

## TIPS & INFORMATION



### Guest Relations

Please visit Guest Relations located inside the Park entrance 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

At *Disney's Hollywood Studios*<sup>®</sup>, you can explore specialty shops that are filled with the magic of movies, music and more. Commemorate your day as a star with keepsakes from Tower Hotel Gifts, authentic movie memorabilia or souvenirs from a galaxy far, far away.

### Merchandise Package Delivery and Pickup

Instead of carrying your purchases all day, have them delivered to Oscar's Super Service near the Park entrance 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 *Walt Disney World*<sup>®</sup> Resort Hotel. See a *Merchandise Cast Member* for more details.

### Dining

#### Dining Reservations

Table-Service restaurants book quickly, so please make reservations at [www.disneyworld.com/dine](http://www.disneyworld.com/dine), by calling 407-WDW-DINE (939-3463), or by visiting any Guest Relations location. *Reservations must be cancelled at least one day prior or a per person cancellation charge may be incurred (charge varies by location).*

#### Mickey Check

Look for the Mickey Check on menus throughout the *Walt Disney World* Resort for kids' meals and other items that meet Disney Nutrition Guidelines. For more information, please visit [www.disneymickeycheck.com](http://www.disneymickeycheck.com). For special dietary needs, please see a restaurant manager or chef.

#### Payment Options

*Walt Disney World* Resort accepts Disney's Visa<sup>®</sup> Cards, Visa<sup>®</sup>, MasterCard<sup>®</sup>, Discover<sup>®</sup>, American Express<sup>®</sup>, Diners Club<sup>®</sup> and JCB<sup>®</sup>.

**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 ***Disney's Hollywood Studios*** parking lot, take a Parking Tram located outside the front of the Park.
- To get to ***Magic Kingdom***<sup>®</sup> Park or ***Disney's Animal Kingdom***<sup>®</sup> Theme Park, take a Bus located outside the front of the Park.
- To get to ***Epcot***<sup>®</sup>, take a Bus or a FriendShip Boat located outside the front of the Park.
- To get to ***Disney's Yacht & Beach Club Resorts***, ***Disney's BoardWalk Resort*** or the ***Walt Disney World Swan and Dolphin Hotels***, take a FriendShip Boat located outside the front of the Park.
- To get to all other ***Walt Disney World Resort Hotels***, take a Bus located outside the front of the Park.
- To get to the ***Downtown Disney***<sup>®</sup> 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.



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:

- Fantasmic! Theater, Sunset Boulevard
- *Rock 'n' Roller Coaster*<sup>®</sup>, Sunset Boulevard
- The Twilight Zone Tower of Terror<sup>™</sup>, Sunset Boulevard
- Area near *Star Tours*<sup>™</sup>—The Adventures Continue, Echo Lake
- Studio Catering Co. Restrooms
- *Lights, Motors, Action!*<sup>®</sup> *Extreme Stunt Show*<sup>®</sup> Theater, Streets of America
- *Toy Story Midway Mania!*<sup>®</sup>, Pixar Place

**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.

**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** 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.

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

## BEYOND DISNEY'S HOLLYWOOD STUDIOS<sup>®</sup>

**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**<sup>®</sup> Area Guest Relations locations at *Downtown Disney*<sup>®</sup> Marketplace and *Downtown Disney*<sup>®</sup> 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 and other entertainment offerings.



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You can also visit [MyDisneyExperience.com](http://MyDisneyExperience.com) on your mobile browser.

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



## GUIDE FOR GUESTS WITH DISABILITIES

# Disney's HOLLYWOOD STUDIOS<sup>®</sup>



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.<br><b>Park Hopping Options</b> If you plan to visit more than one Park on the same day, retain your deposit ticket from the first Park. You will be able to obtain a replacement wheelchair or ECV the same day, if available, at the next Park with no additional charge.  | <b>Braille Guides</b> Printed in Braille and large print text to provide an overview of the Theme Park.<br><b>Audio Description</b> Utilizes <i>Disney's Handheld Device</i> to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu.<br>Amenities available for \$25 refundable deposit.   | <b>Assistive Listening</b> Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions.<br><b>Handheld Captioning</b> Utilizes <i>Disney's Handheld Device</i> to display text at select attractions.<br><b>Video Captioning</b> Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into <i>Disney's Handheld Device</i> .<br>Amenities available for \$25 refundable deposit.  |
| Rental Location  | • Oscar's Super Service inside Main Entrance   | Guest Relations  See map inside for location.   | Guest Relations  See map inside for location.  |
| Complimentary Amenities and Services for use at the Park | <b>Wheelchair Replacement Locations</b><br>• At Tatoonie Traders - near <i>Star Tours</i> <sup>™</sup> —The Adventures Continue<br>• The Writer's Stop - Next to Sci-Fi Dine-In Theater Restaurant<br><b>Companion Restrooms</b><br>See map inside for locations indicated with .  | <b>Stationary Braille Maps</b> Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located near the Guest Relations Lobby and Guest Information Board at the intersection of Hollywood Boulevard and Sunset Boulevard.  | <b>Reflective Captioning</b> Available at many theater-type attractions, utilizing LED display to project desired captions onto a panel positioned in front of you. See a Cast Member at the attraction for assistance.<br><b>Written Aids</b> Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.   |
| More Options   | <b>Electric Conveyance Vehicles (ECVs)</b> Limited number available on a first-come, first-served basis at the rental location.<br>Must be 18 years of age or older to rent ECVs.<br>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.<br><b>Sign Language Interpretation</b> Available at <i>Disney's Hollywood Studios</i> <sup>®</sup> on Sundays and Wednesdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i> Theme Parks.<br>For future visits to request confirmation of our interpreted performance schedule OR to request interpretation for other special events and shows, call a minimum of 14 days in advance at 407-824-4321 [voice] or 407-827-5141 [TTY]. |
| Safety in the Park                                       | <b>Mobility Scooters/ECVs</b> Please keep your speed to the walking speed of those around you.<br>Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.<br>Park your device in safe locations clear from walkways and stairs.<br><b>Evacuation</b> In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance.<br><b>Transfers</b> Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer. | <b>Service Animal Restrictions</b> Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please inquire with a Cast Member about available options including a Rider Switch with a member of your party or a portable kennel.<br>• <i>Rock 'n' Roller Coaster</i> <sup>®</sup> Starring Aerosmith<br>• The Twilight Zone Tower of Terror <sup>™</sup><br>• <i>Star Tours</i> <sup>®</sup> —The Adventures Continue | <b>Service Animal Relief Areas</b><br>• Streets of America: behind Studio Backlot Tour<br>• Echo Lake: Next to ABC Sound Studio restrooms<br>• In the courtyard of First Aid<br><b>Kennels</b> For information and reservations, call 877-493-9738.  |

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<sup>®</sup> 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](http://www.disneywildaboutsafety.com) for more safety tips and fun games.



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



Get live wait times and GPS-enabled maps when you download the FREE My Disney Experience app today!

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

### HOLLYWOOD BOULEVARD

- 1 **The Great Movie Ride®** FP+ Journey into some of Hollywood's most famous films. 22 minutes. **Mobility Access:** A Cast Member will provide direction in the pre-show area.
- 2 **The Hollywood Brown Derby** **LD \$\$\$** The famous Brown Derby Cobb salad, steak, seafood, chicken and desserts.
  - **The Hollywood Brown Derby Lounge** **LD \$** Beer, wine, specialty cocktails and small bites.
- 3 **Oscar's Super Service Package Pickup.**
- 4 **Mickey's of Hollywood** Disney Character gifts and Park souvenirs.
- 5 **Keystone Clothiers** Men's and women's fashion and accessories.
- 6 **Adrian & Edith's Head to Toe** Embroidery personalization on hats, apparel, towels and engraving.

### ECHO LAKE

- 7 **The American Idol Experience** FP+ Be a part of this exciting daily competition!
  - 7a **Audition and Perform!**
  - 7b **Watch, Cheer and Vote!** 25 minutes. See Times Guide.
- 8 **Indiana Jones™ Epic Stunt Spectacular!** FP+ Cheer on Indy and Marion as they perform amazing stunts and demonstrate movie-making magic. 30 minutes. See Times Guide. ©Disney/Lucasfilm Ltd.
- 9 **Star Tours®—The Adventures Continue** FP+ 40"/102 cm. Feel the power of the Force during a 3-D, motion-simulated space flight. ©2014 Lucasfilm Ltd. & TM. ©Disney/Lucasfilm Ltd. **Mobility Access:** See a Cast Member for Transfer Access Seat and transfer information.
- 10 **Hollywood & Vine** **D \$\$\$** Casual family buffet. American cuisine. *Breakfast hosted by Kellogg's®.*
  - **Disney Junior Play 'n Dine** **B \$\$\$ L \$\$\$** Character buffet with some of your Disney Junior pals. American cuisine.
- 11 **Tune-In Lounge** **\$** Full bar with beer, beverages and specialty cocktails.

- 12 **50's Prime Time Café** **LD \$\$** Pot roast, meatloaf and fried chicken. *Hosted by Coca-Cola®.*
- 13 **Min and Bill's Dockside Diner** **LD \$** Specialty sandwiches.
- 14 **Oasis Canteen** **S \$** Funnel cakes and soft-serve ice cream.
- 15 **Backlot Express** **LD \$** Angus burgers, salads, sandwiches and chicken breast nuggets. *Hosted by Coca-Cola.*
- 16 **Tatooine Traders** *Star Wars™* inspired toys and apparel, plus personalized build-your-own Lightsabers and Droids.

### STREETS OF AMERICA

- 17 **Muppet★Vision 3D** FP+ Experience the magic of the Muppets in this 3-D extravaganza. 25 minutes. ©The Muppets Studio, LLC.
- 18 **Honey, I Shrank the Kids Movie Set Adventure** Climb, crawl and explore a bug-sized world at this interactive play area.
- 19 **Lights, Motors, Action!® Extreme Stunt Show®** Presented by Brawny® FP+ Watch film professionals as they perform high-octane stunts and reveal special effects secrets. 38 minutes. See Times Guide.
- 20 **Studio Backlot Tour** Go behind the scenes to see how special effects in movies are made. 35 minutes.
- 21 **Pizza Planet Arcade** **LD \$** Pizza, salads, meatball subs and beer.
- 22 **Mama Melrose's Ristorante Italiano** **LD \$\$** Brick-oven pizza, pasta, chicken, seafood and steak.
- 23 **Studio Catering Co.** **LD \$** Sandwiches, wraps and salads.
- 24 **High Octane Refreshments** **\$** Full bar with beer, beverages and specialty cocktails.
- 25 **The Writer's Stop** Coffee, espresso, muffins, pastries and more.

### COMMISSARY LANE

- 26 **Sci-Fi Dine-In Theater Restaurant** **LD \$\$** Angus burgers, sandwiches, seafood, pasta, steaks and chicken.
- 27 **ABC Commissary** **LD \$** Angus burgers, fried seafood platters, chicken sandwiches and salads.

### PIXAR PLACE

- 28 **Toy Story Midway Mania!** FP+ Ride this midway-style, 4-D shootin' game starring your favorite "Toy Story" characters. *Toy Story Midway Mania! is inspired by Disney•Pixar's "Toy Story" films.*
- 29 **Hey Howdy Hey Take Away** **S \$** Hot dogs, ice cream and frozen carbonated beverages.

### MICKEY AVENUE

- 30 **The Legend of Captain Jack Sparrow** An immersive, adventure in the world of "Pirates of the Caribbean." *Guests will remain standing throughout the experience.*
- 31 **Walt Disney: One Man's Dream** Walk through a multimedia gallery exhibit, and see a film that brings the story of Walt Disney to life. 15 minutes.

### ANIMATION COURTYARD

- 32 **Voyage of The Little Mermaid** FP+ Celebrate the highlights of "The Little Mermaid" in this live show. 15 minutes.
- 33 **The Magic of Disney Animation** See how Disney animators bring your favorite characters to life, learn to draw one yourself, and perhaps meet one in person, too!
- 34 **Disney Junior—Live on Stage!** FP+ Sing, dance and play with Disney Junior pals in this family-friendly stage show. 24 minutes. ©The Baby Einstein Company, LLC.
- 35 **Animation Gallery** Collectibles including hand painted animation cels, sculptures, Vinylmation Figures, framed artwork and prints.

### SUNSET BOULEVARD

- 36 **Beauty and the Beast—Live on Stage** FP+ Experience the romantic fairy tale of the Beast in this lavish Broadway-style musical! 30 minutes. See Times Guide.
- 37 **Rock 'n' Roller Coaster® Starring Aerosmith Presented by Hanes®** FP+ 148"/122 cm. Blast off in a stretch limousine through the freeways of Los Angeles to the rockin' tunes of Aerosmith. **Mobility Access:** Transfer Access Vehicle and Transfer Practice Vehicle available. See a Cast Member for transfer information.
- 38 **The Twilight Zone Tower of Terror™** FP+ 40"/102 cm. Take a thrilling ride into the Twilight Zone aboard a haunted elevator. **Mobility Access:** See a Cast Member for transfer information. The Twilight Zone® is a registered trademark of CBS, Inc. and used with permission pursuant to a license from CBS, Inc. ©Disney/CBS, Inc.
- 39 **Fantasmic!** FP+ Watch the power of dreams blaze before you in this musical show with stunning pyrotechnics and water projections. 30 minutes. See Times Guide. **Mobility Access:** Please see a Cast Member at the entrance of the standard queue for direction.
- 40 **Starring Rolls Cafe** **BL \$** Pastries, sandwiches, sushi and coffee.
  - Sunset Ranch Market**
  - 41 **Toluca Legs Turkey Co.** **LD \$** Smoked turkey legs.
  - 42 **Anaheim Produce** **S \$** Fresh fruit, pretzels, frozen lemonade and margaritas. *Hosted by Ocean Spray® Craisins® brand.*
  - 43 **Rosie's All-American Café** **LD \$** Angus burgers, vegetarian burgers and chicken breast nuggets.
  - 44 **Catalina Eddie's** **LD \$** Caesar salads, pizzas and deli sandwiches.
  - 45 **Fairfax Fare** **BLD \$** House-smoked chicken and ribs, hot dogs and salads.
  - 46 **Hollywood Scoops** **S \$** Sundaes and hand-dipped ice cream cones.
  - 47 **Sweet Spells** Handmade sweet treats like caramel apples, crispy treats, cotton candy and cake pops.

**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.

**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.

### LEGEND

- Symbols on Map**
- 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
- Symbols in List**
- Attraction/Show Considerations**
- 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
- Other Symbols:**
- Stroller and Wheelchair Rentals
  - Locker Rentals
  - Service Animal Relief Areas
  - Disney PhotoPass™ Photographers
  - Nikon® Picture Spots
  - May remain in wheelchair/ECV
  - Guest Relations
  - Park Information
  - Character Greetings
  - Disney Vacation Club® Information Center
  - MyMagic+ service center
  - FastPass+ kiosks
- Other Symbols:**
- 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.
- 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.