

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. 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 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, 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 a 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 from International Gateway.
- To get to all other ***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).



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:

- East of Spaceship Earth
- Future World East & West
- The Land
- Showcase Plaza - Refreshment Port
- Norway
- 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  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.

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

Select, Reserve, Go, Repeat!

Save time with **Disney FastPass+**



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) 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.	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  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.	Assistive Listening  Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. Handheld Captioning  Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. Video Captioning  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">• Stroller & Wheelchair Rental Shop to the east of Spaceship Earth• International Gateway	Guest Relations  See map inside for locations.	Guest Relations  See map inside for location.
Complimentary Amenities and Services for use at the Park	Wheelchair Replacement Location <ul style="list-style-type: none">• Heritage Manor Gifts - at The American Adventure Companion Restrooms See map inside for locations indicated with 	Stationary Braille Maps 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 to World Showcase.	Reflective Captioning  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.
More Options	Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served basis at the rental location. Must be 18 years of age or older to rent ECVs. RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis and may only be used in the Park where they are rented. Your ECV will be held if you wish to leave and return to the same Park.	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. Sign Language Interpretation  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	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.	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. <ul style="list-style-type: none">• <i>Mission: SPACE</i>®• <i>Test Track</i>® Presented by Chevrolet®• <i>Soarin</i>®	

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, "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.



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+ HC** 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 HC** Take a multimedia romp through time and Ellen DeGeneres' subconscious. **45 minutes. Mobility Access:** See a Cast Member for transfer information.
- Mission: SPACE FP+ 44"/112 cm. CC AED** 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.
- Test Track Presented by Chevrolet FP+ 40"/102 cm. CC AED** 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 HC** 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 and explore the wonderful world of COLORTOPIA™ presented by Glidden. **Mobility Access:** See a Cast Member at each exhibit.
- The Sum of All Thrills 48"/122 cm. CC** 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 CC** 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 and Italy.*
- Electric Umbrella Hosted by Coca-Cola LD \$** Angus burgers, flatbreads and freshly tossed salads.
- Mouse Gear** One-stop shopping destination for Disney Character gifts and Park souvenirs.

Future World West

- Epcot Character Spot** The perfect place to meet favorite pals and new friends.
Mickey, Minnie and Goofy FP+ All in one fun spot.
NEW! Baymax Your personal health care companion from "Big Hero 6!"
NEW! Joy and Sadness Adventurous emotions from "Inside Out."

- The Seas with Nemo & Friends FP+ HC** 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.
- NEW! Turtle Talk With Crush FP+ 41** 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.
- NEW! Soarin FP+ 40"/102 cm. CC AED** Soar high in the sky and feel the wind race across your face during a hang-gliding flight across the globe.
- Living with the Land Presented by Chiquita FP+ HC** Sail through the greenhouses of The Land to see nine-pound lemons and more!
- The Circle of Life RC** Learn about conservation in this film featuring commentary from Timon and Pumbaa of "The Lion King." **20 minutes.**
- Journey Into Imagination With Figment FP+ HC AED** Follow Figment on this whimsical open-house tour of the Imagination Institute.
- ImageWorks** Explore, experience and create in this interactive play area.
- Disney & Pixar Short Film Festival FP+ RC CC AED** Animation fans of every age can experience beloved Disney and Pixar animated shorts like never before at this new 4D cinema attraction.
- Fountain View S \$** Starbucks® Espresso, Artisan breakfast sandwiches, and house-made Disney pastries.
- Coral Reef Restaurant LD \$ \$ \$** Seafood, steak and more.
- Sunshine Seasons BLD \$** Pastries, rotisserie chicken, slow-roasted pork chop, seasonal soups, salads, sandwiches and desserts.
- Chip 'n' Dale's Harvest Feast at The Garden Grill Hosted by Smucker's B \$ \$ \$ LD \$ \$ \$** Character dining with Chip 'n' Dale and friends. American cuisine.
- The Gift Stop** Merchandise Package Pickup. Located near the main entrance.
- Art of Disney** Collectables, including framed artwork, sculptures and prints.
- Club Cool Hosted by Coca-Cola** Exclusive Coca-Cola merchandise and complimentary samples of soft drinks from around the world.

Showcase Plaza

- Refreshment Port LD \$** Snacks, desserts and beverages.
- Promenade Refreshments LD \$** Hot dogs, soft-serve ice cream and beer.

World Showcase

- Mexico**
Gran Fiesta Tour Starring The Three Caballeros HC 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 AED LD \$ \$ Authentic Mexican cuisine. Premium margaritas and tequilas.
La Hacienda de San Angel D \$ \$ Regional Mexican cuisine. Premium margaritas and tequilas.
La Cantina de San Angel LD \$ Nachos, tacos, quesadillas, beer and margaritas.
La Cava del Tequila S More than 200 tequilas and handcrafted margaritas. *Not on Disney dining plans.*
- Norway**
NEW! Royal Sommerhus Meet Anna and Elsa, the beloved sisters of Arendelle.
NEW! Frozen Ever After FP+ HC 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 RC View the places and faces of the world's most populous country in this Circle-Vision 360 film. **14 minutes.**
- Nine Dragons Restaurant LD \$ \$** Chinese cuisine, wine and beer.
- Lotus Blossom Café LD \$** Egg rolls and orange chicken with rice.
- Joy of Tea S \$** Assorted teas, beverages, ice cream and snacks.
- Germany**
Biergarten Restaurant 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.
- Italy**
Tutto Italia Ristorante 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 LD \$ \$ Italian pastas, wood-fired pizzas, Piatti alla Parmigiana and tiramisù.
- 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 LD \$** Regional American cuisine featuring Angus burgers, steak, chicken and freshly tossed salads.
- Fife & Drum Tavern LD \$** Turkey legs, frozen beverages and hard soda.
- Block & Hans S \$** Craft beer and pretzels.
- Japan**
Teppan Edo LD \$ \$ Steak, seafood and chicken—grilled in front of you by Teppan Chefs.
- Tokyo Dining LD \$ \$** Sushi, bento box, chicken and traditional Japanese cuisine.
- Katsura Grill LD \$** Teriyaki combinations, udon noodles, sushi and curry. **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.
- Morocco**
Restaurant Marrakesh 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 LD \$** Featuring Mediterranean specialty entrées, small plates, wine, beer and organic sangria.
- France**
Impressions de France RC 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 LD \$ \$** Parisian-style brasserie.
- Monsieur Paul R D \$ \$ \$** French fine dining. **Mobility Access:** Accessible by elevator. Ask for assistance at the entrance of Chefs de France.
- Les Halles Boulangerie-Pâtisserie S \$** Artisan breads, sandwiches, pastries and baked goods.
- L'Artisan des Glaces S \$** House-made ice cream and sorbets.
- International Gateway**
World Traveler Merchandise Package Pickup.
- United Kingdom**
Rose & Crown Pub S \$ \$ Pub fare with British ales, lagers and stouts.
- Rose & Crown Dining Room LD \$ \$** U.K. favorites including steak, shepherd's pie and corned beef.
- Yorkshire County Fish Shop LD \$** Fish and chips, beverages and beer.
- Canada**
O Canada! RC 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 LD \$ \$ \$** Steaks, pasta and seafood.

LEGEND

- ### Symbols on Map
- #### Amenities
- Restrooms
 - Accessible Restrooms
 - Companion Restrooms
 - First Aid* Presented by Florida Hospital
 - EpiPen® (epinephrine injection) Auto-Injector
 - AED Automated External Defibrillators
 - Guest Relations
 - Baby Care Center Hosted by Huggies®

- Service Animal Relief Areas
- Smoking Locations
- ATMs Presented by Chase
- Stroller and Wheelchair Rentals
- Locker Rentals
- Disney PhotoPass® Photographers
- Memory Maker Sales Center
- Nikon® Picture Spot
- Assistive Listening

- ### Park Information
- Character Greetings
 - FastPass+ kiosks available in English, Spanish and Portuguese.
 - IllumiNations Viewing for Guests with Disabilities
 - Leave A Legacy Locator
 - Kidcot Fun Stops
 - Disney Vacation Club® Information Center

- ### 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
 - Must transfer to standard wheelchair, and then to ride vehicle

- Reflective Captioning
- Sign Language (available Fridays)
- AED Automated External Defibrillators
- Devices Available at Guest Relations
 - Assistive Listening
 - Handheld Captioning
 - Video Captioning
 - Audio Description
- Shopping

- ### Dining
- All dining locations listed accept a Disney dining plan unless otherwise noted. 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.

- ### 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.

*Emergency services available by calling 911.