

TIPS AND INFORMATION



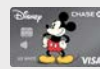
COVID-19 WARNING

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 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. Designated smoking areas are located outside the screening areas.
- 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.
- The following are strictly prohibited:
 - Firearms, ammunition, knives and weapons, or objects that appear to be weapons
 - Strollers larger than 31" x 52" and any types of wagons
 - Alcohol, marijuana (including marijuana-enriched products) and any illegal substances
 - Pets or other animals, except service animals (i.e., dogs and miniature horses)

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:

- 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
- Pacific Wharf - Baby Care Center

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.



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 Guest Services** locations
- 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. ©Disney DCA-110119-6WD



GUIDE FOR GUESTS WITH DISABILITIES

Disney CALIFORNIA ADVENTURE™



A CELEBRATION OF COCO Plaza de la Familia



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

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MOBILITY 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.

Rental Locations

Disneyland® Resort Stroller Shop located in the main entrance plaza adjacent to the *Disneyland*® Kennel.

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

Electric Conveyance Vehicles (ECVs)

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.

RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis.

Rental fee and refundable deposit required.

Safety in the Park

Mobility Scooters/ECVs

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.

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.

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.


VISUAL Disabilities

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.

Guest Relations  Visit Guest Relations at Chamber of Commerce.

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.

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.

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 Honkin' Haul-O-Ween
- Mater's Graveyard JamBOOree
- 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: Across from Luigi's Rollickin' Roadsters
- Main Entrance: Esplanade near the Stroller Shop



Disney's Wild About Safety

Get Wild About Safety with Timon and Pumbaa! Visit disneywildaboutsafety.com for vacation safety tips, games, and videos.

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.

BUENA VISTA STREET

ATTRACTIONS

1

Red Car Trolley

Mobility Access:

Enter through standard queue.

Wheelchair accessible vehicle available.

DISNEY DINING

A

Mortimers Market

hosted by Cuties®.

B

Clarabelle's Hand-Scooped Ice Cream

hosted by Dreyer's®.

C

Fiddler, Fifer & Practical Cafe

D

Carthay Circle Restaurant

E

Carthay Circle Lounge-Alfresco Dining

CARS LAND

ATTRACTIONS

9

Mater's Graveyard JamBOoree

(Minimum height 32"/81 cm)

Mobility Access:

Enter through standard queue.

Transfer access vehicle available.

10

Luigi's Honkin' Haul-O-Ween

presented by Enterprise®.

(Minimum height 32"/81 cm).

Mobility Access:

Enter through standard queue.

Transfer access vehicle available.

11

Radiator Springs Racers

(Minimum height 40"/102 cm)

Mobility Access:

Enter through standard queue.

Separate loading area available.

Lightning Lane available for selection with Disney Genie+ only

DISNEY DINING

O

Fillmore's Taste-In

P

Cozy Cone Motel

Q

Flo's V8 Cafe

PACIFIC WHARF

ATTRACTIONS

12

The Bakery Tour

hosted by Boudin Bakery.

Mobility Access:

Enter through standard queue.

DISNEY DINING

R

Pacific Wharf Distribution Co.

S

Cocina Cucamonga Mexican Grill

T

Lucky Fortune Cookery

U

Rita's Baja Blenders

V

Pacific Wharf Café

W

Ghirardelli® Soda Fountain and Chocolate Shop

X

Magic Key Terrace

Y

Mendocino Terrace

Z

Wine Country Trattoria

AA

Sonoma Terrace

BB

Cappuccino Cart

presented by Joffrey's Coffee and Tea Company®

Disney

For Disney Dining

Check Disneyland App for location hours and availability

PIXAR PIER

ATTRACTIONS

13

Incredicoaster

(Minimum height 48"/122 cm)

Mobility Access:

Enter through standard queue.

Transfer access vehicle available.

Handheld Captioning available in queue only.

Lightning Lane available for selection with Disney Genie+ only

14

Jessie's Critter Carousel

Mobility Access:

Enter through access queue.

Wheelchair accessible bench available.

15

Toy Story Midway Mania!

Mobility Access:

Enter through standard queue.

Separate loading area and Wheelchair accessible vehicle available.

Lightning Lane available for selection with Disney Genie+ only

16

Games of Pixar Pier

17

Pixar Pal-A-Round

18

Inside Out Emotional Whirlwind

Mobility Access:

Enter through standard queue.

DISNEY DINING

CC

Lamplight Lounge

DD

Lamplight Lounge Boardwalk Dining

EE

Adorable Snowman Frosted Treats

FF

Jack-Jack Cookie Num Nums

GG

Poultry Palace

HH

Señor Buzz Churros

II

Angry Dogs

AVENGERS CAMPUS

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.

PARADISE GARDENS PARK

ATTRACTIONS

19

Silly Symphony Swings

(Minimum height 40"/102 cm)

Mobility Access:

Enter through entrance to the RIGHT of standard queue.

Take elevator to second level.

20

Goofy's Sky School

(Minimum height 42"/107 cm)

Mobility Access:

Enter through standard queue.

Lightning Lane available for selection with Disney Genie+ only

21

Jumpin' Jellyfish

(Minimum height 40"/102 cm)

Mobility Access:

Enter through standard queue.

22

Golden Zephyr

Mobility Access:

Enter through standard queue.

Transfer access vehicle available.

23

The Little Mermaid ~ Ariel's Undersea Adventure

Mobility Access:

Enter through standard queue.

Wheelchair accessible vehicle available.

DISNEY DINING

JJ

Bayside Brews

KK

Boardwalk Pizza & Pasta

LL

Paradise Garden Grill

MM

Corn Dog Castle

GRIZZLY PEAK

ATTRACTIONS

24

Redwood Creek Challenge Trail

Mobility Access:

Enter through standard queue.

The Challenge Trail map indicates accessible routes.

25

Grizzly River Run

(Minimum height 42"/107 cm)

Mobility Access:

Enter through standard queue.

Proceed through access gate.

Guests must navigate steps when boarding and disembarking the raft.

Separate loading area and transfer device available.

Lightning Lane available for selection with Disney Genie+ only

26

Soarin'

(Minimum height 40"/102 cm)

Mobility Access:

Enter through standard queue

Lightning Lane available for selection with Disney Genie+ only

DISNEY DINING

NN

Smokejumper's Grill

OO

Refreshment Point

hosted by Coca-Cola®.

PARADISE GARDENS PARK

Interactive Adventures in the Parks

Take your park experience to the next level with Play Disney Parks, a mobile app with fun games, activities, and trivia.

Visit Disneyland.com/Play to download.

LEGEND

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

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.

*Emergency services available by calling 911.