

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!

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 www.disneyworld.com/ParkRules.

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 the **Downtown Disney® Area**, take a Bus to any *Walt Disney World* Resort hotel, and then another Bus to the *Downtown Disney* Area.
- To get to **Disney's Typhoon Lagoon Water Park** before 2:00pm, take Resort Transportation to any *Disney Resort* hotel, and then a Bus to the *Downtown Disney* Area and *Disney's Typhoon Lagoon* Water Park. After 2:00pm, take a Bus to *Epcot*, then take a Bus to *Disney's Typhoon Lagoon* Water Park.
- To get to **Disney's Blizzard Beach Water Park**, take a Bus to any *Disney Resort* hotel (a transfer may be required).
- To get to all **Disney Resort** hotels, take a Bus located outside the front of the Park.

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 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 canceled 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 *Discovery Island* Kiosk (12 on the map).

 **Payment Options**

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

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:

- Chester 'n Hester's, *DinoLand U.S.A.*®
- Conservation Station®, *Rafiki's Planet Watch*®
- Discovery Island*®
- Expedition Everest - Legend of the Forbidden Mountain*®, Asia
- First Aid, *Discovery Island*
- Harambe Theater Restrooms, Africa
- Maharajah Jungle Trek*®, Asia
- Mombasa Marketplace, Africa

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 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 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.

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


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.*





GUIDE FOR GUESTS WITH DISABILITIES















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.

Show the world your Disney Side

#DISNEYSIDE


	Mobility Disabilities	Visual Disabilities	Hearing Disabilities
Guest Amenities Available for Rent or Deposit	<p>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 Theme Park to Theme Park.</p> <p>Park Hopping Options</p> <p>If you plan to visit more than one Theme 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.</p>	<p>Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park.</p> <p>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.</p> <p>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.</p> <p>Amenities available for \$25 refundable deposit.</p>	<p>Assistive Listening  Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions.</p> <p>Handheld Captioning  Utilizes <i>Disney's Handheld Device</i> to display text at select attractions.</p> <p>Video Captioning  Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into <i>Disney's Handheld Device</i>.</p> <p>Amenities available for \$25 refundable deposit.</p>
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 for use at the Park	<p>Wheelchair Replacement Locations</p> <ul style="list-style-type: none">Creature Comforts - <i>Discovery Island</i>® near First AidMombasa Marketplace - In Africa near Harambe Fruit Market <p>Companion Restrooms</p> <p>See map inside for locations indicated with </p>	<p>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>.</p>	<p>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.</p> <p>Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.</p>
More Options	<p>Electric Conveyance Vehicles (ECVs)</p> <p>Limited number available on a first-come, first-served basis at the rental location.</p> <p>Must be 18 years of age or older to rent ECVs.</p> <p>RESERVATIONS MAY NOT BE MADE IN ADVANCE. 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.</p>	For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including parade and show times and details about restaurant menus, by calling 407-827-7935.	<p>Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.</p> <p>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.</p> <p>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].</p>
Safety in the Park	<p>Mobility Scooters/ECVs</p> <p>Please keep your speed to the walking speed of those around you.</p> <p>Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.</p> <p>Park your device in safe locations clear from walkways and stairs.</p> <p>Evacuation</p> <p>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.</p> <p>Transfers</p> <p>Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.</p>	<div>Service Animals</div> <p>Trained service animals must remain on a leash or in a harness at all times. 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.</p> <p>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.</p> <ul style="list-style-type: none">Affection Section at <i>Rafiki's Planet Watch</i>®<i>Expedition Everest - Legend of the Forbidden Mountain</i>®DINOSAUR<i>Kali River Rapids</i>®<i>Primeval Whirl</i>® <p>Guests with service animals should check with a host for attraction and boarding information at the following attractions:</p> <ul style="list-style-type: none"><i>It's Tough To Be A Bug</i>®<i>Kilimanjaro Safaris</i>®The aviary area of <i>Maharajah Jungle Trek</i>®The aviary area of <i>Pangani Forest Exploration Trail</i>® Walking Tour <p>Service Animal Relief Areas </p> <ul style="list-style-type: none">Asia: Planter to right of <i>Maharajah Jungle Trek</i> Restrooms<i>DinoLand U.S.A.</i>®: Planter next to Restaurantosaurus RestroomsDiscovery Island: Near First Aid<i>Rafiki's Planet Watch</i>®: Planter to right of <i>Conservation Station</i>® entrance <p>Kennel For information and reservations, call 877-493-9738.</p>	
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.


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.

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.



DISNEY WILD ABOUT SAFETY® TIPS

As Timon and Pumbaa would say, "Be aware, it's a jungle out there!" Download the Disney Wild About Safety mobile app 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.



FP+ RESERVE ACCESS TO SOME OF YOUR MUST-DO FUN!
Select up to three FastPass+ experiences by visiting a FastPass+ kiosk identified on the map with FP+. Once you redeem your initial selections, return for information about availability and selecting additional experiences.

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: Otter Porcupine Cotton-top Tamarin Red Kangaroo

- 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+ 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 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** \$ \$ Coffees, pastries, frozen beverages and soda.
- 9 Flame Tree Barbecue** LD \$ Smoked barbecue ribs, chicken, freshly tossed salads.
- 10 Gardens Kiosk** LD \$ Smoked barbecue ribs, chicken.
- 11 Beastly Kiosk** LD \$ Smoked barbecue ribs, chicken.
- 12 Discovery Island Kiosk** \$ \$ Allergy-friendly snacks and information on special dietary options throughout the Park.
- 13 Pizzafari** Hosted by Smucker's® BLD \$ Breakfast platters, pizzas, salads and sandwiches.

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

- Accessible Restrooms
- Companion Restrooms
- First Aid* Presented by Florida Hospital
- EpiPen® (epinephrine) Auto-Injector
- Guest Relations
- ATMs Presented by Chase
- Automated External Defibrillators
- Smoking Locations
- Baby Care Center
- Stroller and Wheelchair Rentals

- Locker Rentals
- Service Animal Relief Areas
- Disney PhotoPass® Photographers
- Memory Maker Sales Center
- Nikon® Picture Spot
- Park Information
- Character Greetings
- Disney Vacation Club® Information Center
- MyMagic+ service center
- Baby Care Center
- FastPass+ kiosks

*Emergency services available by calling 911.

Rafiki's Planet Watch®

Animal Highlights: Python Tarantula

- 26 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.
- 27 Habitat Habit!** See cotton-top tamarin monkeys and learn how you can share the world with animals at this outdoor discovery trail.
- 28 Conservation Station®** Experience animal encounters, interact with a variety of exhibits, and view our veterinary facilities.
- 29 Affection Section** Meet a variety of animals at our petting yard that features a number of rare, domesticated breeds.

Asia

Animal Highlights: Tiger Bat Gibbon Komodo Dragon

- 30 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.
- 31 Maharajah Jungle Trek®** Embark on a self-guided tour of Southeast Asia, home to tigers, bats and a Komodo dragon.
- 32 Kali River Rapids®** FP+ 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 Travel through the turbulent rivers of a jungle landscape on this wet raft ride. **Mobility Access:** Transfer Access Vehicle and Transfer Practice Vehicle available. Contact a Cast Member for additional information.
- 33 Expedition Everest—Legend of the Forbidden Mountain®** FP+ 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 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.
- 34 Bradley Falls** LD \$ Asian-inspired vegetarian offerings. Open seasonally.
- 35 Mr. Kamal's** LD \$ Vegetarian and Indian-inspired offerings.
- 36 Upcountry** \$ \$ Margaritas, beers, pretzels and frozen beverages.
- 37 Yak & Yeti™ Restaurant** LD \$\$ Pan-Asian cuisine with honey chicken, miso salmon and tempura shrimp.

Symbols in List

Attraction/Show Considerations

- FastPass+ experience
- Single Rider Queue
- Physical Considerations
- Minimum Height Requirement
- May remain in wheelchair/ECV
- Must transfer from wheelchair/ECV
- Must transfer to standard wheelchair
- Must transfer to standard wheelchair, and then to ride vehicle
- May be frightening for children
- Animal Highlights

Automated External Defibrillators

Reflective Captioning

Sign Language

Devices Available at Guest Relations

- Assistive Listening
- Handheld Captioning
- Video Captioning
- Audio Description
- Shopping

38 Yak & Yeti™ Local Food Cafes LDS \$ Honey chicken, orange beef, mandarin chicken salad and sweet-and-sour chicken.

39 Yak & Yeti™ Quality Beverages \$ \$ Asian chicken sandwiches, mandarin chicken salads and assorted beverages.

40 Anandapur Ice Cream Truck \$ \$ Soft-serve ice cream treats.

41 Serka Zong Bazaar Expedition Everest souvenirs, apparel and Yeti toys.

DinoLand U.S.A.®

Animal Highlights: American Crocodile

- 42 The Boneyard** Explore and have fun at this dinosaur dig-site playground. **Mobility Access:** Enter through the designated access gate.
- 43 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.
- 44 Finding Nemo—The Musical** FP+ 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 Step inside to help find Nemo in this must-"sea" adventure of spectacular music and stunning puppetry. 40 minutes. See Times Guide.
- 45 Primeval Whirl®** FP+ 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 Spin and slide through curves and drops on this time-machine coaster. **Mobility Access:** Contact a Cast Member for additional information.
- 46 TriceraTop Spin** Fly high on a friendly dinosaur above DinoLand U.S.A.
- 47 DINOSAUR** FP+ 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 Take off on a rip-roaring prehistoric tour in the dark to save a dinosaur from extinction.
- 48 Restaurantosaurus** LD \$ Angus burgers, sandwiches, hot dogs and tossed salads. Vegetarian offerings.
- 49 Dino-Bite Snacks** \$ \$ Häagen-Dazs® Ice Cream treats, churros and chips.
- 50 Trilo-Bites** LS \$ Turkey legs and pulled smoked chicken salad.
- 51 Dino Diner** \$ \$ Nachos, nuts, beer.
- 52 Chester & Hester's Dinosaur Treasures** Snacks, toys and Disney Character souvenirs.
- 53 The Dino Institute Shop** Dinosaur-inspired toys and youth apparel.

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.