

ACCESSIBILITY AND MOBILITY

Courtesy Wheelchairs Complimentary wheelchairs are available for travel to and from the accessible parking lot and the nearest wheelchair rental location. These courtesy blue wheelchairs are not permitted for use inside the Theme Parks.

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 many 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.

Dining and Shopping Locations Some counter-service and merchandise locations may 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 The following option is available 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.


TRANSPORTATION

RESORT BUS SERVICE
Available to most *Disney Resort* hotels, *Magic Kingdom*® Park, *EPCOT*®, and *Disney's Hollywood Studios*®.

MINNIE VAN™ CONNECTED BY LYFT
Request a Minnie Van™ through the Lyft app.

RIDESHARE HOSTED BY LYFT
Available for all services at the pickup area in the Parking Lot. Keep left as you exit the Park.

PAYMENT OPTIONS

 *Walt Disney World*® Resort accepts Disney® Visa® Card, Disney Rewards Redemption Card, Disney Gift Card, Visa®, Mastercard®, Discover®, American Express®, Diners Club®, JCB®, traveler's checks and cash.

ACCREDITED BY THE **ASSOCIATION OF ZOOS & AQUARIUMS**
The Walt Disney Company is dedicated to providing exceptional animal care and committed to wildlife conservation.

PARK RULES

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

- All persons and bags are subject to screening.
- Proper attire is required.
- No smoking, including vaping, allowed in Theme Parks and Water Parks. Designated smoking areas are located outside Park entrances.
- 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 disneyworld.com/rules or at Guest Relations.


PERSONALIZED GUEST SERVICE

For assistance with the following, please see a **Guest Experience Team** or **Guest Relations** Cast Member located throughout the Park:

- 📍 **General Park Information and Recommendations**
- 🛏 **Lost Guest Assistance**
- 🚧 **Assistance with Lightning Lane passes**

If you are in need of the following, please visit a **Guest Relations** location **i** at the front of the Park:

- ♿ **Services for Guests with Disabilities**
- 🎫 **Ticket Upgrades**
- 👉 **Lost and Found** Submit a lost item report at disneyworld.com/lostandfound.

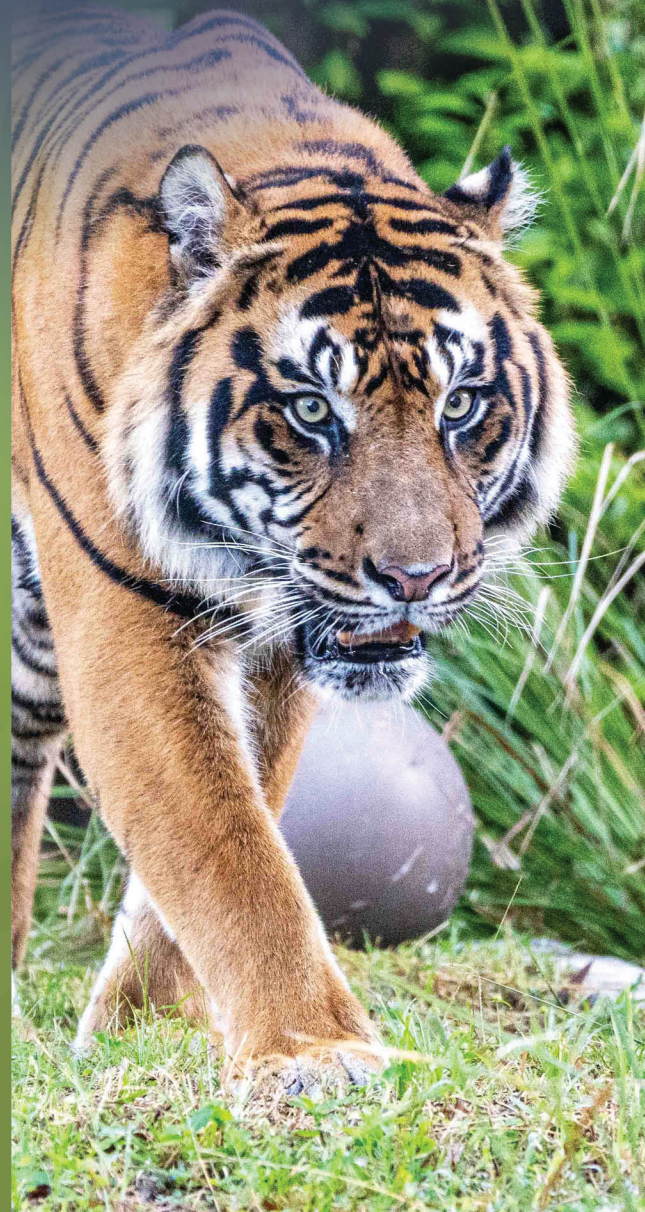
 Please join us in our commitment to the environment by recycling this guidemap, plastic bottles, plastic cups and cans in the recycling bins throughout the Park.



Parks, attractions and other offerings subject to availability, closures, weather conditions, and change or cancellation without notice or liability.

GUESTS WITH DISABILITIES

Disney's ANIMAL KINGDOM



GUIDEMAP

	MOBILITY DISABILITIES	VISUAL DISABILITIES	HEARING DISABILITIES
Guest Amenities Available for Rent or Deposit	<p>Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Theme Park to Theme Park.</p> <p>Park Hopping Options If you plan to visit more than one Park on the same day, retain your deposit ticket from the first Park. You will be able to obtain a replacement wheelchair or ECV the same day, if available, at the next Park at no additional charge.</p>	<p>Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park.</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.</p> <p>Audio Description 🗣 Utilizes <i>Disney's Handheld Device</i> to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu.</p> <p>Amenities available for \$25 refundable deposit.</p>	<p>Assistive Listening 🗣 Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions.</p> <p>Handheld Captioning 🗣 Utilizes <i>Disney's Handheld Device</i> to display text at select attractions.</p> <p>Theater Captioning Many theater-type attractions now offer Handheld Captioning.</p> <p>Video Captioning 🗣 Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into <i>Disney's Handheld Device</i>.</p> <p>Amenities available for \$25 refundable deposit.</p>
Rental Location	Next to Garden Gate Gifts near Main Entrance	Guest Relations i See map inside for location.	Guest Relations i See map inside for location.
Complimentary Amenities and Services for use at the Park	<p>Companion Restrooms See map inside for locations indicated with ♿.</p>	<p>Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest Relations Lobby.</p>	<p>Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.</p>
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 and may only be used in the Park where they are rented. Your ECV will be held if you wish to leave and return to the same Park.</p>	<p>For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including show times and details about restaurant menus, by calling 407-827-7935.</p>	<p>Cast Members 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>Disney's Animal Kingdom</i> Theme Park on Tuesdays and Saturdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i>® Theme Parks.</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 407-824-4321 [voice].</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 & 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> <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"> • Affection Section—<i>Rafiki's Planet Watch</i>® • <i>Avatar Flight of Passage</i>™ • DINOSAUR • <i>Expedition Everest—Legend of the Forbidden Mountain</i>® • <i>Kali River Rapids</i>® • The aviary area of <i>Maharajah Jungle Trek</i>® <p>Guests with service animals should check with a host for attraction and boarding information at the following attractions:</p> <ul style="list-style-type: none"> • The aviary area of <i>Gorilla Falls Exploration Trail</i> • <i>It's Tough To Be A Bug</i>® • <i>Kilimanjaro Safaris</i>® <p>Service Animal Relief Areas: 🗿</p> <ul style="list-style-type: none"> • Asia: Planter to right of <i>Maharajah Jungle Trek</i> Restrooms • <i>DinoLand U.S.A.</i>®: Planter next to <i>Restaurantosaurus</i> Restrooms • <i>Discovery Island</i>®: Near First Aid • <i>Pandora—The World of Avatar</i>™: Near Satu'li Canteen <p>Kennel: For information and reservations, call 877-493-9738.</p>	

Please contact a Cast Member for information and assistance.

Specialty Lighting Effects/Photosensitivity
Specialty lighting and other visual effects are used extensively throughout the *Walt Disney World*® Resort. 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.

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

BEYOND DISNEY'S ANIMAL KINGDOM™ THEME PARK Resorts/Special Reservations *Disney Resort* hotels offer special equipment and facilities for Guests with disabilities. For information specific to individual Resorts, please call *Walt Disney World* Resort Special Reservations at 407-939-7807 [voice].

For accessibility information and accommodations for the following locations:

Water Parks Please visit Guest Services at the entrances of both *Disney's Water Parks*.

Disney Springs® Please visit Guest Relations at the Welcome Center at *Disney Springs*® Town Center.

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.



OASIS

- ANIMAL HIGHLIGHTS**
 Babirusa Spoonbill Anteater
- ATTRACTION**
1 Oasis Exhibits Roam tropical garden pathways—home to diverse animal habitats.
- DINING**
2 Rainforest Cafe
- SHOPPING**
3 Garden Gate Gifts

DISCOVERY ISLAND

- ANIMAL HIGHLIGHTS**
 Otter Catfish Cotton-top Tamarin Tortoise Lemur Flamingo Kangaroo
- ATTRACTIONS**
4 Wilderness Explorers Become a Wilderness Explorer by completing challenges and earning badges as you work your way around the Park's interactive adventure at your own pace. Additional starting locations can be found on *Discovery Island* and in *Pandora – The World of Avatar*, *Africa*, *Rafiki's Planet Watch*, *Asia* and *DinoLand U.S.A.*
- It's Tough to be a Bug!** Discover what it's like to be a bug in this 3D film inspired by the Disney•Pixar film, "A Bug's Life." *Some creepy-crawly moments in the dark.*
- Discovery Island Trails** Discover the many animals around the *Tree of Life*.
- Adventurers Outpost** Meet Mickey Mouse and Minnie Mouse in their exploration headquarters.

- DINING**
8 Eight Spoon Café
9 The Feeding Ground
10 Flame Tree Barbecue
11 Isle of Java
12 Tiffins Restaurant
13 Nomad Lounge
Mobile Dining Walk-Up List Only
14 Pizzafari Hosted by Coca-Cola
15 Creature Comforts
- SHOPPING**
16 Island Mercantile
17 Discovery Trading Company

PANDORA—THE WORLD OF AVATAR™

- ATTRACTIONS**
18 Na'vi River Journey™ Journey deep into a bioluminescent rainforest in search of the Na'vi Shaman of Songs. **Mobility Access:** Transfer Access Device available; please see a Cast Member for assistance
- Avatar Flight of Passage™** Fly on the back of a mountain banshee during a 3D ride. **Mobility Access:** Transfer Practice Vehicle available. Transfer Access Device available; please see a Cast Member for assistance.

DINING

- 20 Pongu Pongu**
- 21 Satu'li Canteen**

SHOPPING

- 22 Windtraders**

AFRICA

- ANIMAL HIGHLIGHTS**
 Elephant Lion Gorilla Giraffe Hippopotamus Colobus Monkey Okapi Tarantula Goat
- ATTRACTIONS**
23 Festival of the Lion King Come inside and experience the music and pageantry of this larger-than-life show. *30 minutes.*
- Kilimanjaro Safaris®** Take a safari ride through the lush African savanna to search for lions, elephants, giraffes and more. *22 minutes.*
- Gorilla Falls Exploration Trail Presented by OFF!® Repellents** Walk through a tropical forest inhabited by African wildlife – including gorillas, hippos and unique birds.
- Rafiki's Planet Watch** Board a rustic train to discover Disney's long-term commitment to animal care and conservation.
 - Conservation Station®** Enjoy exhibits where you can encounter animals, watch scientists work in the Science Center, view our veterinary facilities and more!
 - The Animation Experience at Conservation Station** Learn to draw one of Disney's most beloved characters as you explore how live animals help inspire your animation drawing.
 - Affection Section** Meet a variety of unique, domesticated animals and interact with our animal care experts at this expansive, outdoor space.

- DINING**
27 Mahindi
28 Dawa Bar
29 Tusker House Restaurant
30 Kusafiri Coffee Shop & Bakery
31 Tamu Tamu Refreshments
32 Harambe Fruit Market
33 Harambe Market
- SHOPPING**
34 Mombasa Marketplace
35 Zuri's Sweets Shop

ASIA

- ANIMAL HIGHLIGHTS**
 Tiger Bat Gibbon Komodo Dragon Lion-tailed Macaque Colorful Birds
- ATTRACTIONS**
36 Feathered Friends in Flight! Join animal behavior specialists for a behind-the-scenes look at how they care for and train their feathered friends. *25 minutes.*

Maharajah Jungle Trek®

- Embark on a self-guided walking tour of Southeast Asia, home to tigers, monkeys, bats, a Komodo dragon and colorful birds.

- 38 Kali River Rapids®** Travel through the turbulent rivers of a jungle landscape on this wet raft ride. **Mobility Access:** Transfer Access Device Available. See a Cast Member for additional information.
- 39 Expedition Everest – Legend of the Forbidden Mountain®** Ride a speeding train through the Himalayan mountains while avoiding the Yeti. **Mobility Access:** Transfer Practice Vehicle and Transfer Access Vehicle available. See a Cast Member for additional information.

- DINING**
40 Mr. Kamal's
41 Warung Outpost
42 Drinkwallah Hosted by Coca-Cola®
43 Yak & Yeti™ Restaurant
44 Yak & Yeti™ Local Food Cafes
45 Joffrey's Coffee & Tea Company®
46 Anandapur Ice Cream Truck
47 Trek Snacks
48 Thirsty River Bar
- SHOPPING**
49 Mandala Gifts
50 Serka Zong Bazaar

DINOLAND U.S.A.®

- ANIMAL HIGHLIGHT**
 Tyrannosaurus Rex
- ATTRACTIONS**
51 The Boneyard® Explore and have fun at this dinosaur dig-site playground.
- 52 Finding Nemo: The Big Blue... and Beyond!** Dive into this theatrical retelling of the story of Nemo and his friends, complete with memorable music and puppetry. *25 minutes.*
- DINOSAUR** Take off on a rip-roaring prehistoric tour in the dark to save a dinosaur from extinction.
- DINING**
54 Restaurantosaurus Hosted by Impossible™ Foods
 - Restaurantosaurus Lounge****55 Dino-Bite Snacks**
56 Trilo-Bites
- SHOPPING**
57 The Dino Institute Shop

LEGEND

- Accessible Restrooms
- Companion Restrooms
- First Aid Presented by AdventHealth *Emergency services available by calling 911.*
- Automated External Defibrillators
- Guest Relations
- Baby Care Center
- Service Animal Relief Areas
- Smoking Area
- ATM Presented by Chase
- Stroller Rentals
- Wheelchair Rentals
- Locker Rentals
- Entertainment Locations
- Wilderness Explorers Troop Leader Locations
- Physical Considerations
- The seating and restraints on this attraction may prohibit Guests of certain body shapes or sizes from riding.
- Minimum Height Requirement
- May be frightening for children
- May remain in wheelchair/ECV
- Must transfer from wheelchair/ECV
- Must transfer to standard wheelchair, and then to ride vehicle
- Sign Language (available Tuesdays and Saturdays)
- Mobile Food & Beverage Ordering
- Mobile Dining Reservation Check-In & Walk-Up List
- Disney PhotoPass® Photographers
- Disney PhotoPass® Sales Center
- Disney Vacation Club® Discovery Desk
- Merchandise Mobile Checkout
- Disney Pin Trading Destination
- Character Greeting
- Visit Guest Relations for more information about:**
 - Assistive Listening
 - Handheld Captioning
 - Video Captioning
 - Audio Description

- 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 a 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.