GUIDE FOR GUESTS WITH DISABILITIES

To provide a comfortable, safe and enjoyable experience for our Guests, please observe the following:

• Please abide by all safety warnings and notices.
• For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle.
• With exceptions for the Castle Dreaming of Liberty, Haunted Mansion, Jungle Cruise, Peter Pan’s Flight, Space Mountain and The Haunted Mansion, all Guests 2 years of age and older are required to purchase a ticket and a separate admission fee for admission to the Park.
• Those on a standard queue may enter through these designated entrances. If you are of a height or weight that would require you to enter the Park through a special entrance, call a Cast Member at the location for assistance.

Re-entry Policy: To provide a comfortable, safe and enjoyable experience for our Guests, please observe the following:

• The Disneyland® Resort accepts Social Security Number, Driver’s License, Social Security Card, Birth Certificate, Alien Registration Card, and U.S. Passport as valid forms of identification.
• If you are a guest with disabilities, your companion must be at least 14 years old and not under the control of the owner of a service animal. If you are a guest with disabilities and do not have a service animal, your companion may not enter the Park with you.
• The term “service animal” means an animal individually trained to do work or perform tasks for a person with a disability.

Return Policy: If you purchase a Disney MaxPass ticket and later determine you do not need it, you may return the ticket to any Guest Relations location for a full refund. If you purchased a Disneyland® Resort ticket and later determine you do not need it, you may return the ticket to any Guest Relations location for a full refund. Please contact a Cast Member for information and assistance.

Specialty Lighting Effects/Photosensitivity

• Guests with photosensitive epilepsy should be advised that the Disneyland® Resort uses extensively throughout the world and also within our Resorts. Common equipment, such as electric motors and computer equipment, can cause seizures or other symptoms in people with photosensitive epilepsy.

Amenities and Companion Amenities

• The following options are available for Guests using wheelchairs or ECVs:
• Additional details and a complete listing of Park rules are available at Guest Relations or by calling 714-781-4636 Option 1, Option 0.

If you are a guest with disabilities and do not have a service animal, your companion may not enter the Park with you.

Parking

Guests with mobility- or speech-related needs are encouraged to use the Disneyland FastPass® Service whenever possible.

• Babonna® Baby Care Center
• Electric Conveyance Vehicles (ECVs)
• FastPass® System
• Dine
• Additional information about Theme Park services and merchandise locations have narrow spaces and may be exposed to through common urban environments. This includes, but is not limited to, common household appliances such as vacuum cleaners and floor fans. If you are a guest with disabilities and do not have a service animal, your companion may not enter the Park with you.

Dining and Shopping Locations: Some concessions service and merchandise locations have narrow spaces and may be exposed to through common urban environments. This includes, but is not limited to, common household appliances such as vacuum cleaners and floor fans. The nature of some rides and attractions may also be stressful for some guests. This includes, but is not limited to, common household appliances such as vacuum cleaners and floor fans. The nature of some rides and attractions may also be stressful for some guests.

Dining and Shopping Locations: Some restaurant and merchandise locations have narrow spaces and are intended to bypass waiting lines. Guests with mobility- or speech-related needs are encouraged to use the Disneyland FastPass® Service whenever possible.

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