

TIPS AND INFORMATION



Cut the wait time in **3 easy steps:**

FP 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.

- 1 Each member of your party **inserts his or her Park ticket** into the FASTPASS kiosk.
- 2 **You'll receive a FASTPASS ticket with a return time** so you can go play in the Park instead of waiting in line.
- 3 **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.



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.

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.

Companion Restrooms Companion-assisted restroom facilities are available in addition to facilities designed for access by Guests with mobility disabilities. These 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

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 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 at *Disneyland* Park.
- **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! Look for containers with this logo located throughout the Parks.

Information subject to change without notice. ©Disney DCA-090916-GWD



GUIDE FOR GUESTS WITH DISABILITIES



Last Chance to Check in Ends early 2017



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

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 .

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 See map inside for location.

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**.

HEARING Disabilities

Assistive Listening Utilizes *Disney's Handheld Device* to amplify sound through headphones or induction neck loop at specific attractions.

Handheld Captioning Utilizes *Disney's Handheld Device* to display text at select attractions.

Video Captioning Caption-ready monitors designated with a "CC" symbol can be activated by remote control.

Amenities available for \$25 refundable deposit.

Guest Relations See map inside for location.

Reflective Captioning 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.

Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.

Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.

Sign Language Interpretation Available at *Disneyland* Park on Mondays and Saturdays and at *Disney California Adventure®* 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.

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. Guests with service animals should follow the same attraction entrance procedures as Guests using wheelchairs.

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.

- California Screamin'
- Goofy's Sky School
- Grizzly River Run
- Jumpin' Jellyfish
- Mater's Junkyard Jamboree
- Radiator Springs Racers
- Silly Symphony Swings

Service Animal Relief Areas

- Main Entrance: Esplanade near *Disneyland®* Kennel Club
- Grizzly Peak: Grizzly River Run area (near "Grizzly Peak Pass" sign)
- "a bug's land": Flik's Fun Fair—main path on LEFT
- Paradise Pier: Access gate between Seaside Souvenirs & The Little Mermaid-Ariel's Undersea Adventure extended queue

Kennels 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.

Buena Vista Street

Attractions

1 Red Car Trolley Mobility Access: Wheelchair accessible vehicle available.

Disney Dining

A Mortimers Market Fresh fruit, bottled beverages and juices.

B Clarabelle's Hand-Scooped Ice Cream hosted by Dreyer's™.

C Fiddler, Fifer & Practical Cafe Starbucks® Espresso and Specialty Beverages, Artisan breakfast sandwiches and wraps, salads and gourmet sandwiches.

D Carthay Circle Restaurant Southern California modern cuisine, wine and cocktails. (See World of Color Viewing Options)

E Carthay Circle Lounge Cocktails, non-alcoholic specialties and appetizers.

Hollywood Land

Attractions

2 Disney Junior—Live on Stage! presented by Pull-Ups. Sing and dance with your favorite Disney Junior Characters! (See Times Guide for show times) Mobility Access: Enter through standard queue.

3 Sunset Showcase Theater Mobility Access: Enter through standard queue.

Disney Animation

4 Sorcerer's Workshop

5 Anna & Elsa's Royal Welcome

6 Animation Academy (Shows every 30 minutes; last show begins 30 minutes before Park closing)

7 Turtle Talk with Crush

8 Red Car Trolley

9 The Hollywood Backlot Stage (See Times Guide for show times and days)

10 Monsters, Inc. Mike & Sulley to the Rescue! Race through Monstropolis to return Boo to her room! Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.

11 "Frozen- Live at the Hyperion" (See Times Guide for show times and days) Mobility Access: Enter through standard queue. For upper-level access, Guests using wheelchairs/ECVs should proceed through the main entrance.

12 The Twilight Zone Tower of Terror™ Take the elevator ride of your life! (minimum height 40"/102 cm) Mobility Access: Enter through standard queue. Transfer access vehicle available.

Disney Dining

F Award Wieners Hot dogs and gourmet sausages.

G Schmoozies Fruit smoothies.

H Fairfax Market Fresh fruit, bottled beverages and juices.

I Studio Catering Co. Frozen non-alcoholic concoctions.

"a bug's land"

Attractions

13 It's Tough to be a Bug! Strap on "bug eyes" for this humorous 3D adventure! Mobility Access: Enter through standard queue.

Flik's Fun Fair The smaller you are, the bigger the fun in this play area for kids.

14 Francis' Ladybug Boogie Take a spin on a ladybug's back! Mobility Access: Enter through standard queue. Transfer access vehicle available.

15 Flik's Flyers Soar through the sky in a hot air balloon made of leaves! Mobility Access: Enter through standard queue. Transfer access vehicle available.

16 Tuck and Roll's Drive 'Em Buggies Bump around under an umbrella big top! (minimum height 36"/91 cm) Mobility Access: Enter through standard queue.

17 Princess Dot Puddle Park Splash around a gigantic faucet!

18 Heimlich's Chew Chew Train Ride along in search of caterpillar snacks! Mobility Access: Enter through standard queue. Transfer access vehicle available.

Cars Land

Attractions

19 Mater's Junkyard Jamboree Get pulled around by little tractors while you spin and whirl to Mater's music. (minimum height 32"/81 cm) Mobility Access: Enter through standard queue. Transfer access vehicle available.

20 Luigi's Rollickin' Roadsters presented by Alamo. Luigi's cousins from Italy are in town to perform their favorite dances and you get to go along for the ride. (Minimum height 32"/81 cm) Mobility Access: Enter through standard queue. Transfer access vehicle available.

21 Radiator Springs Racers Race another car across beautiful Ornament Valley. **Disney FASTPASS®** distribution at **It's Tough to be a Bug!** (13) (minimum height 40"/102 cm) Mobility Access: Enter through standard queue. Separate loading area available.

Disney Dining

J Fillmore's Taste-In Fresh fruit, bottled beverages and juices.

K Cozy Cone Motel Flavored popcorn, frozen beverages, soft-serve ice cream and chili cone queso.

L Flo's V8 Café Rotisserie sandwiches, salads, home-style sides and house-made pies.

©Disney ©Disney/Pixar MUPPET*VISION 3D. ©The Muppets Studio, LLC. It's Tough to be a Bug! and "a bug's land" are inspired by Disney•Pixar's A Bug's Life. Monsters, Inc. Mike & Sulley to the Rescue! is inspired by Disney•Pixar's Monsters, Inc. Toy Story Midway Mania! is inspired by Disney•Pixar's Toy Story films. Turtle Talk with Crush is inspired by Disney•Pixar's Finding Nemo. The Twilight Zone Tower of Terror™ The Twilight Zone® is a registered trademark of CBS, Inc. and is used with permission pursuant to a license from CBS, Inc. ©Disney/CBS, Inc. Attractions and entertainment may be seasonal and are subject to change without notice.

Pacific Wharf

Attractions

22 The Bakery Tour hosted by Boudin Bakery. Watch as bakers create fresh sourdough bread before your eyes. Mobility Access: Enter through standard queue.

Disney Dining

M Pacific Wharf Distribution Co. featuring Karl Strauss handcrafted beers.

N Cocina Cucamonga Mexican Grill Tacos, burritos, fire-grilled chicken and more!

O Lucky Fortune Cookery Stir-fry flavors from Asia.

P Rita's Baja Blenders Frozen margaritas & blended non-alcoholic specialties.

Q Pacific Wharf Café Salads, soups and sandwiches featuring Boudin Bread.

R Ghirardelli® Soda Fountain and Chocolate Shop Chocolatey goodness and incredible ice cream!

S Alfresco Tasting Terrace Featuring the "Disney Family of Wines" and appetizers.

T Mendocino Terrace Wine and snacks.

U Wine Country Trattoria Italian favorites with California Wine Country influences.

V Sonoma Terrace California Craft beer and wine.

Attractions

23 California Screamin' Zoom on this high-speed coaster. (minimum height 48"/122 cm) Mobility Access: Enter through standard queue. Transfer access vehicle available.

24 King Triton's Carousel Ride a whimsical carousel of sea creatures. Mobility Access: Enter through access queue. Wheelchair accessible bench available.

25 Toy Story Midway Mania! Take aim and ride this 4D attraction! Mobility Access: Enter through standard queue. Separate loading area and Wheelchair accessible vehicle available.

26 Games of the Boardwalk Test your skill at these pay-to-play games.

27 Mickey's Fun Wheel Sail up and over the face of Mickey Mouse aboard this spin-sational ferris wheel. Mobility Access: Enter standard queue for swinging gondolas. For non-swinging gondolas, enter through exit. Wheelchair accessible vehicle available.

28 Silly Symphony Swings Enjoy boardwalk fun at its "swinging" best! (minimum height 40"/102 cm) Mobility Access: Enter through entrance to the RIGHT of standard queue. Take elevator to second level.

29 Goofy's Sky School Climb aboard your training vehicle for a zany roller coaster ride! (minimum height 42"/107 cm) Mobility Access: Enter through standard queue.

30 Jumpin' Jellyfish Drop down through a colorful forest of kelp. (minimum height 40"/102 cm) Mobility Access: Enter through standard queue.

31 Golden Zephyr Rocket around in spinning spaceships. Mobility Access: Enter through standard queue. Transfer access vehicle available.

Paradise Pier

32 The Little Mermaid—Ariel's Undersea Adventure Be part of Ariel's world aboard this attraction! Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.

33 World of Color Experience a magnificent nighttime water spectacular! Mobility Access: Viewing area for Guests with disabilities available (valid FASTPASS required). (See Times Guide for show times and days)

Disney Dining

W Ariel's Grotto "Ariel's Disney Princess Celebration"; Character dining, World of Color dinner packages.

CC Corn Dog Castle Corn dogs.

X Cove Bar Beer, wine, cocktails, non-alcoholic specialty beverages and light appetizers.

Y Paradise Pier Ice Cream Company Soft-serve ice cream.

Z Bayside Brews Pretzels and beer.

AA Boardwalk Pizza & Pasta Pizza, pasta and salads.

BB Paradise Garden Grill Marinated grilled skewers.

Grizzly Peak

Attractions

34 Redwood Creek Challenge Trail Earn your Wilderness Explorer badges as you scramble across rope bridges, slide down hollow logs, climb rock walls and more! (Height and age requirements—certain challenges only) Mobility Access: Enter through standard queue. The Challenge Trail map indicates accessible routes.

35 Grizzly River Run Roar down this whitewater raft adventure. (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.

36 Soarin' Around the World Soar and swoop over famous landmarks. (Minimum height 40"/102 cm)

Select Paradise Pier attractions close early due to World of Color. Please visit an Information Center for operating hours.

Disney Dining

DD Smokejumper's Grill Burgers, chicken sandwiches, fries and drinks.

EE Refreshment Point Hosted by Coca-Cola®

FF Storytellers Cafe at Disney's Grand Californian Hotel® & Spa; Chip n' Dale Critter Breakfast, hearty home-style favorites for lunch and choice of à la carte or buffet dinner.

World of Color Viewing Options*

Get a FASTPASS® ticket

Available at the Grizzly River Run FASTPASS® distribution area.

Ariel's Grotto

Dinner packages include a ticket for access to reserved viewing. Make reservations by stopping by or calling **714-781-DINE (3463)**.

Non-ticketed viewing is available around Paradise Bay.

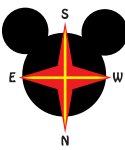
Carthay Circle Restaurant

Dining packages include a ticket for access to center stage viewing. Make reservations by stopping by or calling **714-781-DINE (3463)**.

Wine Country Trattoria

Dining packages include a ticket for access to reserved viewing. Make reservations by stopping by or calling **714-781-DINE (3463)**.

*FASTPASS® tickets and dining packages are limited.



- Restrooms
- Companion Restroom
- Automated External Defibrillators
- Resort Lost and Found
- Information Center Guest Relations
- First Aid*
- EpiPen® (epinephrine injection, USP) Auto-Injector
- ATM Locations
- Baby Care Center hosted by Huggies®
- Stroller Rentals
- Locker Rentals
- Charging Locker Rentals
- Wheelchair Rentals
- Package Check Service
- Service Animal Relief Area
- Kennel
- Nikon® Picture Spot
- Disney FASTPASS® Service (Subject to availability)
- Single Rider Service (Subject to availability)
- Height Requirement
- Guest May Remain in Wheelchair/ECV
- Guest Must be Ambulatory
- Guest Must Transfer from Wheelchair/ECV
- Guest Must Transfer from ECV to Wheelchair
- Physical Considerations (See reverse side)
- This attraction may be frightening for children
- Reflective Captioning
- Audio Description: Device Available at Guest Relations
- Handheld Captioning: Device Available at Guest Relations
- Assistive Listening: Device Available at Guest Relations
- Closed Captioning: Activators Available at Guest Relations and location
- Sign Language on Sun & Fri. Schedule and Times Guides at Guest Relations
- Smoking Area
- Reservations Accepted
- Parade Route
- Disney Vacation Club® Kiosk
- Disney Characters See Times Guide for hours
- Disney PhotoPass® Photographer

*Emergency services available by calling 911.