



# Information for Guests with Disabilities or Medical Conditions

## TABLE OF CONTENTS

|  |           |
|--|-----------|
| <b>GENERAL INFORMATION .....</b>   | <b>3</b>  |
| SPECIAL SERVICES .....   | 3         |
| <i>GUEST SERVICES</i> .....  | 3         |
| DISABILITY PARKING .....   | 3         |
| IN-PORT ACCESS .....   | 3         |
| <b>MEDICAL ASSISTANCE ONBOARD.....</b>   | <b>4</b>  |
| MEDICAL CARE.....  | 4         |
| <i>HEALTH CENTER</i> .....   | 4         |
| MEDICAL AIR EVACUATION (MEDEVAC).....  | 4         |
| TRAVELING DURING PREGNANCY .....   | 4         |
| <b>ALLERGEN.....</b>   | <b>5</b>  |
| SPECIAL DIETARY NEEDS .....  | 5         |
| STORING AND HANDLING PERSONAL FOOD ITEMS AND MEDICATIONS .....   | 5         |
| <b>KNOW BEFORE YOU GO.....</b>   | <b>6</b>  |
| <b>MEDICAL .....</b>   | <b>6</b>  |
| MEDICATIONS.....   | 6         |
| GUEST EQUIPMENT STORAGE .....  | 6         |
| ELECTRICAL LIMITATIONS.....  | 6         |
| MEDICAL EQUIPMENT .....  | 6         |
| WIRELESS INTERNET ACCESS (Wi-Fi) and MEDICAL DEVICES .....   | 6         |
| DIALYSIS.....  | 7         |
| EQUIPMENT REPAIRS .....  | 7         |
| HEATING PADS.....  | 7         |
| GOING ASHORE .....   | 7         |
| SHIP EVACUATION VIA LIFEBOATS .....  | 7         |
| <b>MEDICAL OXYGEN USE AND DELIVERY PROCEDURES .....</b>  | <b>8</b>  |
| <b>YOUTH ACTIVITIES PARTICIPATION .....</b>  | <b>9</b>  |
| PARTICIPATION DETAILS .....  | 9         |
| EXCEPTIONS THAT PREVENT PARTICIPATION .....  | 9         |
| OPPORTUNITIES FOR CHILDREN WHOSE NEEDS EXCEED THE PARAMETERS FOR YOUTH<br>ACTIVITIES PARTICIPATION ..... | 9         |
| <b>AUTISM SPECTRUM DISORDER.....</b>   | <b>10</b> |
| CHECK-IN/EMBARKATION .....   | 10        |
| MANDATORY GUEST ASSEMBLY DRILL .....   | 10        |
| YOUTH ACTIVITIES .....   | 10        |
| MY DISNEY CRUISE ADVENTURE BOOKLET.....  | 11        |
| THEATRES AND RESTAURANTS.....  | 11        |
| CHARACTER MEET AND GREETs.....   | 11        |
| AQUADUCK/AQUADUNK/MICKEY SLIDE/TWIST 'n' SPOUT .....   | 11        |
| DEBARKATION.....   | 12        |

|  |           |
|--|-----------|
| <b>MOBILITY DISABILITIES.....</b>                              | <b>13</b> |
| WHEELCHAIR USE .....   | 13        |
| WHEELCHAIR ACCESSIBLE STATEROOMS.....                          | 13        |
| VENUE ACCESS .....   | 13        |
| POOL LIFT .....  | 13        |
| COUNTER-SERVICE RESTAURANTS.....                               | 13        |
| <br>   |           |
| <b>HEARING DISABILITIES .....</b>                              | <b>14</b> |
| AMERICAN SIGN LANGUAGE.....                                    | 14        |
| ASSISTIVE LISTENING DEVICES .....                              | 14        |
| CAPTIONING .....   | 14        |
| ROOM SERVICE FOR GUESTS WITH HEARING/SPEECH DISABILITIES ..... | 14        |
| STATEROOM COMMUNICATION KIT .....                              | 14        |
| WRITTEN AIDS.....  | 14        |
| <br>   |           |
| <b>VISUAL DISABILITIES.....</b>                                | <b>15</b> |
| AUDIO DESCRIPTION.....   | 15        |
| ALTERNATIVE FORMATS .....                                      | 15        |
| <br>   |           |
| <b>SERVICE ANIMALS .....</b>                                   | <b>15</b> |
| RELIEF STATIONS.....   | 15        |
| <br>   |           |
| <b>RENTAL AND DELIVERY COMPANIES .....</b>                     | <b>16</b> |
| <br>   |           |
| <b><i>DISNEY MAGIC AND DISNEY WONDER.....</i></b>              | <b>17</b> |
| ON-DECK VIEWING AREAS .....                                    | 17        |
| THEATRES .....   | 17        |
| VENUE ACCESS .....   | 17        |
| <br>   |           |
| <b><i>DISNEY DREAM AND DISNEY FANTASY.....</i></b>             | <b>19</b> |
| ON-DECK VIEWING AREAS .....                                    | 19        |
| THEATRES .....   | 19        |
| VENUE ACCESS .....   | 19        |
| <br>   |           |
| <b>DISNEY CASTAWAY CAY.....</b>                                | <b>21</b> |
| TRAM SERVICE.....  | 21        |
| PATHWAYS .....   | 21        |
| SAND WHEELCHAIRS .....   | 21        |
| VENUE ACCESS .....   | 21        |
| SERVICE ANIMAL RELIEF STATIONS.....                            | 22        |

Information is subject to change without notice

This information provides an overview of services and facilities available for Guests with disabilities who will be sailing with *Disney Cruise Line*. This booklet is intended to supplement the *Disney Cruise Line* Navigator that contains additional information and entertainment schedules.

*Disney Cruise Line* strongly advises Guests requiring assistance while onboard the ship to travel with someone who is able to personally assist them both aboard ship and on shore. Guests may need assistance to utilize certain facilities (such as Guest pools and tenders), and this transfer may require the aid of a member of their party.

### **SPECIAL SERVICES**

To assist Guests with questions they may have, *Disney Cruise Line* Reservation Services is equipped with information about onboard services and facilities. *Disney Cruise Line* offers special equipment and facilities for Guests with disabilities. For information, please call Special Services at **(407) 566-3602 [voice] or (407) 566-7455 [TTY]**.

In addition, Guests may notify the Special Services team, at the time of booking, of any condition for which special accommodations and/or the use of a medical or mobility device might be necessary while onboard ship.

Guests with special needs may submit a Special Services Information Form ([available online](#)) to *Disney Cruise Line* at least 60 days prior to the sailing date. Once the form has been received, *Disney Cruise Line* will determine its ability to accommodate any special need on a case-by-case basis. Due to the limited medical facilities onboard ship and other factors, *Disney Cruise Line* may not be able to accommodate all special needs. Additionally, failure to disclose an accurate or complete description of any special needs may result in *Disney Cruise Line* not being able to provide the appropriate accommodations or arrangements.

Special Services can also supply information about medical and rental supply companies available near the terminal

### **GUEST SERVICES**

*Guest Services*, located on Deck 3 Midship, provides a variety of services including general information, entertainment schedules, and information on services for Guests with disabilities.

### **DISABILITY PARKING**

Designated disability parking areas are available at the *Disney Cruise Line* terminals at U.S. embarkation ports. A valid disabled parking permit is required.

### **IN-PORT ACCESS**

Please note that many of the shops and facilities in foreign ports of call may not be accessible to Guests with disabilities. Prior to sailing, please contact *Disney Cruise Line* Special Services. When onboard, consult the Port Adventures team for accessibility information.

### **MEDICAL CARE**

Guests should verify with their personal physician that they are well enough to travel on the itinerary they have chosen. In addition, Guests should also carry copies of their pertinent medical and emergency contact information with them.

### **HEALTH CENTER**

The *HEALTH CENTER*, located on Deck 1, forward, is open during daily clinic hours to provide non-emergency medical care throughout the sailing. In the event of a medical emergency, a Doctor and Nurse are on call 24/7. Occasionally, it may be necessary for a patient to disembark the ship for transport to a nearby medical facility.

Fees at the *HEALTH CENTER*, which is operated by an independent medical provider, will be charged to your stateroom account. Because this qualifies as “care outside the United States,” Guests are responsible for paying any charges incurred onboard prior to debarkation and submitting the request for coverage to their insurance carrier, including *Disney Cruise Line Vacation Protection Plan* or other travel insurance provider (paperwork will be provided by the Medical Department).

### **MEDICAL AIR EVACUATION (MEDEVAC)**

Occasionally, in the event of serious medical conditions and/or due to the limited medical facilities onboard the ship, it may become necessary for a patient to be air-lifted to a nearby medical facility.

Guests should check with their insurance carrier to determine whether their insurance covers the cost of medical care occurring outside of the United States or medevac by air ambulance. If their current health insurance policy does not cover this service, it is recommended to purchase additional medical and evacuation coverage (such as the Vacation Protection Plan), as the fees for this service can be expensive and are typically due at the time of service.

### **TRAVELING DURING PREGNANCY**

Women, who have entered their 24th week of pregnancy as of their embarkation date or who will enter their 24th week of pregnancy during the cruise, will be refused passage due to safety concerns. Neither a physician's medical statement nor a waiver of liability will be accepted. In addition, *Disney Cruise Line* cannot be held responsible or liable for any complications relating to pregnancy at any stage.

This policy is in place for the safety of pregnant Guests and their babies. While the *Health Center* onboard ship can handle many emergency situations, it is not equipped to provide critical care for premature infants or their mothers.

## **ALLERGEN**

5

Guests with allergies to environmental factors should note that exposures aboard *Disney Cruise Line* vessels are similar to any large city environment. *Disney Cruise Line* cannot with certainty identify or remove all potential environmental triggers or limit allergen triggers that may be brought on by other Guests.

## **SPECIAL DIETARY NEEDS**

By substituting different ingredients and approaches, *Disney Cruise Line* can accommodate the following common food allergies at table-service restaurants:

- Gluten or wheat
- Eggs
- Fish
- Milk or lactose
- Peanuts and tree nuts
- Shellfish
- Soy
- Corn

Additionally, lifestyle or cultural meats options, including Kosher and Halal meals, may be available upon advance request at no additional charge. Be sure to notify the *Disney Cruise Line* Contact Center or your travel agent of your request. Please note: These requests cannot be accommodated at Quick Service locations or through in-room dining.

For dietary requests regarding life-threatening or severe allergies, notify the Special Services team at 407-566-3602 or complete the Special Services form ([available online](#)) as soon as possible, prior to your cruise.

Once aboard the ship, food allergies should be brought to the attention of your Head Server.

We strive to use reasonable efforts in our food sourcing, preparation and handling procedures to avoid the introduction of the named allergens into your menu choices. While we take steps to prevent cross-contact, we do not have separate allergy-friendly kitchens and are unable to guarantee that a menu item is completely free of allergens.

Please also note that our allergy-friendly offerings are reliant on supplier ingredient labels, and we cannot guarantee the accuracy of the contents of each food item. Allergen advisory statements (e.g., "may contain") are not regulated and therefore not taken into consideration when developing allergy-friendly meals. It is ultimately up to your discretion to make an informed choice based upon your individual dietary needs.

## **STORING AND HANDLING PERSONAL FOOD ITEMS AND MEDICATIONS**

Crew Members are prohibited from storing, preparing, cooking or reheating any food brought aboard our ships by Guests.

## **MEDICAL**

### **MEDICATIONS**

Guests should carry an ample supply of all necessary medications with them when they board the ship. Guests should pack medications and medical supplies in original containers in their carry-on bag, and not in checked luggage. Limited medications and medical supplies are available onboard in the ship's *Health Center* at an additional cost. Guests who need to refrigerate medication may do so in their provided stateroom refrigerator.

Upon return to the port, Guests should be sure not to leave any medications behind when they disembark, as *Disney Cruise Line* is not permitted to mail medications to Guest's home.

### **GUEST EQUIPMENT STORAGE**

Safety regulations require all Guest equipment — including wheelchairs, electric mobility scooters and strollers — be stored inside Guest staterooms when not in use. Parking electric mobility scooters, wheelchairs, strollers or other devices in Guest corridors or stairwell landings is **strictly prohibited**. If necessary, contact *Guest Services* on board for alternate parking locations. Please note: Standard stateroom doorways are 23" wide, and wheelchair accessible staterooms have 32" wide doorways.

### **ELECTRICAL LIMITATIONS**

For those Guests requiring electrical power for medical equipment, there is an average of two 110-volt electrical outlets per stateroom with a total power capacity of 12 amps.

All equipment should have a substantial back-up power supply in the event of an emergency or power outage. Durations of power outages cannot be guaranteed.

### **MEDICAL EQUIPMENT**

The addition of some medical equipment, such as multiple mobility devices, hospital beds, etc., may impact the accessibility and/or Guest capacity of a stateroom. Note that *Disney Cruise Line* is unable to accommodate medical equipment that will alter the original furnishings of a stateroom. Please contact Special Services well in advance for additional information.

### **WIRELESS INTERNET ACCESS (Wi-Fi) and MEDICAL DEVICES**

Connect@Sea, the Internet provider onboard, offers a variety of Internet packages from pay-as-you-go to ones the entire family can use. Package costs are based on data usage.

Please note that due to the technology involved and satellite connectivity, the onboard wireless internet service will be noticeably slower than Guests may be accustomed to and may at times be interrupted or unavailable. Guest who monitor/maintain a medical condition wirelessly should be prepared to utilize alternate means to manage any medical condition throughout the sailing.

## **DIALYSIS**

7

Guests undergoing dialysis should be aware that the ship medical centers do not have specialized facilities or equipment for dialysis and *Disney Cruise Line* does not have specialists available. Guests requiring dialysis are encouraged to contact Special Services to discuss their options.

## **EQUIPMENT REPAIRS**

*Disney Cruise Line* is not equipped to repair the various types of Guest personal use equipment.

## **HEATING PADS**

Please note heating pads are not allowed onboard.

## **GOING ASHORE**

When possible, *Disney Cruise Line* docks at each port of call so Guests may travel directly from the ship to the shore via the gangway. Typically, gangways provide a minimal incline for embarking and disembarking the ship.

At times, the ship may anchor some distance from the port and use tenders (small boats) to transport Guests from the ship to shore and back. Tidal changes or other causes may result in challenges for a Guest with limited mobility and/or using a wheelchair or mobility device to disembark due to steep gangways or difficult tendering process. Crew Members can provide some assistance, but in particular cases may request to assist Guests separately from their wheelchair/device.

In certain situations, it may be impossible for Guests with limited mobility and/or using a wheelchair or mobility device to utilize the gangway or transfer to the tenders. The decision to assist and allow passage of Guests via a steep gangway or tender is at the sole discretion of the Captain or his designee.

## **SHIP EVACUATION VIA LIFEBOATS**

In the unlikely event of an emergency evacuation of the ship, Guests may have to spend extended periods of time in lifeboats where electricity and other special accommodations are not available.



## Medical Oxygen Use and Delivery Procedures

8

Please note that carriage or use of liquid oxygen systems or large tank systems are not permitted on board *Disney Cruise Line* ships.

Due to safety and storage concerns, the types and quantity of oxygen tanks and supplies may be limited. Please contact *Disney Cruise Line* Special Services to discuss usage needs prior to sailing.

For greater convenience and safety, Guests are encouraged to consult with their physician to determine if they can use an oxygen concentrator. Oxygen concentrators or portable oxygen concentrators (POCs) can eliminate or reduce the number of compressed oxygen cylinders/tanks to be handled or stored during the voyage. Guests travelling with concentrators and/or oxygen must provide their own oxygen supply and related equipment. Guests are also responsible for arranging delivery of their oxygen and related equipment (packaged in a secure container with each item being labeled with the Guest's name and stateroom number) to the *Disney Cruise Line* terminal prior to 1:00 p.m. on the day of ship embarkation.

Guests, who have purchased *Disney Cruise Line* hotel and sea vacations, must arrange for the transportation of oxygen supplies between the airport, their hotel and the *Disney Cruise Line* terminal. *Disney Cruise Line* ground transportation cannot transport oxygen cylinders or tanks; however, the Guests may carry one oxygen cylinder for use while on board the transportation.

Guests are responsible for notifying their air carrier of any oxygen requirements. Guests who book their air travel through *Disney Cruise Line* and who will require oxygen on their flight should complete a Special Services Information Form ([available online](#)) as soon as possible. This information is necessary to expedite the delivery of airline tickets and airline contact information in order for the Guest to be able to make adequate arrangements with their air carrier for the use of oxygen in flight.

Guests are free to use their preferred medical supply company and are responsible for providing delivery and pick-up as well as verification of their own oxygen supplies.

### **PARTICIPATION DETAILS**

The secured *Disney's Oceaneer Lab* and *Disney's Oceaneer Club* are open only to children ages 3-12. Activities are held in separate areas for tweens (ages 11 – 14) and for teens (ages 14 – 17).

Youth Activity programs are available to children who are fully toilet trained, able to individually participate within our counselor-to-child ratio groups, and interact socially and comfortably with peers of their own age and physical size. We are unable to provide one-on-one counselor care, a counselor with specialty training, or counselor-assisted medical attention. Children who can self-address their personal medical needs can carry their medical supplies on their person, or they will be able to store them at the Youth Activities front desk. Additional participation guidelines and restrictions may apply and are established to provide a secure youth entertainment environment. Open House hours are also available so the entire family can join the fun and participate together.

Families are encouraged to speak with the Special Services team before arrival to discuss any questions or clarify these guidelines.

Group babysitting at *it's a small world* nursery is available for children ages three and under (for an additional fee); *Disney Cruise Line* does not provide babysitting in Guest staterooms.

### **EXCEPTIONS THAT PREVENT PARTICIPATION**

A child, who has a contagious disease, or who shows symptoms of illness, such as fever, vomiting, diarrhea, unexplained skin rash, discharge from the nose or eyes or has any other contagious disease or illness, will not be allowed to participate. A child, who becomes disruptive within the group, may not be allowed to participate.

### **OPPORTUNITIES FOR CHILDREN WHOSE NEEDS EXCEED THE PARAMETERS FOR YOUTH ACTIVITIES PARTICIPATION**

*Disney Cruise Line* offers a multitude of events and activities throughout the ship, which the entire family can enjoy together, including main stage shows, family game shows, first-run movies, deck parties and events, selected shore excursions, and activities at *Disney's Castaway Cay*. In addition, parents/guardians may accompany their child to the youth activities during Open House times throughout the cruise.

*Disney Cruise Line* offers the following information for Guests with an autism spectrum disorder or other disability that impacts their ability to wait in lines or in a crowded environment.

### **CHECK-IN/EMBARKATION**

We recommend that Guests complete online check-in on the [www.disneycruise.com](http://www.disneycruise.com) website at least 72 hours prior to the sailing. To reduce wait time in the terminal, it is recommended that Guests choose a terminal arrival time. All Guests will go through a security screening process that includes bag x-ray and metal detectors prior to entering the terminal. Please be advised that the first two hours are typically the busiest and a later check-in time may be the least impactful. Inside the terminal, Guests should identify themselves to a Cast Member for check-in assistance. All Guests need to be photographed and issued boarding documentation. Staterooms are available after 1:30 pm; other public venues, including dining options, will be open upon embarkation.

### **MANDATORY GUEST ASSEMBLY DRILL**

To comply with regulations regarding the safety of passengers at sea, *Disney Cruise Line* requires that all Guests report to their assembly station during the Mandatory Guest Assembly Drill. Prior to assembly station arrival, we recommend that Guests review the safety information on the back of their stateroom door and watch the assembly drill video available on the stateroom TV. Attendance at the safety drill requires standing with an assembly group for approximately 20 minutes while Guests are accounted for and announcements are made.

If a member of the party has a disability that precludes their ability to fully participate in the Mandatory Guest Assembly Drill, *Disney Cruise Line* recommend that all members of the party arrive to the assembly station approximately 10 minutes prior to the scheduled drill time. Once accounted for by the Assembly Leader, one adult member of the stateroom party can remain for the duration of the drill. Please note that the ship's alarm is sounded to commence the drill. If the party does not have an adult who can remain at Mandatory Guest Assembly Drill, or if a Guest has other questions or concerns, contact *Disney Cruise Line* Special Services at least 60 days in advance of sailing at (407) 566-3602 [phone] or (407) 566-7455 [TTY] or via e-mail at [specialservices@disneycruise.com](mailto:specialservices@disneycruise.com) to discuss additional options.

### **YOUTH ACTIVITIES**

The secured *Disney's Oceaneer Lab* and *Disney's Oceaneer Club* are open only to children ages 3-12. Activities are held in separate areas for tweens (ages 11 – 14) and for teens (ages 14 – 17). Youth Activity programs are available to children who are fully toilet trained, able to individually participate within our counselor-to-child ratio groups, and interact socially and comfortably with peers of their own age and physical size. We are unable to provide one-on-one counselor care, a counselor with specialty training, or counselor-assisted medical attention. Children who can self-address their personal medical needs can carry their medical supplies on their person, or they will be able to store them at the Youth Activities front desk. Additional participation guidelines and restrictions may apply and are established to provide a secure youth entertainment environment. Open House hours are also available so the entire family can join the fun and participate together. Families are encouraged to speak with the Special Services team before arrival to discuss any questions or clarify these guidelines.

This information is subject to change. Prior to sailing, please contact Special Services and while onboard please visit Guest Services, Deck 3, midship, to answer questions about accessible services.

## **MY DISNEY CRUISE ADVENTURE BOOKLET**

11

This 30-page printable activity booklet is complimentary and available for Guests to download at [disneycruise.com](http://disneycruise.com) >> Disney's Oceaneer Club >> Registration, Check-in and More. It features information for younger cruisers on what to expect from a cruise vacation. The arrival/boarding process, the Mandatory Guest Assembly Drill, as well as highlights of the Disney experiences on board are all included. There are also fun activities children can do before and during the cruise along with helpful vacation tips for families to make the most of their vacation time at sea.

## **THEATRES AND RESTAURANTS**

Some restaurants and theatres feature audio/visual experiences that may be unexpected. If a Guest has specific questions or concerns, contact Special Services at least 60 days in advance of sailing to discuss additional options. Once on board, Guests may contact the restaurant management or theatre host, for additional information or to discuss seating options.

Crew Members will be available at the entrance to the *Walt Disney Theatre* beginning 30 minutes prior to show times to assist Guests. Some of the shows feature audio/visual experiences which may be unexpected and include strobe lights and the use of fog. Guests may request to hold an adequate number of seats in the theatre if a member of their party has a disability that impacts their early show arrival. However, these seats must be released at show time if there is a demand for seating. To minimize the disruption to the performers and other Guests, seats located in the back of the theatre are recommended for those Guests who may need to come and go during the performance.

Family Movie Fun Time, in the *Buena Vista Theatre*, is an opportunity to enjoy a family feature film in a relaxed environment. The ship will leave some lights on and turn the volume down as audience members are welcome to talk, leave their seats, move about and (most importantly) have fun!

## **CHARACTER MEET AND GREETINGS**

If a family member's disability impacts his/her ability to wait in the character line, one family member can wait in the line and the party can be reunited when it is their turn to meet the character. Single parents or guardians, who are unable to use this option, should notify the Character Greeter for assistance.

## **AQUADUCK/AQUADUNK/MICKEY SLIDE/TWIST 'n' SPOUT**

To reduce expected wait times, Guests are advised to arrive just prior to opening or return near closing. Alternate entrances to these experiences are not available.

## DEBARKATION

12

To ensure a smooth debarkation process upon return to the homeport, please have all debarkation documentation, including Customs forms, prepared and readily available in advance of leaving the ship. Guests needing additional assistance in the terminal, please contact the nearest Cast Member. The following options are available:

*Express Walk Off* – In most homeports, Guests may carry their own luggage off the ship as soon as it clears Customs to avoid delays and lines inside the terminal. Please note that when utilizing this option, luggage cannot be placed outside of Guests stateroom on the prior evening. For available breakfast options, please discuss with the Head Server.

*Mid-Point Debarkation* – Typically, the lines for luggage retrieval and Customs inspection inside the terminal subside briefly once the second seating for breakfast has begun. This may be a good opportunity to leave the ship with minimal impact.

*Delayed Debarkation* – Guests may remain onboard (although not in their stateroom after 9 am) and debark after most Guests have left the ship. Please pay attention to the final announcement calls for debarkation.

## WHEELCHAIR USE

Guests requiring the use of a wheelchair or other mobility aid during the cruise are responsible for providing their own device prior to boarding the ship. *Disney Cruise Line* has a limited supply of wheelchairs onboard that are used for embarkation and disembarkation assistance, emergencies, and time-to-time usage; *Disney Cruise Line* is unable to guarantee the availability of a wheelchair. Additionally, shipboard wheelchairs may not be brought ashore. For Guests wishing to make rental arrangements, please refer to [Rental and Delivery Companies](#) for additional information.

## WHEELCHAIR ACCESSIBLE STATEROOMS

*Disney Cruise Line* offers wheelchair accessible staterooms and suites, equipped for Guests with disabilities.

Accessible stateroom features for Guests with disabilities may include the following:

|                            |                               |
|----------------------------|-------------------------------|
| Minimum 32" doorways       | Bathroom and shower grab bars |
| Open bed frames            | Roll-in showers               |
| Emergency call alarms*     | Fold-down shower seats        |
| Ramped bathroom thresholds | Hand-held shower heads        |

\*To activate the emergency call alarm, please contact Guest Services once onboard.

## VENUE ACCESS

Most Guest areas aboard the ship, including theatres, restaurants and shops are accessible. In some cases, such as when utilizing tender services or in Guest pools, Guests may need to transfer from their wheelchairs to utilize the facility, and this transfer may require the assistance of a member of their party.

## POOL LIFT

Pool lift bookings can be prearranged through *Disney Cruise Line* Special Services. Additionally, a pool lift may be available upon request by contacting *Guest Services* in advance. *Guest Services* will contact Guests upon boarding the ship to arrange a time and location for their pool lift needs. The pool lift will be available only for requested periods and cannot remain in place for the duration of the sailing. Please be advised of all pool operating hours as well as adverse weather or sea conditions that may restrict pool lift use. Pool lift maximum weight limit is 300 pounds.

## COUNTER-SERVICE RESTAURANTS

At counter-service locations, Guests using wheelchairs may ask a member of their party to order and transport food or the Guest may contact a Crew Member who will provide table service for them.

For additional ship specific mobility related information, please see:

[Disney Magic and Disney Wonder](#)  
[Disney Dream and Disney Fantasy](#)

## AMERICAN SIGN LANGUAGE

*Disney Cruise Line* provides complimentary American Sign Language interpretation for live theatre performances and other shows and events on various sailings. Our Sign Language service supports a schedule aligned with the Main (first) Dinner seating and the Second (late) performance in the Walt Disney Theatre. Guests can request sailing dates and other information by calling *Disney Cruise Line* Special Services at (407) 566-3502 [voice] or (407) 566-7455 [TTY] or via e-mail at [specialservices@disneycruise.com](mailto:specialservices@disneycruise.com).

ASL interpreters are shared by all guests requesting the service. For domestic sailings, reservations must be confirmed 60 days prior to departure to ensure interpretation availability. While onboard, please contact *Guest Services* for further information about Sign Language services.

## ASL Interpretation for European Cruises

To assist Guests with vacation planning, please visit [DisneyCruise.com](http://DisneyCruise.com) for European cruises where shared ASL interpretation services can be provided.

## ASSISTIVE LISTENING DEVICES

For Guests with mild to moderate hearing loss, *Guest Services* has Assistive Listening receivers to amplify sound at various locations aboard the ship. Refundable security deposit applies.

## CAPTIONING

Stateroom captioning may be activated using the CC button TV menu options. Guests should be aware that due to satellite limitations and other factors, not all video sources or television signals are available with a caption playback option. Certain movies in the *Buena Vista Theatre* are available with open captions. Please consult the *Navigator* or *Guest Services* for additional information.

## ROOM SERVICE FOR GUESTS WITH HEARING/SPEECH DISABILITIES

Room Service can be requested via text messaging. Please request the Room Service selection card from a Stateroom Host/Hostess, if one has not been received.

## STATEROOM COMMUNICATION KIT

Stateroom Communication Kits are available for Guests with hearing disabilities and contain a base unit with alarm clock, bed shaker notification, doorbell and phone alerts, phone amplifier, and a smoke detector with a strobe light. In addition, a stateroom TTY can also be provided. Guests may make arrangements to receive Stateroom Communication Kits through a reservations agent at the time of booking or by contacting *Guest Services* while onboard the ship.

## WRITTEN AIDS

Guest Assistance Packets containing show scripts, flashlights, and pen/paper are available at *Guest Services*. Packets can be signed out and kept until the night before debarkation, when they must be returned to *Guest Services*. Additionally, a pad of paper and pens/pencils are readily accessible for Crew Members to utilize, if necessary, to communicate with Guests.

## Visual Disabilities

### AUDIO DESCRIPTION

Movies in the *Buena Vista Theatre* are available with audio description. Receivers are available at *Guest Services*. Refundable security deposit applies.

### ALTERNATIVE FORMATS

*Disney Cruise Line* can provide larger print format on select communications upon request. Additionally, select information is available in an audio format, including the *Disney Cruise Line Navigator Mobile App* which details the ship's daily activities.

## Service Animals

Trained service animals are welcome in most locations onboard *Disney Cruise Line* ships and *Disney Castaway Cay*. *Disney Cruise Line* recognizes service animals as those that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure or performing other special tasks.

While onboard *Disney Cruise Line* ships, all service animals shall remain on a leash or in a harness and be under the control of their person or a member of the Guest's party at all times. Guests are responsible for the feeding, care and maintenance of their animal. Be advised that *Disney Cruise Line* Crew Members are not permitted to take control of service animals.

Due to the nature of some Port Adventures, service animals may not be permitted. In addition, service animals are not permitted in the pools or wet play areas onboard the ships. In those instances, a member of the Guest's party must remain with the animal. Also, service animals are not permitted to be left unattended inside the staterooms.

Guests, who are traveling with a service animal, must obtain the import permits per each country's regulations. Please be aware that this process may take weeks or months to complete. Additionally, some countries may not allow animals to enter. Permits for each port of call must be sent to *Disney Cruise Line* Special Services prior to sailing. Guests must bring the original documents with them and have these available at all times. Guests traveling with a service animal should contact Special Services as soon as possible to discuss required documentation, service animal relief stations, and availability of Port Adventures.

Specific information may be obtained by contacting the Department of Agriculture, consulate or embassy of the countries to determine the policies and to obtain the permits needed for each port of call on the sailing itinerary.

### RELIEF STATIONS

There are designated service animal relief stations onboard that can be set up on Deck 4. Please contact Special Services in order to discuss details. For information about *Disney Castaway Cay* service animal relief stations, please visit the *Disney Castaway Cay* section (available [here](#)).



## Rental and Delivery Companies

Guests are free to use their preferred medical supply company. As a convenience, below is a listing of rental companies that may deliver medical supplies to the ships.

|                                  |  |
|----------------------------------|--|
| Advanced Aeromedical, Inc.       | 1-800-346-3556<br><a href="http://www.aeromedic.com">www.aeromedic.com</a><br>International: 757-481-1590<br>Fax: 757-481-2874 |
| Brevard Medical (Port Canaveral) | 1-321-453-3370 local<br><a href="http://www.brevardmedicalequip.com">www.brevardmedicalequip.com</a>                           |
| Scootaround                      | 1-888-441-7575<br><a href="http://www.scootaround.com">www.scootaround.com</a><br>International: 204-982-0657                  |
| Special Needs at Sea             | 1-800-513-4515<br><a href="http://www.specialneedsatsea.com">www.specialneedsatsea.com</a><br>International: 1-954-585-0575    |

**ON-DECK VIEWING AREAS**

For activities around the *Goofy's Pool* deck, an activity participation area for Guests using wheelchairs is available on Deck 9 Midship, port side. In addition, viewing is available on Deck 10 overlooking the pool area. Please visit *Guest Services* in advance for information. Crew Members will be at these locations to assist Guests in wheelchairs 30 minutes prior to the commencement of on-deck activities. Guests requesting Crew Member assistance should arrive no later than 10 minutes prior to the commencement of the on-deck activity.

**THEATRES**

At the *Walt Disney Theatre*, Crew Members will be available at the Deck 4 Forward entrance beginning 30 minutes prior to show times to assist Guests with seating. Wheelchair seating is available in the rear of the theatre, as well as in the front row. For access to seating in the front section, please contact a Crew Member outside the entrance for assistance at least 10 minutes prior to show time.

At the *Buena Vista Theatre*, wheelchair seating is available in the rear of the theatre located on Deck 5 Aft.

**VENUE ACCESS**

Access to shipboard facilities is generally through the main entrance to the facility. However, accessibility varies from location to location. Guests may contact a Crew Member at each location for additional information.

**Accessible Common Area Restrooms**

Wheelchair accessible public restrooms are located at the following locations:

- Deck 3 Forward – *After Hours (Disney Wonder only)*
- Deck 3 Aft – *Carioca's / Tiana's Place*
- Deck 4 Forward – *Walt Disney Theatre*
- Deck 9 Forward – *Senses Spa & Salon*
- Deck 9 Aft – *Cabanas*
- Deck 10 Aft – *Palo*

**Fathoms/Azure**

Ramp access to the upper level is located by the bar area.

**Elevator Access**

The Midship elevators are smaller than the Forward and Aft elevators. Therefore, Guests using wheelchairs should use the Forward or Aft elevators whenever possible for easier access.

**Laundry**

Guest self-service laundry facilities, located on Decks 2, 6 and 7, are available for a nominal fee by utilizing the Key to the World card to operate the washers and dryers and to purchase detergent in these locations. Accessible laundry facilities are available on Deck 6, midship.

## **Promenade Deck - Deck 4**

18

For outer deck access, Guests using wheelchairs should use the Forward or Aft doors.

## **Recreation**

Ramped access is provided to most recreation locations.

### AquaDunk (*Disney Magic*) and Twist 'n' Spout

Accessible by stairs only. Please check signage for height requirements and additional information.

Prosthetics devices may be permitted provided they do not interfere with the attraction ride requirements. Any Guest using a prosthesis with exposed metal, sharp edges, or non-skid materials must cover the prosthesis before riding. Prosthesis coverings must fully cover exposed edges without the possibility of slipping off. Coverings must be made of a smooth cloth material with no gripping qualities and must be durable enough to prevent the prosthesis from protruding through.

Riders are required to meet all other ride requirements.

## **Restaurants**

*Lumière's/Triton's* - Access for Guests using wheelchairs is through the portside corridor (next to *Promenade Lounge*)

## **Senses Spa & Salon and Fitness Center**

Please see a Spa host/hostess for accessible treatment opportunities.

## ON-DECK VIEWING AREAS

For activities around the *Donald's Pool* deck, ramped access for Guests using wheelchairs is available on the Deck 11 Midship, port side of the pool deck. In addition, viewing is available on Deck 12 overlooking the pool area. Please visit *Guest Services* in advance for information. Crew Members will be at these locations to assist Guests in wheelchairs 30 minutes prior to the commencement of on-deck activities. Guests requesting Crew Member assistance should arrive no later than 10 minutes prior to the commencement of the on-deck activity.

## THEATRES

At the *Walt Disney Theatre*, Crew Members will be available at the Deck 3 entrance beginning 30 minutes prior to show times to assist Guests with seating. Wheelchair seating is available in the various areas of the main seating and balcony sections. For access to seating in the center or front sections of the theatre, please contact a Crew Member outside the entrance for assistance at least 10 minutes prior to the show time.

At the *Buena Vista Theatre*, wheelchair seating is available in the rear of the theatre via the Deck 5 entrance, or the center of the theatre via the Deck 4 entrance.

## VENUE ACCESS

Access to shipboard facilities is generally through the main entrance to the facility. Guests may contact a Crew Member at each location for additional information.

### **Accessible Common Area Restrooms**

All public restrooms onboard offer wheelchair accessible facilities.

### ***The District/Europa***

All locations in *The District/Europa* are accessible via the main entrance. In *Evolution/The Tube*, access to the dance floor is available via the ramp to the left side of the stage. Stage access is available via the ramp to the right side.

### **Laundry**

Guest self-service laundry facilities, located on Decks 2, 5, 6, 7, 8, 9 and 10, are available for a nominal fee by utilizing the Key to the World card to operate the washers and dryers and to purchase detergent in these locations. Accessible laundry facilities are available on Deck 5, aft

### ***Promenade Deck - Deck 4***

For outer deck access, Guests using wheelchairs should use the Forward or Aft doors.

## **Recreation**

20

Ramped access is provided to most recreation locations. Access to Goofy miniature golf is available using the ramp at the entrance to each hole.

### AquaDuck and Mickey's Slide

Accessible by stairs only. Please check signage for height requirements and additional information.

Prosthetics devices may be permitted provided they do not interfere with the attraction ride requirements. Any Guest using a prosthesis with exposed metal, sharp edges, or non-skid materials must cover the prosthesis before riding. Prosthesis coverings must fully cover exposed edges without the possibility of slipping off. Coverings must be made of a smooth cloth material with no gripping qualities and must be durable enough to prevent the prosthesis from protruding through.

Riders are required to meet all other ride requirements.

## **Restaurants**

*Royal Palace/Royal Court:* Access for Guests using wheelchairs is available via the restaurant entrance on the portside corridor.

## **Senses Spa & Salon and Fitness Center**

Please see a Spa host/hostess for accessible treatment opportunities.

## TRAM SERVICE

Personal and electric wheelchairs are able to board the tram that runs on *Castaway Cay*; however, motorized scooters and the sand wheelchairs do not fit on the tram.

## PATHWAYS

There are paved pathways throughout the main *Castaway Cay* promenade that provide access to *First Aid*, *She Sells Seashells and Everything Else*, *Cookie's BBQ*, *Cookies Too BBQ*, *Spring-A-Leak*, *Pelican Point Tram Stop*, *Buy the Seashore*, *Gumbo Limbo*, *Pop's Props*, *Dig In*, *Conched Out Bar*, *In Da Shade Games*, all pathways leading to the Cabana's and all restrooms (excluding *Serenity Bay*).

Hard-packed sand pathways provide wheelchair access to *Gil's Fins and Boats*, *Heads Up Bar*, the massage cabanas at *Serenity Bay*, *Lookout Point* leading to *Pelican Deck* of *Pelican Plunge* and *Castaway Air Bar*.

The remaining areas, which consist mainly of beach areas, are accessible through the use of sand wheelchairs.

## SAND WHEELCHAIRS

*Castaway Cay* has a limited number of sand wheelchairs available on a first-come, first-served basis. There is no charge for this service. The chairs available are across from *Scuttle's Cove*, by *Pelican Point* tram stop, and at *Serenity Bay*. Guests' personal wheelchairs may be left while they are using the sand wheelchair. Guests should take all personal items with them when leaving their wheelchair at these locations.

Please note: Sand wheelchairs are not designed for use in the water and may cause injury if used inappropriately.

## VENUE ACCESS

### Accessible Restrooms

Accessible restrooms are located next to *First Aid*, inside *Scuttles Cove* (for children), *Cookies Too* and *Windsock Hut* at *Serenity Bay* beach.

Companion-assisted restroom facilities are at the *First Aid*, *Cookies Too* and *Windsock Hut* locations.

### Cabana Rental

There is an accessible cabana; please contact Special Services at 407-566-3602 prior to sailing or *Guest Services* or *Port Adventures* onboard for availability.

### Recreation

#### Spring a Leak

Accessible via main entrance.

### Pelican Plunge

22

Accessible to Guest who can swim out to platform and climb a ladder and stairs to access the activities. Please check signage for height requirements and additional information.

Prosthetics devices may be permitted provided they do not interfere with the attraction ride requirements. Any Guest using a prosthesis with exposed metal, sharp edges, or non-skid materials must cover the prosthesis before riding. Prosthesis coverings must fully cover exposed edges without the possibility of slipping off. Coverings must be made of a smooth cloth material with no gripping qualities and must be durable enough to prevent the prosthesis from protruding through.

Riders are required to meet all other ride requirements.

### **SERVICE ANIMAL RELIEF STATIONS**

There are four designated service animal relief stations at *Castaway Cay*: by the ship at Pump House, Boat Beach, Cookie's Too and Serenity Bay (by *Castaway Air Bar*).