


Tips & Information

Guest Relations

Please visit Guest Relations, located in City Hall 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。

Merchandise Package Delivery and Pickup

Instead of carrying your purchases all day, have them delivered to the Main Street Chamber of Commerce near the Park entrance and pick them up as you exit the Park. Please allow three hours for delivery to the front of the Park. If you prefer, have your purchases delivered directly to your *Walt Disney World*® 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-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.* For special dietary needs, please see a restaurant manager or chef.

Shopping

Throughout *Magic Kingdom*® Park, you'll find unique shopping experiences: from apparel and toys, to embroidered Mickey Ear hats, to Cinderella Castle and Monorail play sets, you can always remember the magic.

Payment Options

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

- ### 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 **Magic Kingdom Park parking lot**, take a Monorail or Ferryboat to the Transportation and Ticket Center and then a Parking Tram.
 - To get to **Epcot**®, take a Monorail or Ferryboat to the Transportation and Ticket Center and then a Monorail to *Epcot*.
 - To get to **Disney's Hollywood Studios**® or **Disney's Animal Kingdom**® Theme Park, take a Bus located outside the front of the Park.
 - To get to the **Downtown Disney**® Area, take a Bus to any *Walt Disney World* Resort hotel, and then another Bus to the *Downtown Disney* Area.
 - To get to **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 Polynesian Village Resort** or **Disney's Grand Floridian Resort & Spa**, take the Resort Monorail or Watercraft Service.
 - To get to **Disney's Contemporary Resort**, take the Resort Monorail or the designated walking path.
 - For **Disney's Wilderness Lodge**, take Watercraft Service or a Bus. For **Disney's Fort Wilderness Resort & Campground**, take Watercraft Service.
 - For all other *Walt Disney World* Resort hotels, take a Bus located outside the front of the Park.

Accessibility & 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:

- *Pirates of the Caribbean, Adventureland*®
- *Splash Mountain, Frontierland*®
- Near "it's a small world", *Fantasyland*
- Near Pinocchio Village Haus, *Fantasyland*®
- Next to Gaston's Tavern, *Fantasyland*
- Near Casey Jr. Splash 'N' Soak Station, *Fantasyland*
- *Space Mountain, Tomorrowland*®

Auxiliary Entrance Limitations

Some attractions have auxiliary entrances for Guests in wheelchairs or with service animals. 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

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

Following options are available for Guests in wheelchairs or ECVs:

Watercraft

access varies depending on the type of watercraft and existing condition.

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.

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.

Beyond Magic Kingdom® Park

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® Area

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 and parades.



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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.

GUIDE FOR GUESTS WITH DISABILITIES

Magic Kingdom



SEVEN DWARFS MINE TRAIN



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. 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 Disney's Handheld Device. Amenities available for \$25 refundable deposit.
Rental Locations	<ul style="list-style-type: none">• Mickey's Gift Station at the Transportation and Ticket Center (limited quantities and no ECVs)• Wheelchair Rental Shop inside Main Entrance	Guest Relations f <i>See map inside for location.</i>	Guest Relations f <i>See map inside for location.</i>
Complimentary Amenities and Services for use at the Park	Wheelchair Replacement Locations <ul style="list-style-type: none">• Castle Couture in <i>Fantasyland</i>®• Frontier Trading Post• Buzz Lightyear's Space Ranger Spin® Photos Companion Restrooms <i>See map inside for locations indicated with </i>	Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest Relations Lobby and near the Guest Information Board on <i>Main Street, U.S.A.</i>	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 locations. 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 and 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>Magic Kingdom</i> ® Park on Mondays and Thursdays. 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>The Barnstormer</i>®• <i>Big Thunder Mountain Railroad</i>®• <i>Peter Pan's Flight</i>®• <i>Seven Dwarfs Mine Train</i>• <i>Space Mountain</i>®• <i>Splash Mountain</i>® <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">• Prince Charming Regal Carrousel• Stitch's Great Escape!™ <p>Service Animal Relief Areas</p> <ul style="list-style-type: none">• <i>Adventureland</i>®: Adjacent to <i>Pirates of the Caribbean</i>®• <i>Frontierland</i>®: Adjacent to Tom Sawyer Island• <i>Liberty Square</i>: Behind Liberty Tree Tavern• <i>Fantasyland</i>®: Behind <i>The Barnstormer</i>• <i>Tomorrowland</i>®: By <i>Space Mountain</i> Restrooms <p>Kennel For information and reservations, call 877-493-9738.</p>	
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.

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Main Street, U.S.A.

- Walt Disney World® Railroad** to Frontierland® and Fantasyland®. **Mobility Access:** Enter using ramp on RIGHT.
- City Hall** Guest Relations, Information and Lost & Found. **Mobility Access:** Enter using ramp on LEFT.
- Town Square Theater** Meet Mickey Mouse and Tinker Bell! **Mobility Access:** Enter using ramp on RIGHT.
- Sorcerers of the Magic Kingdom** Search for clues throughout the Park to defeat the Disney Villains. *Interactive adventure. At your own pace. Additional starting location in Liberty Square.*
- Harmony Barber Shop** Call to make an appointment. 407-WDW-PLAY (939-7529).
- Tony's Town Square Restaurant** Pastas, seafood and salads. **Mobility Access:** Enter using ramp on RIGHT.
- Main Street Bakery** Starbucks® espresso, Artisan breakfast sandwiches and pastries.
- Plaza Ice Cream Parlor** Hand-scooped ice cream and waffle-bowl sundaes.
- The Plaza Restaurant** Sandwiches, burgers and sundaes.
- Casey's Corner** Specialty hot dogs, French fries and nachos.
- The Crystal Palace, A Buffet with Character** Character buffet. American cuisine. *Breakfast hosted by Kellogg's®. Mobility Access:* Enter using ramp on LEFT.
- Main Street Chamber of Commerce** Merchandise Package Pickup. **Mobility Access:** Enter using ramp on RIGHT.
- Emporium** One-stop shopping destination for Disney Character gifts and Park souvenirs.

ADVENTURELAND

- Swiss Family Treehouse** Explore the treehouse inspired by the classic Disney film.
- The Magic Carpets of Aladdin®** Fly high on a magic carpet above Adventureland.
- Walt Disney's Enchanted Tiki Room** Watch tropical birds and colorful flowers come to life.
- Jungle Cruise®** Set sail on a whimsical cruise through exotic rivers.
- Pirates of the Caribbean®** Embark on a voyage to a time when pirates ruled the seas. **Mobility Access:** See a Cast Member for transfer information.
- A Pirate's Adventure~Treasures of the Seven Seas** Discover mystic treasure in this self-guided quest through Adventureland! *Interactive adventure. At your own pace.*
- Aloha Isle** Frozen Dole Whip and fresh pineapple.

ENTERTAINMENT

- Move It! Shake It! Celebrate It! Street Party
 - Main Street Electrical Parade
 - Wishes nighttime spectacular
 - Celebrate the Magic
 - Disney Festival of Fantasy Parade
- Pick up a Times Guide for more information.

LEGEND

Symbols on Map

- Stroller Rentals
- Wheelchair Rentals
- Locker Rentals
- Service Animal Relief Areas
- Disney PhotoPass™ Photographers
- Memory Maker Sales Center
- Nikon® Picture Spot
- Guest Relations
- ATMs Presented by Chase
- Automated External Defibrillators
- Smoking Locations
- Baby Care Center

- Character Greetings
- Disney Vacation Club® Information Center
- Parade Route

- Sunshine Tree Terrace** Soft-serve ice cream, slushes, cappuccino and espresso.
- Tortuga Tavern** Burritos and taco salads. *Open seasonally.*
- The Pirates League** Transform into a pirate. Ages 3 and up. Call 407-939-2739 to make an appointment. Separately priced experience.

FRONTIERLAND

- Splash Mountain®** Enjoy a thrilling log flume ride based on "Song of the South." **Mobility Access:** See a Cast Member for direction.
- Walt Disney World Railroad** Ride a vintage train to Fantasyland and Main Street, U.S.A.
- Tom Sawyer Island** Brave this Mark Twain-inspired hideaway. **Mobility Access:** Raft portion accessible for Guests using wheelchairs.
- Big Thunder Mountain Railroad®** Ride through a gold-mining town on a runaway train. **Mobility Access:** See a Cast Member for options. Transfer Access Vehicle available.
- Country Bear Jamboree** Have a knee-slappin' time with these singing bears. **Mobility Access:** Enter through door on LEFT.
- Golden Oak Outpost** Chicken breast nuggets, sandwiches and French fries. *Open seasonally.*
- Pecos Bill Tall Tale Inn and Cafe** Burgers, sandwiches and taco salads.
- Westward Ho** Corn dogs, snacks and frozen lemonade.
- Frontier Trading Post** Disney Trading Pins and accessories.

Liberty Square

- Liberty Square Riverboat** Cruise the Rivers of America aboard the Liberty Belle. **Mobility Access:** Enter through exit on RIGHT or LEFT.
- The Hall of Presidents** Behold all the U.S. Presidents on stage together. 22 minutes. **Mobility Access:** Enter through door on RIGHT.
- Haunted Mansion®** Take a spine-tingling tour of this dark, haunted estate. **Mobility Access:** Transfer Access Vehicle available. Contact a Cast Member for additional information.
- The Diamond Horseshoe** Sandwiches and salads. *Open seasonally.*
- Liberty Tree Tavern** Roast turkey, carved beef, sandwiches, salads and stuffing. **Mobility Access:** Enter using ramp on LEFT.
- Sleepy Hollow** Funnel cakes, ice cream and waffle sandwiches.
- Liberty Square Market** Frozen beverages, fruit and snacks.
- Columbia Harbour House** Fish, shrimp, chicken, salads and sandwiches.

Fantasyland

- "it's a small world"®** Take a boat tour around the globe. **Mobility Access:** Enter through designated wheelchair entrance.
- Peter Pan's Flight®** Fly with Peter Pan aboard a magical ship. **Mobility Access:** See a Cast Member for options.
- Mickey's PhilharMagic®** Get swept away in this 3-D movie.
- Prince Charming Regal Carrousel** Ride this classic attraction. **Mobility Access:** See a Cast Member for options.
- Enchanted Tales with Belle** Enjoy an interactive story adventure featuring Belle, Lumiere and possibly even you. **Mobility Access:** See a Cast Member for transfer information.
- Princess Fairytale Hall** Meet Cinderella, Rapunzel and some of your favorite Disney Princesses!
- Fairytale Garden** Encounter a fairytale friend in this garden setting.
- The Many Adventures of Winnie the Pooh** Travel through the Hundred Acre Wood in an oversized Hunny Pot. **Mobility Access:** See a Cast Member for options and transfer information.
- Mad Tea Party** Spin around and around in a giant teacup. **Mobility Access:** Transfer Access Vehicle available.
- Seven Dwarfs Mine Train** Race and rock through a diamond mine on this family coaster. *Expectant mothers should not ride.* **Mobility Access:** Transfer Access Vehicle available.
- Under the Sea~Journey of The Little Mermaid** Descend below the waves for a splashy musical adventure.
- Ariel's Grotto** Meet The Little Mermaid in her retreat under the sea.
- Dumbo the Flying Elephant®** Ride your favorite flying elephant. **Mobility Access:** Transfer Access Vehicle available.
- Casey Jr. Splash 'N' Soak Station** Cool off in this whimsical water play area.
- Pete's Silly Sideshow** Meet some Disney friends under the Big Top!
- Walt Disney World Railroad** to Main Street, U.S.A. and Frontierland.
- The Barnstormer®** Take flight on this thrilling junior roller coaster. *Expectant mothers should not ride.*
- Pinocchio Village Haus** Flatbreads, chicken breast nuggets and salads.
- Cinderella's Royal Table** Character dining with Disney Princesses. American cuisine. **Mobility Access:** Accessible by elevator.
- The Friar's Nook** Artisan macaroni & cheese, hot dogs, potato chips and frozen beverages.

- Storybook Treats** Ice cream.
- Be Our Guest Restaurant** Steak, fish, pork, French onion soup and salads.
- Gaston's Tavern** Cinnamon rolls, pork shanks, carrots and celery, fruit and hummus.
- Cheshire Café** Iced coffee, frozen lemonade and snacks.
- Prince Eric's Village Market** Healthy options including fruit, hummus and snacks. Shaved ice is also available.
- Bibbidi Bobbidi Boutique** Transform into a Disney Princess or a Valiant Knight. Ages 3-12. Call 407-939-7895 to make an appointment. Separately priced experience.
- Big Top Souvenirs** Handmade sweet treats, Disney Character gifts and Park souvenirs.

Tomorrowland

- Tomorrowland Speedway** Take a ride in your very own hot rod.
- Space Mountain®** Blast off on this coaster ride in the dark. **Mobility Access:** See a Cast Member for options.
- Astro Orbiter®** Pilot your own spaceship high above Tomorrowland.
- Tomorrowland Transit Authority PeopleMover** Ride this emission-free mass transit system of the future.
- Walt Disney's Carousel of Progress** Travel through the 20th century to see how technology has improved our way of life.
- Buzz Lightyear's Space Ranger Spin®** Fire lasers to defeat Zurg in this shooting gallery-inspired game. **Mobility Access:** See a Cast Member for transfer information.
- Monsters, Inc. Laugh Floor®** Discover the power of laughter in this live comedy show.
- Stitch's Great Escape!** Interact with a mischievous Stitch in this dark, theater-in-the-round experience. **Mobility Access:** See a Cast Member for transfer information.
- Cosmic Ray's Starlight Café** Burgers, chicken breast nuggets, rotisserie chicken, sandwiches and salads.
- Auntie Gravity's Galactic Goodies** Ice cream, smoothies, sundaes and iced coffee.
- The Lunching Pad** Gourmet hot dogs, pretzels and frozen Coca-Cola.
- Tomorrowland Terrace Restaurant** Burgers, pasta, sandwiches and salads. *Open seasonally.*

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.

Symbols in List

Attraction/Show Considerations

- Guest Relations
- FastPass+ experience
- 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

Must be ambulatory

- 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).
- Breakfast
- Lunch
- Dinner
- Snack
- \$ = \$14.99 and less per adult
- \$\$ = \$15-\$29.99 per adult
- \$\$\$ = \$30-\$59.99 per adult
- See www.disneydiningpricinginfo.com for pricing details.