

## Tips & Information

**Guest Relations** Please visit Guest Relations located East of Spaceship Earth 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

Here at *Epcot*®, you don't need a passport to embark on an international shopping spree! Shop the World Showcase pavilions and you will discover authentic goods representing cultures around the globe — from delicate fragrances in France to handmade ornaments in Germany.

### 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](http://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 the ***Epcot*® parking lot**, take a Parking Tram located outside the front of the Park.
- To get to ***Magic Kingdom*® Park**, take a Monorail to the Transportation and Ticket Center, and then a Monorail or Ferryboat to the Park.
- To get to ***Disney's Animal Kingdom*® Theme Park**, take a Bus located outside the front of the Park.
- To get to ***Disney's Hollywood Studios*®**, walk, or take a FriendShip Boat from International Gateway, or take a bus located outside the front of the Park.
- To get to ***Disney Springs*™**, take Resort Transportation to any *Disney Resort* hotel, and then another Bus to *Disney Springs*.
- 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 *Disney Springs* and *Disney's Typhoon Lagoon Water Park*. After 2:00pm, take a Bus directly 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 the Park.
- To get to ***Disney's Yacht & Beach Club Resorts*, *Disney's Boardwalk Inn* and *Villas*** or the ***Walt Disney World Swan and Dolphin Hotels***, walk or take a FriendShip Boat from International Gateway.
- To get to all other ***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 Gift Stop near the main Park entrance or to World Traveler at International Gateway and pick them up as you exit the Park. Please allow three hours for delivery. If you prefer, have your purchases delivered directly to your *Disney 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](http://www.disneyworld.com/dine), by calling 407-WDW-DINE (939-3463), or by visiting any Guest 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 varies by location; please confirm before finalizing your reservation).*

### 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](http://www.disneymickeycheck.com). For special dietary needs, please see a Restaurant manager or chef.

### Payment Options

*Walt Disney World Resort* accepts Disney Visa® Cards, *Disney Rewards*® Redemption Card,

Disney Gift Card, Visa®, MasterCard®, Discover®, American Express®, Diners Club®, JCB®, traveler's checks, cash and Disney Dollars.

## 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:

- Spaceship Earth East
- Future World East & West
- The Land - Soarin'®
- Showcase Plaza - Refreshment Port
- Germany
- The American Adventure
- Morocco

**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.

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

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

**Accessible Transportation** The following options are available for Guests in wheelchairs or ECVs:

Buses can accommodate various types of wheelchairs and ECVs. The standard lift size is 30" x 48". The wheelchair or ECV must fit the lift without being forced and be securely fastened in the restraints. We recommend that Guests using ECVs transfer to a bus seat while onboard.

**Watercraft** access varies depending on the type of watercraft and the existing water levels and conditions.

**Monorail** system can be accessed by elevators and/or ramps, at Transportation and Ticket Center, *Magic Kingdom*® Park, *Epcot*®, *Disney's Grand Floridian Resort & Spa*, *Disney's Polynesian Village Resort* and *Disney's Contemporary Resort*.

## Beyond Epcot

**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.



### Disney Gift Card

Simply the best way to experience the festival! Just swipe to pay for food and more. Disney Gift Cards are available at the Festival Center and at all Festival Merchandise locations.

### The Chew

*Epcot*® welcomes the fun, food and wellness tips of ABC's hit daytime talk show The Chew. Daily at the Festival Center.

## PRESENTING SPONSOR CHASE

### CORPORATE SPONSORS

Dole®  
Ghirardelli® Chocolate Company  
Joffrey's Coffee & Tea Company®  
MorningStar Farms®  
Mylan  
Ocean Spray® Craisins® Brand Dried Cranberries  
Twinings of London®  
Werther's® Original® Caramels

### SIGNATURE SPONSORS

*Disney Vacation Club*®  
Ministry of Tourism of the Dominican Republic  
The Scottish Government & VisitScotland

### FESTIVAL PARTICIPANTS

Barry Callebaut  
Chefwear®  
Chocolate Accents  
Commercial Companies, Inc.  
Cutco Cutlery®  
Doctor Dread's Famous Jamaican Jerk  
Dora Landscaping  
Douce France Bakery  
Fresh from Florida®  
Gardein™  
The Ginger People®  
Gourmet Foods International  
Guylian® Belgian Chocolate Truffles  
Melissa's Produce  
Minus 8 Vinegar & Verjus  
Nueske's Applewood Smoked Meats  
Olivia's Croutons  
POSH Salt™  
Senses - A Disney Spa  
Valrhona  
Verlasso®  
VerTerra® Dinnerware



## GUIDE FOR GUESTS WITH DISABILITIES



EPCOT®  
INTERNATIONAL

FOOD  
& WINE  
FESTIVAL

Presented by  
CHASE



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](http://MyDisneyExperience.com) on your mobile browser.

Follow @WDWToday and Tweet with us!

#EpcotFoodFestival

	Mobility Disabilities	Visual Disabilities	Hearing Disabilities
Guest Amenities Available for Rent or Deposit	Wheelchairs and Electric Conveyance Vehicles (ECVs) are available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Park to Park.  <b>Park Hopping Options</b> If you plan to visit more than one Park on the same day, retain your deposit ticket from the first Park. You will be able to obtain a replacement wheelchair or ECV the same day, if available, at the next Park at 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 Locations	<ul style="list-style-type: none"><li>• Stroller &amp; Wheelchair Rental Shop to the left of Spaceship Earth</li><li>• International Gateway</li></ul>	Guest Relations  See map inside for locations.	Guest Relations  See map inside for location.
Complimentary Amenities and Services for use at the Park	<b>Wheelchair Replacement Location</b> <ul style="list-style-type: none"><li>• Germany – Karamelle-Küche</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 Future World near Guest Relations and the Tip Board by the fountain. Also located in World Showcase near Guest Relations at International Gateway and on the bridge from Future World near Duffy the Disney Bear.	<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 & 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>Epcot</i> ® on Fridays. 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.	<b>Service Animals</b>  Service animals 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.  <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. <ul style="list-style-type: none"><li>• <i>Mission: SPACE</i>®</li><li>• <i>Test Track</i>®</li><li>• <i>Soarin'</i>®</li><li>• The Sum of All Thrills™</li></ul>	

Please contact a Cast Member for information and assistance.

### Specialty Lighting Effects/Photosensitivity

Specialty lighting and other visual effects are used extensively throughout the *Walt Disney World Resort*. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.

NOTE: If you or any member of your party have questions regarding the above, you may speak with a Guest Relations Cast Member for details.

**Magnetic Fields** Common equipment, such as electric motors and radios, that produce electric and magnetic fields are utilized extensively throughout the world and also within our Resorts. These fields are generally no greater than you would experience in any urban environment or may be exposed through common household appliances such as vacuum cleaners and hair dryers.



### DISNEY WILD ABOUT SAFETY® TIPS

As Timon and Pumbaa would say, "Watch over your herd!" Download the Disney Wild About Safety mobile app or visit [www.disneywildaboutsafety.com](http://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.





## Future World East

- Spaceship Earth** Presented by Siemens **FP+** Explore the history of innovations from the Stone Age to the Digital Age. **Mobility Access:** Enter through the exit on RIGHT or LEFT.
- Project Tomorrow: Inventing the Wonders of the Future** Discover challenging games and engaging displays in an interactive play area for all ages.
- Ellen's Energy Adventure** Take a multimedia romp through time and Ellen DeGeneres' subconscious. **45 minutes.** **Mobility Access:** See a Cast Member for transfer information.
- Mission: SPACE** Presented by HP **FP+** Experience NASA-style training with a simulated space launch. Join the Orange Team for an intense journey or the Green Team for a milder mission. *Expectant mothers should not ride.* **Mobility Access:** Transfer Device available. See a Cast Member for additional information.
- Advanced Training Lab** Further your astronaut training in this interactive play area. **Mobility Access:** Located at the exit of the Mission: SPACE Attraction. Guests wishing to bypass the Mission: SPACE Attraction may enter through the shop to the left of the attraction.
- Test Track** Presented by Chevrolet **FP+** Create your own virtual concept vehicle and put it through the paces on the exhilarating hills, hairpin turns and straight-aways of the Test Track circuit. **Mobility Access:** Transfer Practice Vehicle available. Contact a Cast Member for assistance.
- Innoventions** A vibrant pavilion featuring fun games, interactive exhibits and activities for all ages. Experience the power of a weather event at Stormstruck presented by FLASH or create a happier, healthier world at Habit Heroes presented by Florida Blue and Anthem Blue Cross and Blue Shield.
- The Sum of All Thrills** Presented by Raytheon Uncover your inner engineer as you design and customize your own thrill ride! **Mobility Access:** Enter through main entrance. See a Cast Member for boarding requirements.
- Disney Phineas and Ferb: Agent P's World Showcase Adventure** Search for clues with Perry the Platypus to defeat Dr. Doofenshmirtz before he takes over World Showcase. *Interactive adventure. At your own pace. Additional starting points at International Gateway. Look for 59 on the map.*
- Taste Track** Specialty grilled cheese sandwiches, soup, salad and beer.
- Electric Umbrella** Hosted by Coca-Cola Angus burgers, flatbreads and freshly tossed salads.
- Mouse Gear** One-stop shopping destination for Disney Character gifts and Park souvenirs.
- "Discover The Cranberry" Bog** Hosted by Ocean Spray Craisins Brand Dried Cranberries
- Master of the Roast & Future World Coffee Cart** Hosted by Joffrey's
- Craft Beers**
- Festival Center Wine Shop; Stockpot Shop**
- The Chocolate Experience: From Bean to the Bar** Hosted by Ghirardelli Chocolate Company

## Future World West

- Epcot Character Spot** Meet Mickey and his pals in this cartoon setting!
- The Seas with Nemo & Friends** Ride alongside characters from Disney•Pixar's "Finding Nemo" then surround yourself with thousands of real sea creatures at the Undersea Observation Deck at SeaBase.

## LEGEND

### Symbols on Map

- Amenities**
- Restrooms
- Accessible Restrooms
- Companion Restrooms
- First Aid\* Presented by Florida Hospital
- EpiPen (epinephrine) Auto-Injector
- 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
- Assistive Listening
- Park Information**
- Character Greetings

- Disney Vacation Club® Information Center
- Tips and Show Times
- Kidcot Fun Stops
- IllumiNations Viewing for Guests with Disabilities
- Leave A Legacy Locator
- FastPass+ kiosks available in English, Spanish and Portuguese.
- Disney Visa® Card Sign-up Booth
- \*Emergency services available by calling 911.

### Symbols in List

- Attraction/Show Considerations**
- FP+** FastPass+ experience
- S** 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

- Must transfer to standard wheelchair, and then to ride vehicle**
- RC** Reflective Captioning
- SL** Sign Language (available Fridays)
- AED** Automated External Defibrillators
- Devices Available at Guest Relations**
- AL** Assistive Listening
- HC** Handheld Captioning
- CC** Video Captioning
- AD** Audio Description
- Shopping**

### Dining

- All dining locations listed accept the Disney Dining Plan unless otherwise noted.
- R** Reservations recommended. Call 407-WDW-DINE (939-3463).
- B** - Breakfast
- D** - Dinner
- L** - Lunch
- S** - Snack
- \$** = \$14.99 and less per adult
- \$\$** = \$15-\$29.99 per adult
- \$\$\$** = \$30-\$59.99 per adult
- See [www.disneydiningpricinginfo.com](http://www.disneydiningpricinginfo.com) for pricing details.

### 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.

## World Showcase

- Mexico**
- Gran Fiesta Tour Starring The Three Caballeros** Discover the sights of Mexico and the antics of three feathered amigos on this boat ride. **Mobility Access:** Follow directional signs to designated load area.
- San Angel Inn Restaurante** Authentic Mexican cuisine. Premium margaritas and tequilas.
- La Hacienda de San Angel** Regional Mexican cuisine. Premium margaritas and tequilas.
- La Cantina de San Angel** Nachos, tacos, quesadillas, beer and margaritas.
- La Cava del Tequila** More than 200 tequilas and handcrafted margaritas. *Not on Disney Dining plans.*
- Mexico Marketplace**
- Norway**
- Princess Storybook Dining at Akershus Royal Banquet Hall** Character dining with Disney Princesses. American and Norwegian cuisine.
- Kringla Bakeri Og Kafe** Pastries and sandwiches.
- China**
- Reflections of China** View the places and faces of the world's most populous country in this Circle-Vision 360 film. **14 minutes.**
- Nine Dragons Restaurant** Chinese cuisine, wine and beer.
- Lotus Blossom Café** Egg rolls and orange chicken with rice.
- Joy of Tea** Assorted teas, beverages, ice cream and snacks.
- China Marketplace**
- South Korea**
- Refreshment Cool Post**
- Africa**
- Germany**
- Biergarten Restaurant** Oktoberfest buffet with live entertainment. German cuisine.
- Sommerfest** Bratwurst, potato salad, beer and desserts.
- Karamell-Küche** Featuring Werther's Original Caramel Freshly made caramel corn, caramel covered apples and strawberries.
- Brewer's Collection**
- Germany Marketplace**
- Poland**
- Italy**
- Tutto Italia Ristorante** Pasta and fine Italian specialties.
- Tutto Gusto Wine Cellar** Italian wines and imported cheeses. *Not on Disney Dining plans.*
- Via Napoli Ristorante e Pizzeria** Italian pastas, wood-fired pizzas, Piatti alla Parmigiana and tiramisù.
- Italy Marketplace**
- The American Adventure** Explore the past and future of America through film, music and Audio-Animatronics. **30 minutes.** **Mobility Access:** See a Cast Member at entrance for access to second floor.
- Liberty Inn** Hosted by Coca-Cola Regional American cuisine featuring Angus burgers, steak, chicken and freshly tossed salads.
- American Adventure Coffee Cart** Hosted by Joffrey's
- Fife & Drum Tavern**

- Hops & Barley**
- Block & Hans** Assorted wines including Festival Chardonnay and Festival Cabernet Sauvignon.
- Japan**
- Teppan Edo** Steak, seafood and chicken-grilled in front of you by Teppan Chefs.
- Tokyo Dining** Sushi, bento box, grilled items and traditional Japanese cuisine.
- Katsura Grill** Teriyaki combinations, udon noodles, sushi and curry. **Mobility Access:** Guests can access the Katsura Grill via the pathway behind the Pagoda.
- Kabuki Cafe** Shaved ice, sushi snacks, Japanese beer and cold beverages.
- Japan Marketplace**
- Festival Boutique**
- Morocco**
- Restaurant Marrakesh** Beef, lamb and chicken dinners with a live belly dancing show.
- Tangerine Café** Chicken and lamb shawarma, wraps and salads.
- Spice Road Table** Featuring Mediterranean specialty entrees, small plates, wine, beer and organic sangria.
- Morocco Marketplace**
- Belgium**
- Brazil**
- France**
- Impressions de France** Experience the grandeur and charm of the French countryside through film. **20 minutes.** **Mobility Access:** Enter through LEFT side of the entrance hallway.
- Chefs de France** Parisian-style brasserie.
- Monsieur Paul** French fine dining. **Mobility Access:** Accessible by elevator. Ask for assistance at the entrance of Chefs de France.
- Les Halles Boulangerie-Pâtisserie** Artisan breads, sandwiches, pastries and baked goods.
- L'Artisan des Glaces** House-made ice cream and sorbets.
- France Marketplace**
- International Gateway**
- Disney Phineas and Ferb: Agent P's World Showcase Adventure** Search for clues with Perry the Platypus to defeat Dr. Doofenshmirtz before he takes over World Showcase. *Interactive adventure. At your own pace. Additional starting point at Future World East. Look for 9 on the map.*
- World Traveler Merchandise Package Pickup.**
- United Kingdom**
- Rose & Crown Pub & Dining Room** U.K. favorites including steak, shepherd's pie, and corned beef. British ales, lagers and stouts.
- Yorkshire County Fish Shop** Fish and chips, beverages and beer.
- Ireland**
- Showcase Coffee Cart** Hosted by Joffrey's
- Canada**
- O Canada!** View the very best Canada has to offer in this Circle-Vision 360 film. **14 minutes.**
- Le Cellier Steakhouse** Steaks, pasta and seafood.
- Canada Marketplace**