

Tips & Information



Guest Relations Please visit Guest Relations, located just inside the Park entrance for:

- Questions and Concerns
- Ticket Upgrades
- Separated Guest Assistance
- Lost and Found
- Services for Guests with Disabilities



Services for International Guests are available at Guest Relations.

Los Servicios para huéspedes internacionales están disponibles en la oficina de Guest Relations.

Des services pour les visiteurs internationaux sont disponibles au Guest Relations.

Serviços para visitantes internacionais estão disponíveis no Guest Relations.

Dienste für internationale Gäste sind bei der Gästebetreuung erhältlich.

ゲストリレーションにて世界各国からのゲストの皆様向けのサービスをご案内しております。

Shopping

While at *Disney's Animal Kingdom*® Theme Park, you'll have a wild time shopping for souvenirs and keepsakes to commemorate your adventure. Keep your eyes open and you'll spot authentic African artwork such as carvings, baskets, masks and jewelry. You'll also find traditional souvenirs like apparel, toys, ear hats, Disney Pins and more!

Merchandise Package Delivery and Pickup Instead of carrying your purchases all day, have them delivered to the stroller and wheelchair rental location near the Main Entrance and pick them up as you exit the Park. Please allow three hours for delivery to the front of the Park. If you prefer, have your purchases delivered directly to your *Walt Disney World*® Resort Hotel. See a *Merchandise Cast Member* for more details.

Dining Reservations

Table-Service restaurants book quickly, so please make reservations at www.disneyworld.com/dine, by calling 407-WDW-DINE (939-3464), or by visiting any Guest Relations location. *Reservations must be cancelled at least one day prior or a per person cancellation charge may be incurred (charge varies by location).*

Mickey Check Look for the Mickey Check on menus throughout the *Walt Disney World* Resort for kids' meals and other items that meet Disney Nutrition Guidelines. For more information, please visit www.disneymickeycheck.com. For special dietary needs, please see a restaurant manager or chef. For information on allergy-friendly food options, please visit the Gardens Kiosk (10 on the map).

Payment Options *Walt Disney World* Resort accepts Disney's Visa® Cards, Visa®, MasterCard®, Discover®, American Express®, Diners Club® and JCB®.

Leaving the Park? All Guests who wish to leave the Park and return later in the day may do so by presenting their original admission media.

- To get to **Disney's Animal Kingdom Theme Park parking lot**, take a Parking Tram located outside the front of the Park.
- To get to **Magic Kingdom® Park, Epcot® or Disney's Hollywood Studios®**, take a Bus located outside the front of the Park.
- To get to **Walt Disney World Resort Hotels**, take a Bus outside the front of the Park.
- To get to **Downtown Disney® Area or Disney's Typhoon Lagoon Water Park**, take a Bus to any *Walt Disney World* Resort Hotel, and then another Bus to the *Downtown Disney* Area.
- To get to **Disney's Blizzard Beach Water Park**, take a Bus to any *Walt Disney World* Resort Hotel. (The Bus will stop at *Disney's Blizzard Beach* Water Park during operating hours.)



Should your vehicle become disabled while at the *Walt Disney World* Resort, complimentary towing is provided from 7:00am until one hour after the last Park closes by contacting the AAA Car Care Center at 407-824-0976. After hours, contact a Security Cast Member or call 407-560-7959.

Be a Conservation Hero

Join us in supporting wildlife efforts around the world by contributing wherever you see the Disney Worldwide Conservation Fund symbol.

We Can All Make a Difference

Because we share our world with billions of other creatures, our actions have a far-reaching impact. At *Disney's Animal Kingdom* Theme Park, veterinarians, animal keepers, educators and Cast Members search for new and exciting ways to keep the planet healthy for all its inhabitants. Some of the ways you can help conservation efforts include:

- ♥ Reuse and recycle when possible.
- ♥ Create habitats for wildlife in your own backyard.
- ♥ Support conservation organizations through contributions and volunteerism.



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.

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:

- *Discovery Island*®
- First Aid, *Discovery Island*
- Chester 'n Hesters, *DinoLand U.S.A.*®
- *Maharajah Jungle Trek*®, Asia
- *Expedition Everest*®, Asia
- Africa
- *Conservation Station*®, *Rafiki's Planet Watch*®

Auxiliary Entrance Limitations Some attractions have auxiliary entrances for Guests in wheelchairs. 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.

Viewing Areas Parade routes and some show areas have designated viewing areas for Guests with disabilities. These areas are filled on a first-come, first-served basis. Plan to arrive early, as space is limited. Viewing spaces cannot be reserved or guaranteed. Parties larger than six may be asked to separate and reunite afterwards.

Accessible Transportation Following options are 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.

Dining and Shopping Locations Some counter-service locations and merchandise 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.

Beyond DISNEY'S ANIMAL KINGDOM®

Resorts/Special Reservations *Walt Disney World* 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] or 407-939-7670 [TTY].

Accessibility information and accommodations for the following locations:

Water Parks Guest Services locations at *Disney's Typhoon Lagoon* Water Park and *Disney's Blizzard Beach* Water Park.

Downtown Disney® Guest Relations locations at *Downtown Disney* Marketplace and *Downtown Disney* West Side.

Don't Forget Your Times Guide! Pick up the weekly Times Guide to get additional information regarding shows, entertainment, operating hours and even character appearances!

- Entertainment, outdoor shows and other Guest offerings are subject to change without notice.
- Theater venues have limited capacity and may fill up before show time. Please ensure your entire party is together prior to entering the facility.
- Some walkways in the Park may close periodically for parades.

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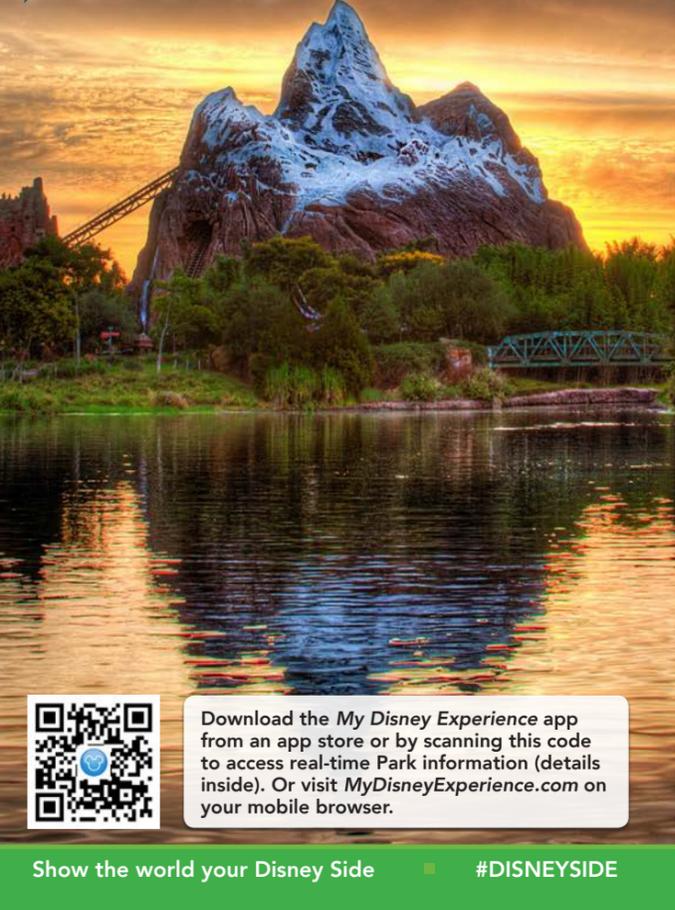
You can also visit MyDisneyExperience.com on your mobile browser.

Wi-Fi is available in most areas. Some attractions and shows may have limited availability.



GUIDE FOR GUESTS WITH DISABILITIES

Disney's ANIMAL KINGDOM



Show the world your Disney Side

#DISNEYSIDE



Download the *My Disney Experience* app from an app store or by scanning this code to access real-time Park information (details inside). Or visit MyDisneyExperience.com on your mobile browser.

	Mobility Disabilities	Visual Disabilities	Hearing Disabilities
Guest Amenities Available for Rent or Deposit	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 Park to Park. 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 with no additional charge.	Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park. 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. Amenities available for \$25 refundable deposit.	Assistive Listening Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. Handheld Captioning Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. Video Captioning Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into <i>Disney's Handheld Device</i> . Amenities available for \$25 refundable deposit.
Rental Location	• Next to Garden Gate Gifts near Main Entrance	Guest Relations See map inside for location.	Guest Relations See map inside for location.
Complimentary Amenities and Services available at the Park	Wheelchair Replacement Locations • Creature Comforts - <i>Discovery Island</i> ® near First Aid • Mombasa Marketplace - In Africa near Harambe Fruit Market Companion Restrooms See map inside for locations indicated with	Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest Relations Lobby and near the Guest Information Board at the entrance to <i>Discovery Island</i> .	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.
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. NO RESERVATIONS ACCEPTED. 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.	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.	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag. 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. 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] or 407-827-5141 [TTY].
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.	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. • Affection Section at <i>Rafiki's Planet Watch</i> ® • <i>Kali River Rapids</i> ® • <i>Expedition Everest - Legend of the Forbidden Mountain</i> ® • <i>Primeval Whirl</i> ® • <i>DINOSAUR</i> Guests with service animals should check with a host for attraction and boarding information at the following attractions:	Service Animals Trained service animals must remain on a leash or in a harness at all times. Cast Members are not able to take control of the service animal. Guests with service animals should follow the same attraction entrance procedures as Guests using wheelchairs. Service Animal Relief Areas • <i>DinoLand U.S.A.</i> ®: Planter next to Restaurantosaurus Restrooms • Asia: Planter to right of <i>Maharajah Jungle Trek</i> restrooms • <i>Rafiki's Planet Watch</i> : Planter to right of <i>Conservation Station</i> ® entrance Kennels For information and reservations, call 877-493-9738.

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.

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 through common household appliances such as vacuum cleaners and hair dryers.



DISNEY WILD ABOUT SAFETY® TIPS

As Timon and Pumbaa would say, "Watch over your herd." Visit Guest Relations to receive your very own safety tip cards or visit www.disneywildaboutsafety.com for more safety tips and fun games.



Please look for the recycling containers throughout the Park and join us in our commitment to the environment.



Get live wait times and GPS-enabled maps when you download the FREE My Disney Experience app today!

Complimentary Wi-Fi
Wi-Fi is available in most areas. Some attractions and shows may have limited availability.

Entertainment
• Mickey's Jammin' Jungle Parade
Pick up a Times Guide for more information.

Oasis

- Animal Highlights:** Anteater Babirusa Spoonbill
- 1 **The Oasis Exhibits** Roam tropical garden pathways — home to exotic animal exhibits.
 - 2 **Rainforest Cafe** BLD \$\$ Omelettes, waffles, French toast, burgers, ribs and pasta. *Note: Entrances both inside and outside the Park.*
 - 3 **Garden Gate Gifts** Camera supplies and Park souvenirs.

Discovery Island

- Animal Highlights:** Cotton-top Tamarin Otter Porcupine Ring-tailed Lemur
- 4 **Wilderness Explorers** Become a Wilderness Explorer by completing challenges and earning badges as you work your way around the Park! *Interactive adventure. At your own pace. Additional starting locations can be found on Discovery Island and in Africa, Rafiki's Planet Watch, Asia, and DinoLand U.S.A.*
 - 5 **It's Tough to be a Bug!** FP+ AED Discover what it's like to be a bug in this 3-D film inspired by the Disney•Pixar film, "A Bug's Life." Some creepy-crawly moments in the dark.
 - 6 **Discovery Island Trails** Stroll along tranquil pathways and discover the many animals around the Tree of Life.
 - 7 **Adventurers Outpost** FP+ Meet Mickey and Minnie in their exploration headquarters.
 - 8 **Isle of Java** S \$ Coffees, pastries, frozen beverages and soda.
 - 9 **Flame Tree Barbecue** LD \$ Smoked barbecue ribs, chicken, freshly tossed salads.
 - 10 **Gardens Kiosk** L \$ Allergy-friendly snacks and information on special dietary options throughout the Park.
 - 11 **Beastly Kiosk** S \$ Pretzels. *Meals offered seasonally.*
 - 12 **Discovery Island Ice Cream** S \$ Haagen-Dazs® and Edy's® Grand Ice Cream treats.

- 13 **Pizzafari** BLD \$ Breakfast platters, French toast, pizzas, salads and sandwiches.
- 14 **Island Mercantile** One-stop shopping destination for Disney Character gifts and Park souvenirs.
- 15 **Disney Outfitters** Disney Character and Africa-inspired apparel and accessories.

Africa

- Animal Highlights:** Elephant Lion Gorilla Giraffe Hippopotamus Colobus Monkey
- 16 **Kilimanjaro Safaris** FP+ Take a safari ride through the lush African savannah to search for lions, elephants, giraffes and more. *22 minutes.*
 - 17 **Pangani Forest Exploration Trail** Walk through a tropical forest inhabited by African wildlife — including gorillas, hippos and exotic birds.
 - 18 **Wildlife Express Train** Board a rustic locomotive that travels behind-the-scenes from Harambe, Africa to Rafiki's Planet Watch. *Trains leave every 5–7 minutes.*
 - 19 **Dawa Bar** S Cocktails, wine, domestic and African beers.
 - 20 **Tusker House Restaurant** D \$\$\$ Casual family buffet. African-flavored cuisine. *Breakfast hosted by Kellogg's®.*
 - **Donald's Dining Safari Breakfast and Lunch** BL \$\$\$ Character buffet with Donald and friends. *B: American cuisine; L: African-flavored cuisine.*
 - 21 **Kusafiri Coffee Shop & Bakery** SB \$ Breakfast sandwiches, pastries, and coffee.
 - 22 **Harambe Fruit Market** S \$ Assorted fruit, beverages and snacks. *Hosted by Ocean Spray® Craisins® brand.*
 - 23 **Tamu Tamu Refreshments** BLDS \$ Sandwiches and salads. *Breakfast offered seasonally.*
 - 24 **Mombasa Marketplace** African-inspired artwork, carvings and drums.

Rafiki's Planet Watch

- Animal Highlights:** Python Sheep Tarantula
- 25 **Wildlife Express Train** Board a rustic locomotive that travels behind-the-scenes from Rafiki's Planet Watch to Harambe, Africa. *Trains leave every 5–7 minutes.*
 - 26 **Habitat Habit!** See cotton-top tamarin monkeys and learn how you can share the world with animals at this outdoor discovery trail.
 - 27 **Conservation Station** Experience animal encounters, interact with a variety of exhibits, and view our veterinary facilities.
 - 28 **Affection Section** Meet a variety of animals, including goats and sheep, at our petting yard that features a number of rare, domesticated breeds.

Asia

- Animal Highlights:** Tiger Bat Gibbon
- 29 **Flights of Wonder** Relax in a shaded theatre, and watch exotic birds display their guile and grace in this inspirational, educational show. *25 minutes. See Times Guide.*
 - 30 **Maharajah Jungle Trek** Embark on a self-guided tour of Southeast Asia, home to tigers, bats and a Komodo dragon.
 - 31 **Kali River Rapids** FP+ Travel through the turbulent rivers of a jungle landscape on this wet raft ride. *Mobility Access: Transfer Device Available. See a Cast Member for additional information.*
 - 32 **Expedition Everest—Legend of the Forbidden Mountain** FP+ Ride a speeding train through the Himalayan mountains while avoiding the clutches of the Yeti. *Mobility Access: Transfer Access Vehicle and Transfer Practice Vehicle available. Contact a Cast Member for additional information.*
 - 33 **Bradley Falls** LD \$ Asian-inspired vegetarian offerings. *Open seasonally.*
 - 34 **Mr. Kamal's** LD \$ Vegetarian and Indian-inspired offerings.
 - 35 **Upcountry** S \$ Margaritas, beers, pretzels and frozen beverages.
 - 36 **Yak & Yeti Restaurant** LD \$\$ Pan-Asian cuisine with honey chicken, miso salmon and tempura shrimp.

- 37 **Yak & Yeti Local Food Cafes** LDS \$ Honey chicken, orange beef, mandarin chicken salad and sweet-and-sour chicken.
- 38 **Anandapur Ice Cream Truck** S \$ Soft-serve ice cream treats.
- 39 **Serka Zong Bazaar** Expedition Everest souvenirs, apparel and Yeti toys.

DinoLand U.S.A.

- Animal Highlights:** American Crocodile
- 40 **The Boneyard** Explore and have fun at this dinosaur dig-site playground. *Mobility Access: Enter through the designated access gate.*
 - 41 **Fossil Fun Games** Play carnival-style games in the heart of DinoLand U.S.A. *Mobility Access: See a Cast Member at each game location for placement.*
 - 42 **Finding Nemo—The Musical** FP+ Step inside to help find Nemo in this must-see "sea" adventure of spectacular music and stunning puppetry. *40 minutes. See Times Guide.*
 - 43 **Primeval Whirl** FP+ Spin and slide through curves and drops on this time-machine coaster. *Mobility Access: Contact a Cast Member for additional information.*
 - 44 **TriceraTop Spin** Fly high on a friendly dinosaur above DinoLand U.S.A.
 - 45 **DINOSAUR** FP+ Take off on a rip-roaring prehistoric tour in the dark to save a dinosaur from extinction.
 - 46 **Restaurantosaurus** LD \$ Angus burgers, sandwiches, hot dogs and tossed salads. Vegetarian offerings.
 - 47 **Dino-Bite Snacks** S \$ Ice cream treats and churros.
 - 48 **Trilo-Bites** LS \$ Waffle specials, ice cream, frozen lemonade and beer. *Lunch offered seasonally.*
 - 49 **Dino Diner** LS \$ Cotton candy, snow cones and beer. *Lunch offered seasonally.*
 - 50 **Chester & Hester's Dinosaur Treasures** Snacks, toys and Disney Character souvenirs.
 - 51 **The Dino Institute Shop** Dinosaur-inspired toys and youth apparel.

Be Thoughtful and Courteous Help us make everyone's day enjoyable by showing common courtesy to fellow Guests. Abide by all safety warnings, codes of conduct and notices. Do not use profanity or engage in unsafe, illegal or offensive behavior. Proper attire, including shoes and shirts, must be worn at all times. The use of inline skates, skates, skateboards, bicycles, two wheel scooters or Segways™ is prohibited.

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.

LEGEND

- Symbols on Map Amenities**
- Restrooms
 - Companion Restrooms
 - First Aid Presented by Florida Hospital
 - Guest Relations
 - ATMs Presented by Chase
 - Automated External Defibrillators
 - Smoking Locations
 - Baby Care Center
 - Stroller and Wheelchair Rentals
 - Locker Rentals
- Park Information**
- Character Greetings
 - Disney Vacation Club® Information Center
 - Parade Route
 - Tips and Show Times
 - Parade Viewing for Guests with Disabilities
 - MyMagic+ service center
 - FastPass+ kiosks
- Service Animal Relief Areas**
- Disney PhotoPass® Photographers**
- Memory Maker Sales Center**
- Nikon® Picture Spot**

- Symbols in List**
- Attraction/Show Considerations**
- FP+ FastPass+ experience
 - SR Single Rider Queue
 - PC Physical Considerations
 - MHR Minimum Height Requirement
 - MWC May remain in wheelchair/ECV
 - MTC Must transfer from wheelchair/ECV
 - MSTC Must transfer to standard wheelchair
 - MSTC Must transfer to standard wheelchair, and then to ride vehicle
 - MF May be frightening for children
 - AH Animal Highlights
- Automated External Defibrillators**
- Reflective Captioning**
- Sign Language**
- Devices Available at Guest Relations**
- Assistive Listening
 - Handheld Captioning
 - Video Captioning
 - Audio Description
- Shopping**

Dining
All dining locations listed accept the Disney Dining Plans.
Reservations recommended. Call 407-WDW-DINE (939-3463).
B - Breakfast L - Lunch
D - Dinner S - Snack
\$ = \$14.99 and less per adult
\$\$ = \$15–\$29.99 per adult
\$\$\$ = \$30–\$59.99 per adult
See www.disneydiningpricinginfo.com for pricing details.