# **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



de Guest Relations.





available at Guest Relations Los Servicios para huéspedes

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

internacionales están disponibles en la oficina

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 Disnev'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.

Proper attire is required

or disneyworld.com/parkrules.

Weapons are strictly prohibited.

### **Merchandise Package Delivery** and Pickup Instead of carrying your nurchases 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

you prefer, have your purchases delivered

directly to your Disney Resort hotel. See a

Merchandise Cast Member for more details.

Dining Reservations Table-Service

reservations through the My Disney

restaurants book quickly, so please make

Experience app, at disneyworld.com/dine,

by calling 407-WDW-DINE (939-3463), or for

Relations location. Most reservations must be

canceled at least one day prior to the date of

your reservation or a per person cancellation

charge will be incurred (policies and charges

vary by location; please confirm before

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

needs, please see a restaurant Cast

Payment Options

Member upon arrival. For information on

Rewards® Redemption Card, Disney Gift Card,

Express<sup>®</sup>, Diners Club<sup>®</sup>, JCB<sup>®</sup>, traveler's checks.

Visa®, MasterCard®, Discover®, American

allergy-friendly food options, please visit Terra

Walt Disney World Resort accepts

Disnev Visa<sup>®</sup> Cards. *Disnev* 

Guidelines. For more information, please visit

disneymickeycheck.com. For special dietary

finalizing your reservation).

Treats (16 on the map).

cash and Disney Dollars.

Park Rules To provide a comfortable, safe, and enjoyable experience for our Guests,

Additional details and a complete listing of park rules are available at Guest Relations

**Leaving the Park?** All Guests who wish to leave the Park and return later in the day

• To get to *Disney's Animal Kingdom* Theme Park parking lot, take a Parking

To get to Magic Kingdom® Park, Epcot® or Disney's Hollywood Studios®

To get to Disney Springs<sup>™</sup> between the hours of 4:00-11:00pm, take a Bus located

outside the front of the Park. At all other times, take a Bus to any Disney Resort

To get to all **Disney Resort hotels**, take a Bus located outside the front of the Park.

please comply with Park rules, signs and instructions including:

All bags are subject to inspection prior to admission.

Smoking is allowed only in designated areas.

may do so by presenting their original admission media.

take a Bus located outside the front of the Park.

hotel, and then another Bus to Disney Springs.

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

Tram located outside the front of the Park.

additional assistance by visiting any Guest

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. hours for delivery to the front of the Park. If Companion Restrooms (5.4)

Courtesy Wheelchairs Complimentary

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<sup>®</sup>. Rafiki's Planet Watch<sup>®</sup> Discovery Island<sup>®</sup>
- Expedition Everest Leaend of the Forbidden Mountain® Asia
- First Aid. Discovery Island
- Harambe Theater Restrooms, Africa Maharajah Jungle Trek<sup>®</sup>, 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

**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 gueues 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!

**Accessibility and Mobility** 

- 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

**Disney Springs™** Guest Relations location at the Welcome Center at *Disney Springs™ Town Center*.

**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:

\* Reuse and recycle when possible.

Create habitats for wildlife in your own backvard. Support conservation organizations through contributions and volunteerism

# My DISNED Experience

Download it for FREE today\*.



Paper from saponalble source

FSC\* C007828

### The official mobile app that's the one-stop shop for your Walt Disney World<sub>®</sub> vacation!

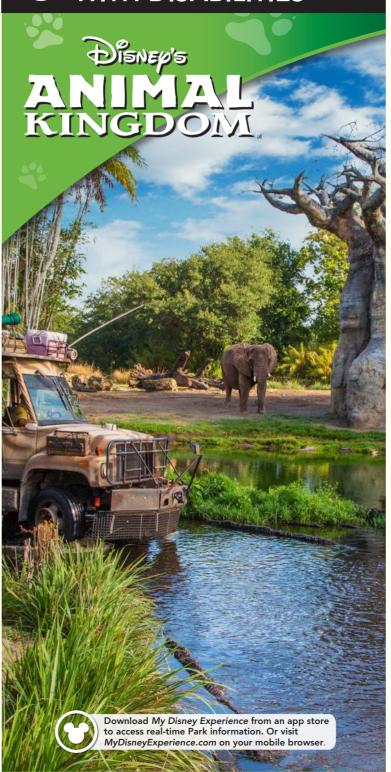




You can also visit MyDisneyExperience.com on your mobile browser. Wi-Fi is available in most areas. Availability subject to device limitations and features may vary by device or service provider. Message and data rates may apply. Coverage and app stores not available everywhere. If you're

under 18, get your parent's permission first. † In-app ticket purchases not available to residents of all countries.\*\* 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. Apple" and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc.

# GUIDE FOR GUESTS WITH DISABILITIES



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# Disabilities

**Guest Amenities** 

### Wheelchairs and Electric Convevance 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

### 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

Visual

**Disabilities** 

locations via an interactive audio menu.

Assistive Listening \( \mathbb{I} \) Utilizes \( Disney's Handheld \) Device to amplify sound through headphones or induction

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 Amenities available for \$25 refundable deposit.

Guest Relations See map inside for location.

Stationary Braille Maps Large print maps with

Braille overlay and raised graphics to highlight key

landmarks and attractions. Located in the Guest

Relations Lobby

neck loop at specific attractions.

Disabilities

Handheld Captioning HC 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 built into Disney's Handheld Device.

Amenities available for \$25 refundable deposit.

Guest Relations See map inside for location.

### Rental Location

Complimentary

at the Park

More Options

Available for Rent

or Deposit

Next to Garden Gate Gifts near Main Entrance

# Wheelchair Replacement Locations

• Creature Comforts - Discovery Island® near Amenities and First Aid Services for use Mombasa Marketplace - In Africa near Harambe

### **Companion Restrooms**

Fruit Market

See map inside for locations indicated with

basis at the rental location.

Must be 18 years of age or older to rent ECVs.

Electric Conveyance Vehicles (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 Limited number available on a first-come, first-served and options, please visit Guest Relations. You may also obtain information, including parade and show imes and details about restaurant menus, by calling 407-827-7935.

**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** 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].

### 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

trained to do work or perform tasks for the benefit of an • Kali River Rapids individual with a disability, must be under the control of • Primeval Whire in a harness. Cast Members are not able to take control attraction and boarding information at the following of service animals. Guests with service animals should attractions 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 Service Animal Relief Areas 🌆 nguire 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®
- Expedition Everest Legend of the Forbidden

# Service animals, defined as any dog or miniature horse • DINOSAUR

**Service Animals** 

the owner at all times and should remain on a leash or Guests with service animals should check with a host for

- It's Tough To Be A Bug!<sup>®</sup>
- Kilimaniaro Safaris<sup>®</sup>
- The aviary area of Maharaiah Jungle Trek® • The aviary area of Gorilla Falls Exploration Trail

- 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<sup>®</sup> entrance Kennel For information and reservations, call 877-493-9738.

Please contact a Cast Member for information and assistance

Specialty Lighting Effects/Photosensitivity Specialty 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.



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 ASSOCIATION

exceptional animal care and a significant commitment AQUARIUMS to wildlife conservation.

lighting and other visual effects are used extensively throughout the Walt Disney World Resort. These effects

Please look for the recycling **DISNEY WILD ABOUT SAFETY® TIPS** 

containers throughout the Park and join us in our commitment

# to the environment.

### As Timon and Pumbaa would say, "Watch over your herd!" Download the Disney Wild About Safety mobile app or visit disneywildaboutsafety.com for more safety tips and fun games.



Animal Highlights: A Babirusa Spoonbill 17 Island Mercantile Disney Character and

1 The Oasis Exhibits & Roam tropical garden pathways — home to exotic animal exhibits.

2 Rainforest Cafe® BLD \$\$ Array of omelets. waffles, burgers, seafood, ribs, steaks, pasta and a full bar. Entrances both inside and outside the Park

3 Garden Gate Gifts Camera supplies and Park souvenirs.

### Discovery Island

Animal Highlights: Otter Cotton-top Tamarin 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.®

It's Tough to be a Bug!® FP+! & MRC 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®.

**8** Eight Spoon Café S S Pasta, pretzels and soda.

The Smiling Crocodile 5 \$

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 S \$ Coffees, pastries, frozen beverages and soda.

11 12 NEW! Tiffins C LD \$\$\$ Seasonally-inspired world cuisine.

13 NEW! Nomad Lounge LD \$\$ Cocktails, wine, international beer and small bites.

114 Pizzafari Hosted by Smucker's® LD \$\$

Flatbreads, hand-crafted pizzas, salads and sandwiches. Creature Comforts SB \$ Starbucks® espresso, Artisan

breakfast sandwiches and house-made Disney pastries. 16 Terra Treats 5 \$ Allergy-friendly snacks and information on special dietary options throughout the Park.

African-inspired apparel and accessories

18 NEW! Riverside Depot Disney Character apparel, accessories, gifts and souvenirs.

19 NEW! Discovery Trading Company One-stop shopping destination for Disney Character gifts and Park souvenirs

### Africa

Animal Highlights: A Elephant Lion of Gorilla 🕥 Giraffe 🔜 Hippopotamus 😿 Colobus Monkey 🌠 Zebra Pestival of the Lion King FP+ & HC 4 40

Come inside and experience the pageantry and puppetry of this big-as-Broadway show. 30 minutes. See Times Guide. 21 Kilimanjaro Safaris® FP+ 🛕 🖾 💆 🚾 🕸 Take a safari ride through the lush African savanna to

search for lions, elephants, giraffes and more. 22 minutes. 22 Gorilla Falls Exploration Trail & 🖎 Walk through a tropical forest inhabited by African wildlife – including gorillas, hippos and exotic birds.

23 Wildlife Express Train & Mrc Board a rustic locomotive in Harambe. Africa that travels behind-thescenes for a closer look at our animal care. Follow the sign to Rafiki's Planet Watch for boarding. Trains run continuously throughout the day.

Assorted fruit, beverages and snacks.

**11 25 Harambe Market LD \$** Inspired African-style ribs, chicken, sausages, corn dogs. African wine and beer,

26 Tamu Tamu Refreshments S \$ Dole Whin® Soft-serve Ice Cream, desserts and ice cream sundaes.

T 27 Dawa Bar \$ Cocktails, wine, domestic and African beer

28 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. 29 Kusafiri Coffee Shop & Bakery SB \$ Breakfast offerings, pastries, panini sandwiches and coffee.

30 Mombasa Marketplace African-inspired artwork, carvings and drums.

**1** 31 Zuri's Sweets Shop Tasty treats, snacks and African-inspired home items.

### Rafiki's Planet Watch

Animal Highlights: Cotton-top Tamarin Tarantula

> Wildlife Express Train returns to Africa continuously throughout the day. See Times Guide for operating hours.

32 Habitat Habit! See Cotton-top Tamarin monkeys and learn how you can share the world with 46 Thirsty River Bar & Trek Snacks \$ \$ animals at this outdoor discovery trail.

33 Conservation Station® & Experience animal encounters, interact with a variety of exhibits, and view our veterinary facilities.

34 Affection Section Meet a variety of animals at our petting yard that features a number of rare, domesticated breeds.

Animal Highlights: Tiger Gibbon Komodo Dragon

35 Flights of Wonder & 2 Felax in a shaded theatre, and watch exotic birds display their quile and grace in this inspirational, educational show. 25 minutes. See Times Guide

36 Maharajah Jungle Trek® ( D) Embark on a self-guided walking tour of Southeast Asia, home to tigers, bats and a Komodo dragon.

37 Kali River Rapids® FP+ A 1 38"/97 cm. া দিয়া বিষয় বিষ landscape on this wet raft ride. Mobility Access: Transfer Device Available. See a Cast Member for additional information.

38 Expedition Everest-Legend of the Forbidden Mountain® FP+ 🗗 🔺 1 44"/112 cm. 💰 🕪 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.

39 Caravan Road LDS \$ Asian-inspired offerings, Open seasonally,

40 Mr. Kamal's DS \$ Vegetarian and Indian-inspired offerings.

41 Warung Outpost \$ \$ Margaritas, beer, pretzels and frozen beverages

¶¶ 42 Yak & Yeti™ Restaurant 1 LD \$\$ Pan-Asian cuisine with honey chicken, miso salmon and tempura shrimp.

43 Yak & Yeti™ Local Food Cafes LDS \$ Honey chicken, Asian chicken sandwich, teriyaki beef bowl and ginger chicken salad.

44 Yak & Yeti™ Quality Beverages \$ \$ Frozen Yak Attack, draft beer, sangria and other assorted beverages.

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

Specialty cocktails, frozen beverages, ice cream treats, pastries and light snacks.

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

# DinoLand U.S.A.

Animal Highlights: American Crocodile Tyrannosaurus Rex

48 The Bonevard® Explore and have fun at this dinosaur dig-site playground. Mobility Access: Enter through the designated access gate.

49 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. 50 Finding Nemo—The Musical FP+ & 💆

RC (4) (2)) AED Step inside to help find Nemo in this must-"sea" adventure of spectacular music and stunning puppetry. 40 minutes. See Times Guide.

51 Primeval Whirl® **FP**+ ▲ **†** 48″/122 cm Spin and slide through curves and drops on this time-machine coaster, Mobility Access: See a Cast Member for additional information

**52** TriceraTop Spin 🔊 Fly high on a friendly dinosaur above DinoLand U.S.A.

53 DINOSAUR FP+ ▲ 1 40"/102 cm. 💰 🗗 🚾 Take off on a rip-roaring prehistoric tour in the dark to save a dinosaur from extinction.

**11** 54 Restaurantosaurus LD \$\$ Angus burgers, sandwiches, hot dogs and tossed salads.

**Time Shacks S \$** Häagen-Dazs® ice cream treats, sundaes, floats and pretzels.

Trilo-Bites LD \$ Buffalo chicken sandwich. sundaes and ice cream floats.

1 57 Dino Diner S \$ Nachos, nuts and beer.

58 Chester & Hester's Dinosaur Treasures Snacks, toys and Disney Character souvenirs.

**59** The Dino Institute Shop Dinosaur-inspired toys and youth apparel

### LEGEND

# Special Considerations for Attractions

Supervise children at all times. Children under age 7 years

For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle.

### 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

### Symbols on Map Amenities

Accessible Restrooms & ♦|• Companion Restrooms

First Aid\* Presented by Florida Hospital

EMPEN EpiPen® (epinephrine injection) Auto-Injector AED Automated External Defibrillators

Guest Relations

 Baby Care Center Hosted by Huggies<sup>®</sup> Service Animal Relief Areas

Smoking Locations ATMs Presented by Chase

### Stroller and Wheelchair Rentals Locker Rentals Disnev PhotoPass® Photographers

Memory Maker Sales Center Nikon® Picture Spot

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

RC Reflective Captioning

Automated External Defibrillators Animal Highlights

# **Devices Available at Guest Relations**

Assistive Listening **HC** Handheld Captioning

Audio Description

Sign Language (available Tuesdays and Saturdays) **YI Dining** 

CC Video Captioning

\$ = \$14.99 and under per adult **\$\$** = \$15–\$34.99 per adult

\$\$\$ = \$35-\$59.99 per adult See disneydiningpricinginfo.com for pricing details.

All dining locations listed accept

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

B - Breakfast L - Lunch

D - Dinner S - Snack

a Disney dining plan.

Reservations recommended.

Shopping