

- Assistive Listening: Device available at Accessibility Services
- ATMs Presented by Chase
- Audio Description: Device available at Accessibility Services
- Automated External Defibrillators
- Baby Care Center
- Closed Captioning
- Companion Restroom
- Disney Characters (times vary)
- Disney Vacation Club® Discovery Desk
- 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 Accessibility Services
- Height Requirement
- Information Center Guest Relations
- Lightning Lane Entry Available
- Locker Rentals
- Location Return Time
- Mobile Food & Beverage Ordering
- Package Check Service
- Parade Route
- Physical Considerations
- Picnic Area
- Pre-charged Battery Kiosk
- Reservations Accepted
- Resort Lost and Found
- Restrooms
- Service Animal Relief Area
- Sign Language Schedule at Accessibility Services
- 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

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 or at Guest Relations.

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

Specialty Lighting Effects/Photosensitivity Lighting and other visual effects are used extensively throughout Disneyland. 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 Disneyland 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.

ADDITIONAL SERVICES

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:

- Main Street, U.S.A. - Left of City Hall
- Main Street, U.S.A. - First Aid
- Adventureland - Enchanted Tiki Room
- Bayou Country - Hungry Bear Restaurant
- Fantasyland Theater Restrooms
- Tomorrowland - near Autopia
- Frontierland – Pirates Lair on Tom Sawyer's Island
- Star Wars Galaxy's Edge - Market Place
- Star Wars Galaxy's Edge - Courtyard
- Mickey's ToonTown - Near Good Boy! Grocers

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 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** 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.

Information subject to change without notice.



	MOBILITY	BLIND & LOW VISION	DEAF & HEARING LOSS
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. 	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.	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.
Rental Locations	Disneyland® Resort Stroller Shop located in the main entrance plaza to the right of the Disneyland® Main Entrance.	Visit Accessibility Services in the Esplanade between Disneyland Park and Disney California Adventure Park.	Visit Accessibility Services in the Esplanade between Disneyland Park and Disney California Adventure Park.
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	Stationary Braille Maps 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.	Written Scripts Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
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.	Braille Guides available at Droid Depot in Star Wars Galaxy's Edge and Bibbidi Bobbidi Boutique in Fantasyland. See a Cast Member at the location for details. 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.	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 .
Safety in the Park	Mobility Scooter/ECVs <ul style="list-style-type: none"> 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.	<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.	Service Animal Relief Areas <ul style="list-style-type: none"> Able to use any planter with a gate Main Entrance: Esplanade near Disneyland® Stroller Shop Fantasyland: Planter across from "it's a small world" Hub: Planter near First Aid Bayou Country, near the entrance of Star Wars: Galaxy's Edge and Hungry Bear Barbecue Jamboree by the Disneyland Railroad overpass Mickey's Toontown: Near the Post Office and Mickey and Minnie's Runaway Railway

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.

