

# 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 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。

**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! You can also download the Shop Disney Parks mobile app to search for and purchase authentic *Walt Disney World*® Resort merchandise.

**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 [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 ***Disney Springs*™**, take a Bus to any *Walt Disney World* Resort hotel, and then another Bus to *Disney Springs*.
- To get to ***Disney's Typhoon Lagoon Water Park*** take a bus to any *Disney Resort* hotel, and then a Bus to *Disney Springs* and *Disney's Typhoon Lagoon Water Park*. (Transfer at *Disney Springs* may be required after 1:00pm.)
- To get to ***Disney's Blizzard Beach Water Park***, take a Bus located outside the front of the Park.
- To get to all ***Disney Resort* hotels**, take a Bus located outside the front of the Park.



Ask us about staying at a *Disney Resort* hotel tonight. Call 407-WDISNEY (934-7639).



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# 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 & Hester's Dinosaur Treasures, *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.

**Don't Forget Your Times Guide!** Pick up the 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.

## Beyond Disney's Animal Kingdom® Theme Park

**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 Beach Water Park*.

***Disney Springs*™** Guest Relations locations at *Disney Springs*™ Marketplace and *Disney Springs*™ West Side.



**Be a Conservation Hero** Join us in supporting wildlife efforts around the world by contributing wherever you see the Disney 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:

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

**Select, Reserve, Go, Repeat!**

Save time with 

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! 

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.



# GUIDE FOR GUESTS WITH DISABILITIES





Download *My Disney Experience* from an app store to access real-time Park information. Or visit [MyDisneyExperience.com](#) on your mobile browser.

Follow @WDWToday and Tweet with us!

	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 Theme Park to Theme Park. <b>Park Hopping Options</b> 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.	<b>Braille Guides</b> Printed in Braille and large print text to provide an overview of the Theme Park. <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. <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. 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 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 for use at the Park	<b>Wheelchair Replacement Locations</b> <ul style="list-style-type: none"><li>Creature Comforts - <i>Discovery Island</i>® near First Aid</li><li>Mombasa Marketplace - In Africa near Harambe Fruit Market</li></ul> <b>Companion Restrooms</b> See map inside for locations indicated with  	<b>Stationary Braille Maps</b> Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest Relations Lobby.	<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 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 and 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. <b>Sign Language Interpretation</b>  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	<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.	<p>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.</p> <p><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.</p> <ul style="list-style-type: none"><li>Affection Section at <i>Rafiki's Planet Watch</i>®</li><li><i>Expedition Everest - Legend of the Forbidden Mountain</i>®</li></ul>	<p><b>Service Animals</b></p> <p>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.</p> <p><b>Service Animal Relief Areas</b> </p> <ul style="list-style-type: none"><li>Asia: Planter to right of <i>Maharajah Jungle Trek</i> Restrooms</li><li><i>DinoLand U.S.A.</i>®: Planter next to Restaurantosaurus Restrooms</li><li>Discovery Island: Near First Aid</li><li><i>Rafiki's Planet Watch</i>®: Planter to right of <i>Conservation Station</i>® entrance</li></ul> <p><b>Kennel</b> 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.



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



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



The *Walt Disney Company* is dedicated to providing exceptional animal care and a significant commitment to wildlife conservation.

**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.



**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:** Babirusa Spoonbill
- The Oasis Exhibits** Roam tropical garden pathways — home to exotic animal exhibits.
  - Rainforest Cafe®** BLD \$\$ Array of omelets, waffles, burgers, seafood, ribs, steaks, pasta and a full bar. Entrances both inside and outside the Park.
  - Garden Gate Gifts** Camera supplies and Park souvenirs.

## Discovery Island®

- Animal Highlights:** Otter Porcupine Cotton-top Tamarin
- 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.®
  - It's Tough to be a Bug!®** FP+ 1 2 RC 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.
  - Discovery Island Trails** Stroll along tranquil pathways and discover the many animals around the Tree of Life®.
  - Adventurers Outpost** FP+ 2 Meet Mickey and Minnie in their exploration headquarters.
  - The Smiling Crocodile** \$ \$ Chicken drumsticks, smoky cheddar grits and draft beer.
  - Flame Tree Barbecue** LD \$ Smoked barbecue ribs, chicken, pulled pork and freshly tossed salads.
  - Isle of Java** \$ \$ Coffees, pastries, frozen beverages and soda.
  - NEW! Tiffins** LD \$\$\$ Seasonally-inspired world cuisine.
  - NEW! Nomad Lounge** LD \$\$ Cocktails, wine, international beer and small bites.
  - Pizzafari Hosted by Smucker's®** LD \$ Hand-crafted pizzas, salads and sandwiches.
  - Creature Comforts** SB \$ Starbucks® espresso, Artisan breakfast sandwiches and house-made Disney pastries.

- Terra Treats** \$ \$ Allergy-friendly snacks and information on special dietary options throughout the Park.
- Island Mercantile** Disney Character and African-inspired apparel and accessories.
- NEW! Discovery Trading Company** One stop shopping destination for Disney Character gifts and Park souvenirs.

## Africa

- Animal Highlights:** Elephant Lion Gorilla Giraffe Hippopotamus Colobus Monkey Zebra
- Festival of the Lion King** FP+ 2 HC 1 AED Come inside and experience the pageantry and puppetry of this big-as-Broadway show. 30 minutes. See Times Guide.
  - Kilimanjaro Safaris®** FP+ 2 3 CC AED Take a safari ride through the lush African savanna to search for lions, elephants, giraffes and more. 22 minutes.
  - Gorilla Falls Exploration Trail** 2 3 AED Walk through a tropical forest inhabited by African wildlife — including gorillas, hippos and exotic birds.
  - Wildlife Express Train** 2 3 HC Board a rustic locomotive that travels behind-the-scenes from Harambe, Africa to Rafiki's Planet Watch. Trains run continuously throughout the day.
  - Harambe Fruit Market** \$ \$ Assorted fruit, beverages and snacks.
  - Harambe Market** LD \$ Inspired African-style ribs, chicken, sausages, corn dogs, African wine and beer.
  - Tamu Tamu Refreshments** \$ \$ Dole Whip® Soft-serve Ice Cream, desserts and ice cream sundaes.
  - Dawa Bar** \$ Cocktails, wine, domestic and African beer.
  - Donald's Dining Safari at Tusker House Restaurant** Breakfast hosted by Kellogg's® AED B \$ LD \$\$\$ Character buffet with Donald and friends. B: American cuisine; LD: African-flavored cuisine.
  - Kusafiri Coffee Shop & Bakery** SB \$ Breakfast offerings, pastries, panini sandwiches and coffee.
  - Mombasa Marketplace** African-inspired artwork, carvings and drums.
  - Zuri's Sweets Shop** Tasty treats, snacks and African-inspired home items.

## Rafiki's Planet Watch

- Animal Highlights:** Cotton-top Tamarin Taranutula
- Wildlife Express Train returns to Africa continuously throughout the day. See Times Guide for operating hours.
- Habitat Habit!** 2 See cotton-top tamarin monkeys and learn how you can share the world with animals at this outdoor discovery trail.
  - Conservation Station®** 2 Experience animal encounters, interact with a variety of exhibits, and view our veterinary facilities.
  - Affection Section** 2 3 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
- Flights of Wonder** 2 3 Relax in a shaded theatre, and watch exotic birds display their guile and grace in this inspirational, educational show. 25 minutes. See Times Guide.
  - Maharajah Jungle Trek®** 2 3 Embark on a self-guided walking tour of Southeast Asia, home to tigers, bats and a Komodo dragon.
  - Kali River Rapids®** FP+ 2 3 38"/97 cm. AED 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.
  - Expedition Everest—Legend of the Forbidden Mountain®** FP+ 2 3 44"/112 cm. AED 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. See a Cast Member for additional information.
  - NEW! "The Jungle Book: Alive with Magic"** FP+ 2 3 Come celebrate the new film, "The Jungle Book," through music, dance and spectacle infused with Indian influence.
  - 38a FastPass+ entrance** in Asia
  - 38b Standby entrance** in DinoLand U.S.A.
  - Caravan Road** LD \$ Asian-inspired vegetarian offerings. Open seasonally.
  - Mr. Kamal's** LD \$ Vegetarian and Indian-inspired offerings.
  - Warung Outpost** \$ \$ Margaritas, beer, pretzels and frozen beverages.

- Yak & Yeti™ Restaurant** LD \$ \$ Pan-Asian cuisine with honey chicken, miso salmon and tempura shrimp.
- Yak & Yeti™ Local Food Cafes** LDS \$ Honey chicken, Asian chicken sandwich, teriyaki beef bowl and ginger chicken salad.
- Yak & Yeti™ Quality Beverages** \$ \$ Frozen Yak Attack, draft beer, sangria and other assorted beverages.
- Anandapur Ice Cream Truck** \$ \$ Soft-serve ice cream treats.
- Thirsty River Bar & Trek Snacks** \$ \$ Specialty cocktails, frozen beverages, ice cream treats and pastries.
- Serka Zong Bazaar** Expedition Everest souvenirs, apparel and Yeti toys.

## DinoLand U.S.A.

- Animal Highlights:** American Crocodile
- The Boneyard®** 2 Explore and have fun at this dinosaur dig-site playground. Mobility Access: Enter through the designated access gate.
  - Fossil Fun Games** 2 Play carnival-style games in the heart of DinoLand U.S.A. Mobility Access: See a Cast Member at each game location for placement.
  - Finding Nemo—The Musical** FP+ 2 3 RC 1 2 AED Step inside to help find Nemo in this must-"sea" adventure of spectacular music and stunning puppetry. 40 minutes. See Times Guide.
  - Primeval Whirl®** FP+ 2 3 48"/122 cm. Spin and slide through curves and drops on this time-machine coaster. Mobility Access: See a Cast Member for additional information.
  - TriceraTop Spin** 2 3 Fly high on a friendly dinosaur above DinoLand U.S.A.
  - DINOSAUR** FP+ 2 3 40"/102 cm. CC AED Take off on a rip-roaring prehistoric tour in the dark to save a dinosaur from extinction.
  - Restaurantosaurus** LD \$ Angus burgers, sandwiches, hot dogs and tossed salads.
  - Dino-Bite Snacks** \$ \$ Häagen-Dazs® Ice cream treats, sundaes, floats and pretzels.
  - Trilo-Bites** LD \$ Buffalo chicken sandwich, sundaes and ice cream floats.
  - Dino Diner** \$ \$ Nachos, nuts and beer.
  - Chester & Hester's Dinosaur Treasures** Snacks, toys and Disney Character souvenirs.
  - The Dino Institute Shop** Dinosaur-inspired toys and youth apparel.

**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 injection) Auto-Injector
  - Automated External Defibrillators
  - Guest Relations
  - Baby Care Center Hosted by Huggies
  - Service Animal Relief Areas
  - Smoking Locations
  - ATMs Presented by Chase
- Park Information**
- Character Greetings
  - FastPass+ kiosks available in English, Spanish and Portuguese.
  - Disney Vacation Club® Information Center
- \*Emergency services available by calling 911.

- Symbols in List**
- Attraction/Show Considerations**
- FP+ FastPass+ experience
  - Single Rider Queue
  - Physical Considerations
  - Minimum Height Requirement
  - May be frightening for children
  - May remain in wheelchair/ECV
  - Must transfer from wheelchair/ECV
  - Must transfer to standard wheelchair
  - Reflective Captioning

- Sign Language (available Tuesdays and Saturdays)
  - Automated External Defibrillators
  - Animal Highlights
- Devices Available at Guest Relations**
- Assistive Listening
  - Handheld Captioning
  - Video Captioning
  - Audio Description
- Shopping**

**Dining**  
All dining locations listed accept a Disney dining plan.

Reservations recommended. Call 407-WDW-DINE (939-3463).

B - Breakfast L - Lunch  
D - Dinner S - Snack

\$ = \$14.99 and under per adult  
\$\$ = \$15–\$34.99 per adult  
\$\$\$ = \$35–\$59.99 per adult  
See disneydiningpricinginfo.com for pricing details.