

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 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

At *Disney's Hollywood Studios*®, 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.

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 www.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 *Disney's Hollywood Studios parking lot*, take a Parking Tram located outside the front of the Park.
- To get to *Magic Kingdom® Park* or *Disney's Animal Kingdom® Theme Park*, take a Bus located outside the front of the Park.
- To get to *Epcot®*, take a Bus or a FriendShip Boat located outside the front of the Park.
- To get to the *Downtown Disney® Area*, take Resort Transportation to any *Disney Resort* hotel, and then another Bus to the *Downtown Disney Area*.
- To get to *Disney's Typhoon Lagoon Water Park* before 2:00pm, take Resort Transportation to any *Disney Resort* hotel, and then a Bus to the *Downtown Disney Area* and *Disney's Typhoon Lagoon Water Park*. After 2:00pm, take a Bus to *Epcot*, then take a Bus to *Disney's Typhoon Lagoon Water Park*.
- To get to *Disney's Blizzard Beach Water Park*, take Resort Transportation to any *Disney Resort* hotel, and then a Bus to *Disney's Blizzard Beach Water Park*.
- 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 located outside the front of the Park.
- To get to all other *Disney Resort* hotels, take a Bus located outside the front of the Park.

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 *Disney 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, by calling 407-WDV-DINE (939-3463), or by visiting any Guest Relations location. *Reservations must be canceled 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. **For special dietary needs, please see a restaurant manager or chef.**

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.

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®*, Sunset Boulevard
- The Twilight Zone Tower of Terror™, Sunset Boulevard
- Area near *Star Tours®*—The Adventures Continue, Echo Lake
- Studio Catering Co. Restrooms
- *Lights, Motors, Action!® Extreme Stunt Show®* Theater, Streets of America
- *Toy Story Midway Mania!®*, 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.

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.

BEYOND DISNEY'S HOLLYWOOD STUDIOS®

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*.

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

Select, Reserve, Go, Repeat!

Save time with **DisneyFastPass+**



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! **FP+**

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



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. 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 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	Wheelchair Replacement Locations <ul style="list-style-type: none">• At Tatooine Traders - near <i>Star Tours®</i>—The Adventures Continue• The Writer's Stop - Next to Sci-Fi Dine-In Theater Restaurant 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 near the Guest Relations Lobby and Guest Information Board at the intersection of Hollywood Boulevard and Sunset Boulevard.	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>Disney's Hollywood Studios®</i> 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. 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>Rock 'n' Roller Coaster®</i> Starring Aerosmith• The Twilight Zone Tower of Terror™• <i>Star Tours®</i>—The Adventures Continue	Guests with service animals should check with a host for attraction and boarding information at the following attractions: <ul style="list-style-type: none">• <i>The Great Movie Ride®</i>• <i>Toy Story Midway Mania!®</i> Service Animal Relief Areas <ul style="list-style-type: none">• Streets of America: near Studio Catering Co.• Echo Lake: Next to ABC Sound Studio restrooms• In the courtyard of First Aid Kennel 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® TIPS

As Timon and Pumbaa would say, "Don't wait too late to hydrate!" Download the Disney Wild About Safety mobile app 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.



FP+ RESERVE ACCESS TO SOME OF YOUR MUST-DO FUN!

Select up to three FastPass+ experiences by visiting a FastPass+ kiosk identified on the map with FP+. Once you redeem your initial selections, return for information about availability and selecting additional experiences.

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



*** "FROZEN" SUMMER FUN OFFERINGS ***



ENTERTAINMENT

- "Frozen" Royal Welcome
- For the First Time in Forever: A "Frozen" Sing-Along Celebration
- Olaf's Summer Cool Down
- "Coolest Summer Ever" Dance Party
- "Frozen" Fireworks Spectacular



***** "FROZEN" ROYAL WELCOME**
Welcome Anna, Elsa, Kristoff and Olaf as they make their way down Hollywood Boulevard.
Special Merchandise offerings available.



PHOTO OPPORTUNITIES

- Near Park entrance by the "Frozen" Sculpture
- Near Echo Lake

See Times Guide for Show Times and additional information.

#FROZENSUMMER

HOLLYWOOD BOULEVARD

- The Great Movie Ride®** Presented by Turner Classic Movies **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.
- The Trolley Car Café** **S \$** Starbucks® Espresso, Artisan breakfast sandwiches, and house-made Disney pastries.
- 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.
- Oscar's Super Service Package Pickup.**
- Mickey's of Hollywood** Disney Character gifts and Park souvenirs.
- Adrian & Edith's Head to Toe** Embroidery personalization on hats and towels.
- Keystone Clothiers** Men's and women's fashion and accessories.

ECHO LAKE

- For the First Time in Forever: A "Frozen" Sing-Along Celebration** **FP+** Join Anna, Elsa and the newly-appointed royal historians of Arendelle. 30 minutes.
- 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.
- Star Tours®—The Adventures Continue** **FP+** Feel the power of the Force during a 3-D, motion-simulated space flight. **Mobility Access:** See a Cast Member for Transfer Access Seat and transfer information. ©2015 Lucasfilm Ltd. & TM. ©Disney/Lucasfilm Ltd.
- Hollywood & Vine** **D \$\$\$** Casual family buffet. American cuisine. *Breakfast hosted by Kellogg's®.*
 - Disney Junior Play 'n Dine** **D B \$ L \$\$\$** Character buffet with some of your Disney Junior pals. American cuisine.
- Tune-In Lounge** **\$** Full bar with beer, beverages and specialty cocktails.

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.

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

STREETS OF AMERICA

- Muppet★Vision 3D** **FP+** Experience the magic of the Muppets in this 3-D extravaganza. 25 minutes. ©The Muppets Studio, LLC.
- Lights, Motors, Action!® Extreme Stunt Show®** **FP+** Watch film professionals as they perform high-octane stunts and reveal special effects secrets. 38 minutes. See Times Guide.
- Honey, I Shrunk the Kids Movie Set Adventure** Climb, crawl and explore a bug-sized world at this interactive play area.
- High Octane Refreshments** **\$** Full bar with beer, beverages and specialty cocktails.
- Studio Catering Co.** **LD \$** Sandwiches, wraps and salads.
- Mama Melrose's Ristorante Italiano** **LD \$\$** Brick-oven pizza, pasta, chicken, seafood and steak.
- Pizza Planet** **LD \$** Pizza, salads, meatball subs and beer.
- The Writer's Stop** Gourmet coffee, muffins, pastries and more.

COMMISSARY LANE

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

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.

PIXAR PLACE

- 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.
- Hey Howdy Hey Take Away** **S \$** Hot dogs and frozen carbonated beverages.

MICKEY AVENUE

- 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

- Voyage of The Little Mermaid** **FP+** Celebrate the highlights of "The Little Mermaid" in this live show. 15 minutes.
- 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! 15 minutes.
- 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.
- Animation Gallery** Collectibles, including hand-painted animation cels, sculptures, sketches, framed artwork and prints.

SUNSET BOULEVARD

- 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.
- Rock 'n' Roller Coaster® Starring Aerosmith** Presented by Hanes® **FP+** 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.

LEGEND

SYMBOLS ON MAP Amenities

- Restrooms
- Accessible Restrooms
- Companion Restrooms
- First Aid* Presented by Florida Hospital
- 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 Spot
- May remain in wheelchair/ECV
- Park Information**
- Character Greetings
- Disney Vacation Club® Information Center
- MyMagic+ service center
- FastPass+ kiosks available in English, Spanish and Portuguese.

*Emergency services available by calling 911.

SYMBOLS IN LIST Attraction/Show Considerations

- FP+** FastPass+ experience
- Single Rider Queue
- Physical Considerations
- Minimum Height Requirement
- May be frightening for children
- 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 Sundays and Wednesdays)
- Automated External Defibrillators

Devices Available at Guest Relations

- Assistive Listening
- Handheld Captioning
- Video Captioning
- Audio Description
- Shopping**
- Dining**
- All dining locations listed accept the Disney Dining Plan.
- Reservations recommended. Call 407-WDW-DINE (939-3463).
- B** - Breakfast **L** - Lunch
- D** - Dinner **S** - Snack
- \$** = \$14.99 and less per adult
- \$S** = \$15-\$29.99 per adult
- \$\$\$** = \$30-\$59.99 per adult
- See www.disneydiningpricinginfo.com for pricing details.