# 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





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

Guest Relations 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。

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 vou prefer, have your purchases delivered directly to your Disney Resort hotel. See a Merchandise Cast Member for

# Dining Dining Reservations

more details.

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.disnevmickevcheck.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 (14 on the map).

### Payment Options



Walt Disney World Resort accepts Disney Visa® Cards, Disney Rewards® Redemption Card, Disney Gift Card, Visa®, MasterCard®, Discover®

American Express<sup>®</sup>, Diners Club<sup>®</sup>, JCB<sup>®</sup>, traveler's checks, cash and Disney Dollars.

### **Park Rules**

©Disney 6/15

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



# **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 ( Tompanionassisted 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<sup>®</sup>, Rafiki's Planet Watch<sup>®</sup> Discovery Island<sup>®</sup>
- 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 firstcome, 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

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.

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.

**Resorts/Special Reservations** *Disney 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

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

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.

# Select, Reserve, Go, Repeat!

Save time with DISNEP Fast Pass+



With *Disney FastPass*+\* service, you can reserve access to some must-do fun and even make changes on the go with the My Disney Experience app\*\*.

Download the My Disney Experience app for free or look for this icon on the map and go! FP4

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.

\*Valid Theme Park admission and online registration required. Disney FastPass+ attractions and entertainment experiences, the number of selections you can make and available arrival windows are limited. \*\*Availability subject to handset limitations and features may vary by handset or service provider. Message, data and roaming rates may apply. Coverage not available everywhere. If you're under 18, get your parents' permission first.





# **Disabilities**

## **Guest Amenities** Available for Rent

or Deposit

Rental Location

Complimentary

Amenities and

at the Park

More Options

Services for use

### 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.

## **Park Hopping Options**

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.

Next to Garden Gate Gifts near Main Entrance

# Wheelchair Replacement Locations

### • Creature Comforts - Discovery Island® near First Aid

 Mombasa Marketplace - In Africa near Harambe Fruit Market

## **Companion Restrooms**

See map inside for locations indicated with

#### 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 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.

### Safety in the Park

Mobility Scooters/ECVs Please keep your speed to the walking speed of those around you.

Park your device in safe locations clear from walkways and stairs.

#### Evacuation

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.

# **Visual**

## Disabilities

Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park.

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.

Audio Description (Description Device to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu.

Amenities available for \$25 refundable deposit

Stationary Braille Maps Large print maps with

Braille overlay and raised graphics to highlight key

landmarks and attractions. Located in the Guest

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

Relations Lobby

Guest Relations See map inside for location. Guest Relations See map inside for location.

Amenities available for \$25 refundable deposit.

Hearing

neck loop at specific attractions.

into Disney's Handheld Device.

**Disabilities** 

Device to display text at select attractions.

Assistive Listening Utilizes Disney's Handheld

Device to amplify sound through headphones or induction

Handheld Captioning HC Utilizes Disney's Handheld

Video Captioning CC Caption-ready monitors designated

with a "CC" symbol can be activated by remote control built

**Reflective Captioning (RC)** 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** 49 Available at *Disney's* Animal Kingdom® Theme Park on Tuesdays and Saturdays. Schedules are available at Guest Relations that list specific interpreted show times for all Walt Disney World® Theme

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]

Adjust and lower speed while maneuvering through enclosed spaces like restrooms. merchandise and food and beverage locations.

In the event of an evacuation, Guests may be

#### 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 Animals**

Service animals must be under the control of the owner • Primeval Whirl® at all times and should remain on a leash or in a harness. Guests with service animals should check with a host Cast Members are not able to take control of service for attraction and boarding information at the following 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.

- Affection Section at Rafiki's Planet Watch<sup>®</sup>
- Expedition Everest Legend of the Forbidden Mountain
- DINOSAUR Kali River Rapids<sup>®</sup>

### • The aviary area of Maharajah Jungle Trek® • The aviary area of Pangani Forest Exploration Trail®

• It's Tough To Be A Bug!®

Kilimanjaro Safaris<sup>®</sup>

Walking Tour

Service Animal Relief Areas 🟂 • Asia: Planter to right of *Maharajah Jungle Trek* Restrooms • DinoLand U.S.A.®: Planter next to Restaurantosarus Restrooms

Discovery Island: Near First Aid

• Rafiki's Planet Watch®: Planter to right of Conservation Station® entrance

**Kennel** For information and reservations, call

Please contact a Cast Member for information and assistance.

Specialty Lighting Effects/Photosensitivity Specialty Magnetic Fields Common equipment, such as electric motors and lighting and other visual effects are used extensively lightning, explosions and chaser lights.

and join us in our commitmen

to the environment.

radios, that produce electric and magnetic fields are utilized extensively throughout the Walt Disney World Resort. These effects throughout the world and also within our Resorts. These fields are include strobe lights and other effects such as simulated 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 Please look for the recycling



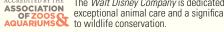
DISNEY WILD ABOUT SAFETY® TIPS As Timon and Pumbaa vould say, "Don't wait too late to hydrate!" Download the Disney Wild About Safety mobile app or visit www.disneywildaboutsafety.com for more safety tips and fun games.



### Looking for animals?

Available at the Park's Main Entrance and most Merchandise locations, the Disney's Animal Kingdom Theme Park Animal Guide will help you discover the many unique animal experiences located throughout the Park.

The Walt Disney Company is dedicated to providing exceptional animal care and a significant commitment





your mobile browser.

