

TIPS AND INFORMATION



Check your Times Guide for a list of Disney FASTPASS® attractions. Ready to use the FASTPASS service on another attraction? Look at the bottom of your current FASTPASS ticket to find out when you can get another.

- Each member of your party inserts his or her Park ticket into the FASTPASS kiosk.
  - You'll receive a FASTPASS ticket with a return time so you can go play in the Park instead of waiting in line.
  - Come back during your return time and hop on the attraction with less waiting.
- Guests with mobility- or queue-related assistance needs are encouraged to use the Disney FASTPASS Service wherever possible.

**Lockers** Rentals available both inside and outside the Parks.

**Smoking** For the comfort of all our Guests, smoking is allowed in designated areas only.

**Strollers** Rentals are available in limited quantities. Please take all personal belongings with you when leaving your stroller unattended.

**Baby Care Center** *hosted by Huggies®* located in the Pacific Wharf.

**Resort Lost and Found** Inquire at Resort Lost and Found, located west of the *Disneyland®* Park Main Entrance.

**Package Check Service** Shop and check your purchases for pickup later in the day at Elias & Company. Resort Hotel Guests may have purchases delivered to Bell Services for next-day pickup after 7 a.m. Certain restrictions apply.

**Pre-Charged Battery Kiosk** Guests have the opportunity to swap or purchase a pre-charged portable battery and connecting cords for their mobile device.

**Picnic Area** A picnic area is located west of the *Disneyland®* Park Main Entrance for your convenience. We request that no food or beverage be brought inside either Theme Park.

**Disneyland® Kennel Club** Located east of the *Disneyland®* Park Main Entrance. No overnight facilities.

**Banking** ATMs are located throughout the Resort, presented by CHASE. Basic banking services and foreign currency exchange are provided at Guest Relations at *Disney California Adventure®* Park.

**Payment Options** The *Disneyland®* Resort accepts Disney Visa® Cards, Disney Rewards® Redemption Card, Disney Gift Card, Visa®, MasterCard®, Discover®, American Express®, Diners Club®, JCB®, traveler's checks, cash and Disney Dollars.

**Travel Tips** Should your vehicle become disabled during your visit, the Automobile Club of Southern California provides complimentary towing and flat-tire services to nonmembers during Park hours.

**PARK RULES**

To provide a comfortable, safe and enjoyable experience for our Guests, please comply with Park rules, signs and instructions including:

- All bags are subject to inspection prior to admission.
- Proper attire is required.
- Smoking is allowed only in designated areas.
- Weapons are strictly prohibited.

Additional details and a complete listing of Park rules are available at Guest Relations or [disneyland.com/parkrules](http://disneyland.com/parkrules).

For more information, visit Guest Relations located at the Chamber of Commerce.

ACCESSIBILITY AND MOBILITY

**Courtesy Wheelchairs** Complimentary wheelchairs are available for travel to and from the *Downtown Disney®* tram load/unload area and the Main Entrance Esplanade. These courtesy wheelchairs are not permitted for use inside the Theme Parks. See a Cast Member at tram load/unload area for additional information.

**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
- "a bug's land" - Flik's Fun Fair
- Cars Land - Flo's V8 Café
- Paradise Pier - Across from The Little Mermaid-Ariel's Undersea Adventure
- Pacific Wharf - near Lucky Fortune Cookery

**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** 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.

**Mickey Check** Look for this symbol at various locations on kids' meals and other items that meet Disney Nutrition Guidelines. Visit [www.disneymickeycheck.com](http://www.disneymickeycheck.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
- ESPN Zone®** Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a host at the location.
- 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.

**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-052717-GWD

**GUIDE FOR GUESTS WITH DISABILITIES**

**Enhance your Disneyland Resort visit!**  
Get the Disneyland app at [disneyland.com/maps](http://disneyland.com/maps).

**Chat with us! @DisneylandToday | Facebook.com/DisneylandToday**

**This guide provides an overview of services and facilities available for Guests with disabilities who are visiting *Disney California Adventure®* Park.**

	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.	<b>Braille Guides</b> Printed in Braille and large print text to provide an overview of the Theme Park. <b>Audio Description</b> 🗣️ 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. <b>Portable Tactile Maps</b> 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.	<b>Assistive Listening</b> 🗣️ Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. <b>Handheld Captioning</b> 🗣️ Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. <b>Video Captioning</b> 🗣️ Caption-ready monitors designated with a "CC" symbol can be activated by remote control.  Amenities available for \$25 refundable deposit.
Rental Locations	<i>Disneyland®</i> Resort Stroller Shop located in the main entrance plaza adjacent to the <i>Disneyland®</i> Kennel.	<b>Guest Relations</b> ⓘ See map inside for location.	<b>Guest Relations</b> ⓘ See map inside for location.
Complimentary Amenities and Services for use at the Park	<b>Companion Restrooms</b> See map inside for locations indicated with ♿.	<b>Stationary Braille Maps</b> 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.	<b>Reflective Captioning</b> 🗣️ Available at many theater-type attractions, utilizing LED display to project desired captions onto a panel positioned in front of you. See a Cast Member at the attraction for assistance.  <b>Written Aids</b> Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	<b>Electric Conveyance Vehicles (ECVs)</b> 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.	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 <b>407-827-7935</b> .	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.  <b>Sign Language Interpretation</b> 🗣️ Available at <i>Disneyland®</i> Park on Mondays and Saturdays and at <i>Disney California Adventure®</i> Park on Sundays and Fridays. Schedules are available at Guest Relations that list specific interpreted show times.  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.
Safety in the Park	<b>Mobility Scooters/ECVs</b> 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.  <b>Evacuation</b> 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.  <b>Transfers</b> Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.	<b>Service Animals</b> 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.  <b>Service Animal Restrictions</b> 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. <ul style="list-style-type: none"><li>California Screamin'</li><li>Goofy's Sky School</li><li>Grizzly River Run</li><li>Jumpin' Jellyfish</li><li>Mater's Junkyard Jamboree</li><li>Radiator Springs Racers</li><li>Silly Symphony Swings</li></ul>	<b>Service Animal Relief Areas</b> 🗿 <ul style="list-style-type: none"><li>Main Entrance: Esplanade near <i>Disneyland®</i> Kennel Club</li><li>Grizzly Peak: Grizzly River Run area (near "Grizzly Peak Pass" sign)</li><li>"a bug's land": Flik's Fun Fair—main path on LEFT</li><li>Paradise Pier: Access gate between Seaside Souvenirs &amp; The Little Mermaid-Ariel's Undersea Adventure extended queue</li></ul> <b>Kennels</b> For information, call 714-781-7662.
Please contact a Cast Member for information and assistance.			

**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.



