TIPS & INFORMATION

Guest Relations Please visit Guest Relations located east of Spaceship Earth for:

- Questions and Concerns
- Ticket UpgradesSeparated 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 hóspedes 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. You can also download the Shop Disney Parks mobile app to search for and purchase authentic Walt Disney World® Resort merchandise.

Merchandise Package Delivery and

Member for more details.

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

Dining

Dining Reservations Table-Service restaurants book quickly, so please make reservations through the My Disney Experience app, at disneyworld.com/dine, by calling 407-WDW-DINE (939-3463), or for additional assistance 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 vary 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 *disneymickey* check.com. For special dietary needs, please see a Restaurant Cast Member upon arrival.



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

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

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 • To get to **Disney's Hollywood Studios®**, walk, take a FriendShip Boat from International
- Gateway or take a Bus located outside the front of the Park. • To get to **Disney Springs**™ between the hours of 4:00pm-11:00pm, take a Bus located outside the front of the Park. At all other times, take a Bus to any *Disney Resort* hotel, and
- then another Bus to Disney Springs. • 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
- To get to all other **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.

Restrooms and Companion Restrooms Restrooms at the Theme Parks, designated

by (), offer facilities designed for access by Guests with mobility disabilities. Companionassisted restroom facilities, designated by 5.41. are also available at various locations in each Theme Park. Theme Park First Aid locations, designated by
, have facilities with additional space and privacy for individuals who may need assistance from a member of their party with their personal care needs. Companion Restrooms are located at:

- East of Spaceship Earth Future World East & West
- The Land
- Showcase Plaza Refreshment Port
- Norway
- Germany
- The American Adventure Morocco

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 (1 & 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. Disnev'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].

Accessibility information and accommodations for the following locations: Water Parks Guest Services locations at Disney's Typhoon Lagoon Water Park and Disney's

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

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.



The official mobile app that's the one-stop shop for your

Download it for FREE today*.



You can also visit MyDisneyExperience.com on your mobile browser. Wi-Fi is available in most areas.

Wallability 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 15, get your parent's permission first. It is up picket purchases not available to residents of all countries. "Valid Theme Park admission and online registration required. Disnoy Fast/Pass+tattactions and enterfainment experiences, the number of selections you can make and availabilish arrival without are limited.

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MOBILITY 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.

Park Hopping Options

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.

 Stroller & Wheelchair Rental Shop to the east of Spaceship Earth

International Gateway

Complimentary Amenities and Services for use at the Park

Rental Locations

Wheelchair Replacement Location • Heritage Manor Gifts - at The American Adventure

Companion Restrooms

More Options

Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served

See map inside for locations indicated with & |

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

those around you.

Park your device in safe locations clear from

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.

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 (a) Utilizes Disney's Handheld 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

bridge from Future World to World Showcase.

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

For additional information about Theme Park services

and options, please visit Guest Relations. You may

also obtain information, including parade & show

Guest Relations See map inside for locations.

Guest Relations i See map inside for location.

neck loop at specific attractions.

into Disney's Handheld Device.

Amenities available for \$25 refundable deposit.

Device to display text at select attractions.

Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and

DISABILITIES

Device to amplify sound through headphones or induction

Handheld Captioning HC Utilizes Disney's Handheld

Theater Captioning Many theater-type attractions now

Video Captioning © Caption-ready monitors designated

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

Assistive Listening 1990 Utilizes Disney's Handheld

Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.

Sign Language Interpretation • Available at *Epcot*® on times and details about restaurant menus, by calling Fridays, Schedules are available at Guest Relations that list specific interpreted show times for all Walt Disney World

> 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].

Please keep your speed to the walking speed of

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

walkways and stairs.

Evacuation

Transfers

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.

Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.

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.

SERVICE ANIMALS

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.

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.

Mission: SPACE®

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.

407-827-7935

- Test Track[®] Presented by Chevrolet[®] • Soarin'®

Guests with service animals should check with a host for attraction and boarding information at the following attractions:

- Spaceship Earth
- Innoventions[®]
- Disney & Pixar Short Film Festival

Service Animal Relief Areas 🏂

- Future World East: next to restrooms behind Mouse Gear • Future World West: next to Imagination! restrooms
- United Kingdom: right of restrooms
- Between the Outpost and Germany

Kennel For information and reservations, call 877-493-9738.

Please contact a Cast Member for information and assistance.

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.

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 disneywildaboutsafety.com for more safety tips and



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



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FUTURE WORLD EAST

- 1 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.
- 2 Project Tomorrow: Inventing the Wonders of the Future & Discover challenging games and engaging displays in an interactive play area for all ages.
- 3 Ellen's Energy Adventure 🔊 💆 🏗 🖜 Take a multimedia romp through time and Ellen DeGeneres' subconscious at Universe of Energy. 45 minutes. Mobility Access: See a Cast Member for transfer information.
- 4 Mission: SPACE® FP+ ↑ 44"/112 cm.

 ⑤ CC ← Experience NASA-style training with a simulated space launch. Join the Orange Team for an intense journey A 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.
- 5 Advanced Training Lab & Further your astronaut training in this interactive play area.
- 6 Test Track® Presented by Chevrolet® FP+ [] † 40"/102 cm. 💰 🚾 🎨 Create your own virtual concept vehicle and put it through the paces on the exhilarating hills, hairpin turns and straightaways of the Test Track circuit. Mobility Access: Transfer Practice Vehicle available. Contact a Cast Member for
- 7 Innoventions® & MC D) Explore the wonderful world of COLORTOPIA™ presented by Glidden®. Mobility Access: See a Cast Member for information
- Electric Umbrella Hosted by Coca-Cola® LD \$ Angus burgers, flatbreads and seasonal salads.
- Mouse Gear One-stop shopping destination for Disney Character gifts and Park souvenirs.

FUTURE WORLD WEST

- 10 **Epcot Character Spot** (b) The perfect place to meet favorite nals and new friends
 - **NEW! Baymax** Your personal health care companion from "Bia Hero 6"!
 - **NEW!** Joy and Sadness Adventurous emotions from "Inside Out
- Mickey, Minnie and Goofy FP+ All in one fun spot. 11 The Seas with Nemo & Friends® FP+ 🔊 🖟 🖼 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.
- 12 NEW! Turtle Talk With Crush FP+ & M Visit with Crush, Dory and some of her new friends from Disney • Pixar's "Finding Dory" as they engage in real time Q-and-A with their human friends
- 13 NEW! Soarin'® FP+ ↑ 40"/102 cm. (≰) 💋 🚾 🕸 Soar high in the sky and feel the wind race across your face during a hang-gliding flight across the globe.

- 14 Living with the Land Presented by Chiquita® FP+ 30-5 (FIC) Sail through the greenhouses of The Land to see ninepound lemons and more!
- 15 The Circle of Life (b) 15 HC (b) Learn about conservation in this film featuring commentary from Timon and Pumbaa of "The Lion King." 20 minutes.
- 16 Journey Into Imagination With Figment FP+ & HC Follow Figment on this whimsical open-house tour of the Imagination Institute.
- 17 ImageWorks & Explore, experience and create in this interactive play area.
- 18 NEW! Disney & Pixar Short Film Festival FP+ 6 2 (HC) CC AED Animation fans of every age can experience beloved Disney and Pixar animated shorts like never before at this new 4-D
- 19 Fountain View S \$ Starbucks® Espresso, Artisan breakfast sandwiches, and house-made Disney pastries.
- 20 Coral Reef Restaurant 13 LD \$\$ Seafood, steak and more.
- **Y1 21 Sunshine Seasons BLD \$** Breakfast plates, pastries. seasonal soups, salads, sandwiches, desserts and wood-fired
- 22 Chip 'n' Dale's Harvest Feast at The Garden Grill Hosted by Smucker's® B \$\$ LD \$\$\$ Family-style Character Dining with Chip 'n' Dale and Friends. American Cuisine.
- 23 The Gift Stop
 - Merchandise Package Pickup, Located near the main entrance.
- 24 Art of Disney
- Collectibles, including framed artwork, sculptures and prints.
- 25 Club Cool Hosted by Coca-Cola® Exclusive Coca-Cola merchandise and complimentary samples of soft drinks from around the world.

SHOWCASE PLAZA

- 26 Refreshment Port LD \$ Croissant doughnuts, chicken nuggets, ice cream and beverages.
- **27** Promenade Refreshments LD \$ Desserts and beverages.

WORLD SHOWCASE

28 MEXICO

- **Gran Fiesta Tour Starring The Three Caballeros** FIGURE 1 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.
- **Early 2017 Choza Tequila \$** Frozen margaritas and classic Mexican snacks. Not on Disney dining plans.
- San Angel Inn Restaurante 🔑 🕡 LD \$\$ Authentic Mexican cuisine. Premium margaritas and tequilas.
- La Hacienda de San Angel 10 D \$\$ Regional Mexican cuisine. Premium margaritas and tequilas.

- La Cantina de San Angel LD \$
 - Nachos, tacos, empanadas, beer and margaritas.
- La Cava del Tequila \$ More than 200 tequilas and handcrafted margaritas. Not on Disney dining plans.
- 29 NORWAY
 - NEW! Meet Anna and Elsa at Royal Sommerhus & Meet Anna and Elsa, the beloved sisters of Arendelle.
 - NEW! Frozen Ever After FP+ (A) HC (D) Board a wooden Viking ship and sail through the fantastical world of "Frozen." Mobility Access: Transfer Device available. See a Cast Member for additional information.
- Princess Storybook Dining at Akershus Royal Banquet Hall BLD \$\$\$ Character dining with Disney Princesses. American and Norwegian cuisine.
- Kringla Bakeri Og Kafe S \$ Pastries and sandwiches.
- CHINA
 - Reflections of China (b) (Fig. 1) View the places and faces of the world's most populous country in this Circle-Vision 360
- Nine Dragons Restaurant 1 LD \$\$ Chinese cuisine, wine and beer.
- Lotus Blossom Café LD \$ Egg rolls, orange chicken and rice bowls.
- Jov of Tea S \$
- Assorted teas, beverages, ice cream and snacks. GERMANY
- Biergarten Restaurant (3 L \$\$ D \$\$\$ 🕅 Oktoberfest buffet with live entertainment. German cuisine.
- **Sommerfest LD** \$ Bratwurst, potato salad, beer and desserts.
- ▲ Karamell-Küche Featuring Werther's® Original Caramel Freshly
- made caramel corn, caramel covered apples and strawberries.
- 32 ITALY
- Tutto Italia Ristorante C LD \$\$ Pasta and fine Italian specialties.
- Tutto Gusto Wine Cellar LDS \$
- Italian wines and imported cheeses. Not on Disney dining plans. Via Napoli Ristorante e Pizzeria 13 LD \$\$ Italian
- pastas, wood-fired pizzas, Piatti alla Parmigiana and tiramisù 33 THE AMERICAN ADVENTURE
- The American Adventure & M HC D 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® LD \$ Regional American Cuisine featuring Angus burgers, chicken or pork sandwiches and salad.
- Fife & Drum Tavern LD \$ Turkey legs, frozen beverages and hard soda.
- Block & Hans S \$ Craft beer and pretzels

- 34 JAPAN
- Teppan Edo C LD \$\$ Hibachi Chefs grill tableside steaks, seafood and chicken. Sake, wine and specialty drinks.
- Tokyo Dining 1 LD \$\$
 - Lamb chops, black cod, lobster tempura and sushi favorites.
- Katsura Grill LD \$ Ramen, udon noodle bowls, shrimp, curry and sushi. Mobility Access: Guests can access the Katsura Grill via the pathway behind the Pagoda.
- Kabuki Cafe S \$
 - Shaved ice, sushi snacks, Japanese beer and cold beverages.
- 35 ★ MOROCCO
- Restaurant Marrakesh D LD \$\$
- Beef, lamb and chicken dinners with a live belly dancing show.
- Tangierine Café LD \$
- Chicken and lamb shawarma, wraps and salads.
- Spice Road Table **(i)** LD **\$** Featuring Mediterranean specialty entrées, small plates, wine, beer and organic sangria.
- 36 FRANCE
 - Impressions de France & M Experience the grandeur and charm of the French countryside through film. 20 minutes. Mobility Access: Enter through LEFT side of the entrance hallway.
- Thefs de France LD \$\$
- Casual French café. Onion soup, filet mignon and crème brûlée.
- Les Vins des Chefs de France \$ French wines, beer and frozen slushes.
- Crepes des Chefs de France \$ \$ Homemade crepes, soft-serve ice cream and specialty coffees.
- Monsieur Paul (1) D \$\$\$\$ Inventive twist on classic French cuisine with extensive wine list. Mobility Access: Accessible by
- elevator. Ask for assistance at the entrance of Chefs de France. Les Halles Boulangerie-Patisserie S \$ French bakery.
- Soups, salads, quiches, baquette sandwiches, pastries and baked goods.
- L'Artisan des Glaces S \$ House-made ice cream, sorbets and ice cream martinis.
- International Gateway
- **37** World Traveler Merchandise Package Pickup.
- 38 WUNITED KINGDOM
- Rose & Crown Pub 5 \$
- Pub fare with British ales, lagers and stouts.
- Rose & Crown Dining Room 1 LD \$\$
- U.K. favorites including steak, shepherd's pie and corned beef. Yorkshire County Fish Shop LD \$
- Fish and chips, beverages and beer.
- 39 CANADA
 - O Canada! (&) MC (D) View the very best Canada has to offer in this Circle-Vision 360 film. 14 minutes. Mobility Access: Enter through path on RIGHT next to Le Cellier Steakhouse.
- Le Cellier Steakhouse 1 LD \$\$\$ Steaks, pasta and seafood.

LEGEND

Symbols on Map

- Amenities †| Restrooms
- Accessible Restrooms (5.4) Companion Restrooms
- First Aid* Presented by Florida Hospital EPIPEN® (epinephrine injection, USP)
- Auto-Injector Automated External Defibrillators
- Guest Relations Baby Care Center Hosted by Huggies®
- Disney PhotoPass® Photographers Memory Maker Sales Center Nikon® Picture Spot Assistive Listening formation Center · · · · Water Transportation

Service Animal Relief Areas

Stroller and Wheelchair Rentals

Smoking Locations

Locker Rentals

ATMs Presented by Chase

- **Park Information** Character Greetings
- FastPass+ kiosks available in English, Spanish and Portuguese. [& IllumiNations Viewing for Guests
- Leave A Legacy Locator
- Kidcot Fun Stops Nation Club®
- **Symbols in List** Attraction/Show Considerations
- **FP+** FastPass+ experience Single Rider Queue
- Physical Considerations **†** Minimum Height Requirement
- May remain in wheelchair/ECV Must transfer from wheelchair/ECV
- Must transfer to standard wheelchair *Emergency services available by calling 911. Must transfer to standard wheelchair. and then to ride vehicle
- Sign Language (available Fridays) Automated External Defibrillators

Devices Available at Guest Relations

- Assistive Listening Handheld Captioning
- CC Video Captioning
- Shopping

Audio Description

- Dining All dining locations listed accept a Disney dining plan unless otherwise noted.
- 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 \$\$\$\$ = over \$60 per adult See 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.