

- 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: Activators available at Guest Relations
- 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



COVID-19 WARNING

We have taken enhanced health and safety measures—for you, our other Guests, and Cast Members. You must follow all posted instructions while visiting *Disneyland*® Resort.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and Guests with underlying medical conditions are especially vulnerable.

By visiting *Disneyland*® Resort, you voluntarily assume all risks related to exposure to COVID-19.

Help keep each other healthy.



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)

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

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 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.



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

Information subject to change without notice.



GUIDE FOR GUESTS WITH DISABILITIES

Disneyland Park®

FANTASMIC!



Enhance your *Disneyland*® Resort visit! Get the *Disneyland*® app at disneyland.com/maps.

©Disney – DLP 061822.GWD.ENG

	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.	<p>Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park.</p> <p>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.</p> <p>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.</p>	<p>Assistive Listening Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions.</p> <p>Handheld Captioning Utilizes Disney's Handheld Device to display text at select attractions.</p> <p>Video Captioning Caption-ready monitors designated with a "CC" symbol can be activated by remote control. Amenities available for \$25 refundable deposit.</p>
Rental Locations	<i>Disneyland</i> ® Resort Stroller Shop located in the main entrance plaza adjacent to the <i>Disneyland</i> ® Kennel.	Guest Relations See map inside for location.	Guest Relations See map inside for location.
Complimentary Amenities and Services for use at the Park	Companion Restrooms See map inside for locations indicated with .	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 Filling Station on Buena Vista Street and near the Guest Information Board in Carthay Circle.	Written Aids 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	<p>Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served basis at the rental location.</p> <p>Must be 18 years of age or older to rent ECVs.</p> <p>RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis.</p> <p>Rental fee and refundable deposit required.</p>	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 407-827-7935 .	<p>Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.</p> <p>Sign Language Interpretation Available at <i>Disneyland Park</i> on Mondays and Saturdays and at <i>Disney California Adventure Park</i> on Sundays and Mondays. Schedules are available at Guest Relations and the <i>Disney Website</i> that list specific offerings and times.</p> <p>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.</p>
Safety in the Park	<p>Mobility Scooters/ECVs Please keep your speed to the walking speed of those around you.</p> <p>Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.</p> <p>Park your device in safe locations clear from walkways and stairs.</p> <p>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.</p> <p>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.</p>	<h2>SERVICE ANIMALS</h2> <p>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.</p> <div> <p>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.</p> <ul style="list-style-type: none"> Big Thunder Mountain Railroad Gadget's Go Coaster Indiana Jones™ Adventure Matterhorn Bobsleds Space Mountain Splash Mountain Star Tours—The Adventures Continue </div> <div> <p>Service Animal Relief Areas </p> <ul style="list-style-type: none"> Able to use any planter with a gate Main Entrance: Esplanade near <i>Disneyland</i>® Kennel Club Fantasyland: Planter across from "it's a small world" Hub: Planter near First Aid New Orleans Square: Fountain area planter on right near Train Station and Haunted Mansion Holiday <p>Kennels For information, call 714-781-7662.</p> </div> <p>Please contact a Cast Member for information and assistance.</p>	

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.

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.

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.



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.

