applications.

NOTE: If you or a member of your party have questions regarding the above, you may speak with a Guest Relations Cast Member for details.

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.

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 restroom facilities with 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. Companion Restrooms are located at:

- Buena Vista Street - First Aid
- Cars Land - Flo's V8 Café
- Avengers Campus - near Pym Test Kitchen
- Paradise Gardens Park – Across from The Little Mermaid-Ariel's Undersea Adventure
- San Fransokyo Square - Baby Care Center



Disney Check Look for this symbol at various locations on kids' meals and other items that meet Disney Nutrition Guidelines. Visit 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 DISNEY CALIFORNIA ADVENTURE® 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:

- Disneyland® Park** Visit Accessibility Services between Disneyland Park and 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.



GUIDE MAP FOR GUESTS WITH DISABILITIES

Disney CALIFORNIA ADVENTURE®



MOBILITY

Guest Amenities Available for Rent or Deposit

Limited number of wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent on a first come first serve basis. No advance reservations. Rental fee and refundable deposit required. Must be 18 to rent and operate an ECV. For additional information scan the QR code or visit our website.



Rental Locations

Disneyland® Resort Stroller Shop located in the main entrance plaza to the right of the Disneyland® Main Entrance.

Complimentary Amenities and Services for use at the Park

Companion Restrooms

See map inside for locations indicated with ♿ and a list can be found under Accessibility and Mobility section on the cover.

More Options

Transfers

Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.

Portable seat cushions

Permitted at select attractions and experiences. See Attractions greeter for details.

Safety in the Park

Mobility Scooter/ECVs

- Only one rider is allowed per ECV.
- Always operate ECV at a safe speed equivalent to fellow pedestrians.
- Always operate ECV in a safe and courteous manner.
- Do not drive while distracted (e.g. texting, surfing the web, eating).
- Do not drive over curbs, steps, stairs or other obstructions.
- Do not hang bags or other personal items from the ECV handlebars.
- Only use the horn in safety or emergency situations.
- Immediately notify a Cast Member to report an incident or request assistance.

Evacuation

In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance.

BLIND & LOW VISION

Braille Guides Printed in braille and large print text to provide an overview of the Theme Park.

Audio Description 🗣️ Utilizes Disney's Handheld Device to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu.

Portable Tactile Maps 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.

Visit Accessibility Services in the Esplanade between Disneyland Park and Disney California Adventure Park.

Stationary Braille Maps Large print maps with Braille overlay and some additional raised graphics to highlight key landmarks and attractions. Located next to Oswald's on Buena Vista Street and near the Guest Information Board in Carthay Circle.

For additional information about Theme Park services and options, please visit Accessibility Services. You may also obtain information, including parade & show times and details about restaurant menus, by visiting Disneyland.com.

DEAF & HEARING LOSS

Assistive Listening 🗣️ Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions.

Handheld Captioning 🗣️ Utilizes Disney's Handheld Device to display text at select attractions.

Video Captioning 🗣️ Caption-ready monitors designated with a "CC" symbol

Amenities available for \$25 refundable deposit.

Visit Accessibility Services in the Esplanade between Disneyland Park and Disney California Adventure Park.

Written Scripts Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.

Cast Members with basic abilities in American Sign Language can be identified with the appropriate language pin on their nametag.

American Sign Language (ASL) 🗣️

The ASL Schedule starts in one park in the morning and moves to the other park in the afternoon Friday through Monday. Exact schedule times vary to help provide a variety of offerings in each park. Schedule available at Accessibility Services, any Guest Relations location or the Disneyland App.



If visiting on a non-designated day, ASL interpretation for a limited number of regularly-scheduled offerings may be available with at least 14 days advance notice email DLRAccessibilityServices@Disney.com.

SERVICE ANIMALS

Service animals, defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual with a disability, must be under the control of the owner at all times and should remain on a leash or in a harness. Cast Members are not able to take control of service animals.

Service Animal Restrictions

Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please inquire with a Cast Member about available options, including a rider switch with a member of your party or a portable kennel.

- Incredicoaster
- Goofy's Sky School
- Grizzly River Run
- Jumpin' Jellyfish
- Luigi's Rollickin' Roadsters
- Mater's Jingle Jamboree
- Radiator Springs Racers

- Silly Symphony Swings
- Soarin'
- Guardians of the Galaxy – Mission: BREAKOUT!

Service Animal Relief Areas 🗿

- Able to use any planter with a gate
- Grizzly Peak: Grizzly River Run area (1) near "Grizzly Peak Pass" sign (2) near restrooms across from airplane
- Paradise Gardens Park: Access gate between Seaside Souvenirs & The Little Mermaid-Ariel's Undersea Adventure extended queue
- Cars Land: Between Filmore's Taste-In and Sarge's Surplus Hut
- Main Entrance: Esplanade near the Stroller Shop

TOOLS & RESOURCES

Accessibility Planning Guide & Recommendations



Guests with disabilities can prepare for their theme park visit through helpful strategies and planning tips. Learn what you can do before you arrive at the Disneyland Resort, including helpful items to pack and how to prepare for theme park activities.

Sensory Experience Details



The Disneyland Resort experiences offer a wide range of effects that Guests with disabilities may want to be aware of—including lighting effects, loud noises, smells, high speeds, periods of darkness, attractions where you may become wet, sudden movements and more.

Please contact a Cast Member for information and assistance.

