

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™** 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 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

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. Open daily until 7:00pm. 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 through the *My Disney Experience* app, at disneyworld.com/dine, or 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 disneymickeycheck.com. For special dietary needs, please see a restaurant Cast Member upon arrival.

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.

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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.

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.

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.

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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.

My Disney Experience

The official mobile app

that's the one-stop shop for your *Walt Disney World®* vacation!

Download it for FREE today*.
*App includes products for purchase.

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

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 for users of all countries. **Valid Theme Park admission and online registration required. Disney FastPass+ and Disney Dining Plan are trademarks of Disney. Disney and the Disney logo are registered trademarks of Disney. ©Disney 2016. All rights reserved. Disney MMPLUS-16-50186

GUIDE FOR GUESTS WITH DISABILITIES



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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.

Rental Locations

- Stroller & Wheelchair Rental Shop to the east of Spaceship Earth
- International Gateway

Complimentary Amenities and Services for use at the Park

Wheelchair Replacement Location

- Heritage Manor Gifts - at The American Adventure

Companion Restrooms

See map inside for locations indicated with

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.

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.

Please contact a Cast Member for information and assistance.

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

Magnetic Fields Common equipment, such as electric motors and radios, that produce electric and magnetic fields are utilized extensively throughout the world and also within our Resorts.

These fields are generally no greater than you would experience in any urban environment or may be exposed through common household appliances such as vacuum cleaners and hair dryers.

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

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

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.

Guest Relations See map inside for location.

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Reflective Captioning

Available at many theme-type attractions, utilizing LED display to project desire 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 name tag.

Sign Language Interpretation

Available at *Epcot* on Fridays. Schedules are available at Guest Relations that list specific interpreted show times for all *Walt Disney World* Theme Parks.

For future visits to request confirmation of our interpreter 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 407-827-5171 [TTY].

HEARING DISABILITIES

Assistive Listening

Utilizes Disney's Handheld Device to amplify sound through headphones or neck loop at specific attractions.

Handheld Captioning

Utilizes Disney's Handheld Device to display text at select attractions.

Video Captioning

Caption-ready monitors designed with a "CC" symbol can be activated by remote control built into Disney's Handheld Device.

Amenities available for \$25 refundable deposit.

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Available at many theme-type attractions, utilizing LED display to project desire captions onto a panel positioned in front of you. See a Cast Member at the attraction for assistance.

Written Aids

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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 at Universe of Energy. **45 minutes.** **Mobility Access:** See a Cast Member for transfer information.
- Mission: SPACE®** **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.
- 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 straightaways of the *Test Track* circuit. **Mobility Access:** Transfer Practice Vehicle available. Contact a Cast Member for assistance.
- Innoventions®** 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 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.
- NEW! Baymax** Your personal health care companion from "Big Hero 6"!
- NEW! Joy and Sadness** Adventurous emotions from "Inside Out."
- Mickey, Minnie and Goofy** **FP+** All in one fun spot.
- 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.
- NEW! Turtle Talk With Crush** **FP+** 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+** Soar high in the sky and feel the wind race across your face during a hang-gliding flight across the globe.

LEGEND

Symbols on Map

Amenities
 Restrooms
 Accessible Restrooms
 Companion Restrooms
 First Aid* Presented by Florida Hospital
 EpiPen® (epinephrine injection, USP)
 Auto-Injector
 Automated External Defibrillators
 Guest Relations

Park Information

Baby Care Center Hosted by Huggies®
 Service Animal Relief Areas
 FastPass+ kiosks available in English, Spanish and Portuguese.
 Restrooms
 Accessible Restrooms
 Companion Restrooms
 First Aid* Presented by Florida Hospital
 EpiPen® (epinephrine injection, USP)
 Auto-Injector
 Automated External Defibrillators
 Guest Relations

Symbols in List

Attraction/Show Considerations
FP+ FastPass+ experience
 Single Rider Queue
 Physical Considerations
 IllumiNations Viewing for Guests with Disabilities
 Leave a Legacy Locator
 Kidcot Fun Stops
 Disney PhotoPass® Photographers
 Memory Maker Sales Center
 Nikon® Picture Spot
 Assistive Listening
 Water Transportation

Devices Available at Guest Relations

Reflective Captioning
 Sign Language (available Fridays)
 Automated External Defibrillators
 Assistive Listening
 Handheld Captioning
 Video Captioning
 Audio Description

Dining

All dining locations listed accept a Disney dining plan unless otherwise noted. Reservations recommended. Call 407-WDW-DINE (939-3463).
R - 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 7 years old must be accompanied by a person age 16 or older. For your safety while on attractions, remain seated with hands, 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 or neck problems, motion sickness or other conditions that could be aggravated by this adventure. Expect others should not ride.

- Living with the Land** Presented by Chiquita® **FP+** Sail through the greenhouses of The Land to see nine-pound lemons and more!
- The Circle of Life** Learn about conservation in this film featuring commentary from Timon and Pumbaa of "The Lion King." **20 minutes.**
- Journey Into Imagination With Figment** **FP+** Follow Figment on this whimsical open-house tour of the Imagination Institute.
- ImageWorks** Explore, experience and create in this interactive play area.
- NEW! Disney & Pixar Short Film Festival** **FP+** Animation fans of every age can experience beloved Disney and Pixar animated shorts like never before at this new 4D cinema attraction.

- Princess Storybook Dining at Akershus Royal Banquet Hall** Character dining with Disney Princesses. American and Norwegian cuisine.
- Kringla Bakeri Og Kafe** **S \$** Pastries and sandwiches.
- Reflections of China** View the places and faces of the world's most populous country in this Circle-Vision 360 film. **14 minutes.**

- Coral Reef Restaurant** Seafood, steak and more.
- Sunshine Seasons** **BLD \$** Pastries, chicken, pork chops, seasonal soups, salads, sandwiches and desserts.
- Chip 'n' Dale's Harvest Feast at The Garden Grill** Hosted by Smucker's® Family-style 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 \$** Chicken nuggets, desserts and beverages.
- Promenade Refreshments** **LD \$** Hot dogs, soft-serve ice cream and beer.

WORLD SHOWCASE

- 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.
- 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.

- La Cava del Tequila** More than 200 tequilas and handcrafted margaritas. *Not on Disney dining plans.*
- NORWAY** **NEW!** Meet Anna and Elsa at Royal Sommerhus Meet Anna and Elsa, the beloved sisters of Arendelle.
- Teppan Edo** Hibachi Chefs grill tableside steaks, seafood and chicken. Sake, wine and specialty drinks.
- Tokyo Dining** Lamb chops, black cod, lobster tempura and sushi favorites.
- Katsura Grill** Ramen, udon noodle bowls, shrimp, curry and sushi. **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.
- MOROCCO** Restaurant Marrakesh Beef, lamb and chicken dinners with a live belly dancing show.
- Tangerine Cafe** Chicken and lamb shawarma, wraps and salads.
- Spice Road Table** Featuring Mediterranean specialty entrées, small plates, wine, beer and organic arugula.
- 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** Casual French café. Onion soup, filet mignon and crème brûlée.
- Monsieur Paul** 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** French bakery. Soups, salads, quiches, baguette sandwiches, pastries and baked goods.
- L'Artisan des Glaces** House-made ice cream, sorbets and ice cream martinis.
- INTERNATIONAL GATEWAY**
- World Traveler** Merchandise Package Pickup.
- UNITED KINGDOM** Rose & Crown Pub Pub fare with British ales, lagers and stouts.
- Rose & Crown Dining Room** U.K. favorites including steak, shepherd's pie and corned beef.
- Yorkshire County Fish Shop** Fish and chips, beverages and beer.
- CANADA** O Canada! 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** Steaks, pasta and seafood.