

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 Gästebetreuung 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.

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.
- To get to ***Downtown Disney*® Area** or ***Disney's Typhoon Lagoon Water Park***, take a Bus to any *Walt Disney World* Resort Hotel, and then another Bus to the *Downtown Disney* Area.
- To get to ***Disney's Blizzard Beach Water Park***, take a Bus to any *Walt Disney World* Resort Hotel, and then another Bus to the Park.
- To get to ***Disney's Yacht & Beach Club Resorts***, ***Disney's BoardWalk Resort*** or the ***Walt Disney World Swan and Dolphin Hotels***, walk or take a FriendShip Boat from International Gateway.
- To get to all other ***Walt Disney World Resort Hotels***, take a Bus located outside the front of the Park.



Should your vehicle become disabled while at the *Walt Disney World* Resort, complimentary towing is provided from 7:00am until one hour after the last Park closes by contacting the AAA Car Care Center at 407-824-0976. After hours, contact a Security Cast Member or call 407-560-7959.



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 West & East
- The Land - *Soarin*®
- Showcase Plaza - Refreshment Port
- Germany
- American Adventure
- Morocco
- Norway

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 Resort* and *Disney's Contemporary Resort*.

Beyond Epcot®

Resorts/Special Reservations *Walt Disney World* 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.

Downtown Disney® Guest Relations locations at *Downtown Disney* Marketplace and *Downtown Disney* West Side.

Don't Forget Your Times Guide! Pick up the weekly 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 for fireworks preparation.

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Wi-Fi is available in most areas.
Some attractions and shows may have limited availability.

GUIDE FOR GUESTS WITH DISABILITIES

Epcot

TEST TRACK
PRESENTED BY CHEVROLET®



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* on your mobile browser.

Show the world your Disney Side



#DISNEYSIDE

	Mobility Disabilities	Visual Disabilities	Hearing Disabilities
Guest Amenities Available for Rent or Deposit	Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from 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 with no additional charge.	Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park. 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 left 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">• Germany – Karamelle-Küche 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 near Duffy the Disney Bear.	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. NO RESERVATIONS ACCEPTED. 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.	<h2>Service Animals</h2> <p>Trained service animals must remain on a leash or in a harness at all times. Cast Members are not able to take control of the service animal. Guests with service animals should follow the same attraction entrance procedures as Guests using wheelchairs.</p> <p>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.</p> <ul style="list-style-type: none">• <i>Mission: SPACE</i>® Attraction• <i>Test Track</i>® Attraction• <i>Soarin</i>® Attraction• <i>The Sum of All Thrills</i>™ Attraction <p>Guests with service animals should check with a host for attraction and boarding information at the following attractions:</p> <ul style="list-style-type: none">• Spaceship Earth• <i>Innoventions</i>® Pavilion• Captain EO <p>Service Animal Relief Areas </p> <ul style="list-style-type: none">• Future World West: next to Imagination! restrooms• Future World East: next to restrooms behind MouseGear• United Kingdom: right of restrooms• Norway: left across from area restrooms <p>Kennels For information and reservations, call 877-493-9738.</p>	

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." Visit Guest Relations to receive your very own safety tip cards or visit 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 Explore the history of communications, from the Stone Age to the computer age. **Mobility Access:** Enter through the exit on RIGHT or LEFT.
 - 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 112 cm. 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® 102 cm. 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 additional information.
 - Innoventions East & West** Imagine and invent in two pavilions housing interactive games and exhibits. **Mobility Access:** Enter through main entrance. See a Cast Member for boarding requirements.
 - The Sum of All Thrills™** Presented by Raytheon® 122 cm. Innoventions East: Uncover your inner engineer as you design and customize your own thrill ride!
 - Disney Phineas and Ferb: Agent P's World Showcase Adventure** Search for clues throughout World Showcase to thwart Dr. Doofenshmirtz's evil plots. *Interactive adventure. At your own pace. Additional starting points at International Gateway, Italy and Norway. Look for 39 on the map.*
- 9 Electric Umbrella** **LD \$** Angus burgers, chicken and freshly tossed salads. *Hosted by Coca-Cola®.*
- 10 MouseGear** One-stop shopping destination for Disney Character gifts and Park souvenirs.

Future World West

- Epcot Character Spot** Meet Mickey and his pals in this cartoon setting!
- The Seas with Nemo & Friends®** Frolic with a cast of undersea characters in this attraction based on Disney•Pixar's "Finding Nemo."
- Turtle Talk With Crush** Engage in a real time Q-and-A with your favorite totally tubular turtle.
- Soarin'®** 102 cm. Take flight as you hang glide above the breathtaking vistas of California.

- Living with the Land** Presented by Chiquita® Sail through the greenhouses of The Land Pavilion 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** Follow Figment on this whimsical open-house tour of the Imagination Institute.
 - Captain EO** Join Michael Jackson as he and his space crew bumble, sing and dance through a 3-D cosmic crusade. 18 minutes.
 - ImageWorks** Explore, experience and create in this interactive play area. **Mobility Access:** Located at the exit of Journey Into Imagination With Figment. For Guests wishing to bypass the attraction, you may enter the "What If" Labs through the merchandise shop to the left of the attraction.
- 20 Fountain View** **\$ \$** Starbucks® Espresso, Artisan breakfast sandwiches, and house-made Disney pastries.
- 21 Coral Reef Restaurant** **R LD \$ \$** Seafood, steaks and more.
- 22 Sunshine Seasons** **BLD \$** Seasonal soups, salads, sandwiches and desserts.
- 23 Chip 'n Dale's Harvest Feast at The Garden Grill** **R D \$ \$ \$** Character dining with Chip 'n Dale and friends. American cuisine. *Hosted by Smucker's®.*
- 24 Art of Disney** Collectibles including framed artwork, sculptures and Vinylmation™ Figures.
- 25 Club Cool** Exclusive Coca-Cola merchandise and complimentary samples of soft drinks from around the world. *Hosted by Coca-Cola.*
- 26 The Gift Shop** Merchandise Package Pickup. Located near the main entrance.

Showcase Plaza

- Duffy the Disney Bear** Meet Mickey's world traveling teddy bear!
- Refreshment Port** **LD \$** Fried shrimp, ice cream and frozen drinks.
- Promenade Refreshments** **LD \$** Hot dogs, pretzels, soft-serve ice cream and beer.

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** **R LD \$ \$** Authentic Mexican cuisine. Premium margaritas and tequilas.
- La Hacienda de San Angel** **R D \$ \$** Regional Mexican cuisine. Premium margaritas and tequilas.
- La Cantina de San Angel** **LD \$** Nachos, tacos, quesadillas, beer and margaritas.
- La Cava del Tequila** **\$** More than 120 tequilas and handcrafted margaritas. *Not on Disney Dining Plans.*
- 31 Norway**
Maelstrom Take a mysterious boat ride through Scandinavian seascapes. 5-minute film finale. **Mobility Access:** Transfer Device available. See a Cast Member for additional information.
- Princess Storybook Dining at Akershus Royal Banquet Hall** **R BLD \$ \$ \$** Character dining with Disney Princesses. American and Norwegian cuisine.
- Kringla Bakeri Og Kafe** **\$ \$** Pastries and sandwiches.
- 32 China**
Reflections of China View the places and faces of the world's most populous country in this Circle-Vision film. 14 minutes.
- Nine Dragons Restaurant** **R LD \$ \$** Chinese cuisine, wine and beer.
- Lotus Blossom Café** **LD \$** Egg rolls and orange chicken with rice.
- 33 Germany**
 Biergarten Restaurant **R L \$ \$ D \$ \$ \$** Oktoberfest buffet with live entertainment. German cuisine.
- Sommerfest** **LD \$** Bratwurst, potato salad, beer and desserts.
- Karamell-Küche** Freshly made caramel corn, caramel covered apples and strawberries. *Made with Werther's® Original Caramel.*
- 34 Italy**
 Tutto Italia Ristorante **R 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** **R LD \$ \$** Italian pastas, wood-fired pizzas, Piatti alla Parmigiana and tiramisù.
- 35 The American Adventure**
The American Adventure Explore the past and future of America through film, music and Audio-Animatronics®. 30 minutes. **Mobility Access:** See Cast Member at entrance for access to second floor.
- Liberty Inn** **LD \$** Angus burgers, hot dogs, chicken, steak and freshly tossed salads. *Hosted by Coca-Cola.*
- Fife & Drum Tavern** **LD \$** Turkey legs, frozen beverages and beer.

- 36 Japan**
 Teppan Edo **R LD \$ \$** Steak, seafood and chicken – grilled in front of you by Teppan Chefs.
- Tokyo Dining** **R LD \$ \$** Sushi, bento box, grilled items, 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** **\$ \$** Shaved ice, sushi snacks, Japanese beers and cold beverages.
- 37 Morocco**
 Restaurant Marrakesh **R LD \$ \$** Beef, lamb and chicken dinners with a live belly dancing show.
- Tangerine Café** **LD \$** Chicken and lamb shawarma, wraps and salads.
- Coming Soon! Spice Road Table** **LD \$** Moroccan small plates and specialty beverages featuring regional flavors from the Mediterranean. *Not on Disney Dining Plans.*
- 38 France**
 Impressions de France Experience the grandeur and charm of the French countryside through film. 20 minutes. **Mobility Access:** Enter through LEFT side of entrance hallway.
- Chefs de France** **R LD \$ \$** Onion soup, filet mignon and crème brûlée.
- Monsieur Paul** **R D \$ \$ \$** Roasted duck, seafood and soufflés. **Mobility Access:** Accessible by elevator. Ask for assistance at the entrance of Chefs de France.
- Les Halles Boulangerie & Patisserie** **\$ \$** Fresh baguette sandwiches, pastries and baked goods.
- L'Artisan des Glaces** **\$ \$** Artisanal ice cream and sorbets.
- International Gateway**
39 Disney Phineas and Ferb: Agent P's World Showcase Adventure Search for clues throughout World Showcase to thwart Dr. Doofenshmirtz's evil plots. *Interactive adventure. At your own pace. Additional starting point at Future World East. Look for 8 on the map.*
- 40 World Traveler** Merchandise Package Pickup.
- 41 United Kingdom**
 Rose & Crown Pub & Dining Room **R L \$ D \$ \$** Steaks, fish and ale.
- Yorkshire County Fish Shop** **LD \$** Fish and chips, beverages and ale.
- 42 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** **R LD \$ \$ \$** Steaks, pasta and seafood.

Be Thoughtful and Courteous Help us make everyone's day enjoyable by showing common courtesy to fellow Guests. Abide by all safety warnings, codes of conduct and notices. Do not use profanity or engage in unsafe, illegal or offensive behavior. Proper attire, including shoes and shirts, must be worn at all times. The use of inline skates, skates, skateboards, bicycles, two wheel scooters or Segways™ is prohibited.

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.

LEGEND

- Symbols on Map**
- Amenities**
- Restrooms
 - Accessible Restrooms
 - Companion Restrooms
 - First Aid Presented by Florida Hospital
 - Guest Relations
 - 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 Spots
- 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

- Symbols in List**
- Attraction/Show Considerations**
- FASTPASS® Service
 - Single Rider Queue
 - Physical Considerations
 - Minimum Height Requirement
 - May remain in wheelchair/ECV
 - Must transfer from wheelchair/ECV
 - Must transfer to standard wheelchair, and then to ride vehicle

- May be frightening for children
- Automated External Defibrillators
- Reflective Captioning
- Sign Language
- Devices Available at Guest Relations**
- Assistive Listening
- Handheld Captioning
- Video Captioning
- Audio Description
- Shopping

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