

TIPS & INFORMATION

Guest Relations

Please visit Guest Relations, located inside 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 hóspedes 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

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. You can also download the Shop Disney Parks mobile app to search for and purchase authentic *Walt Disney World*® Resort merchandise.

Park Rules

To provide a comfortable, safe, and enjoyable experience for our Guests, please comply with Park rules, signs and instructions including:

- All bags are subject to inspection prior to admission.
- Proper attire is required.
- Smoking is allowed only in designated areas.
- Weapons are strictly prohibited.

Additional details and a complete listing of Park rules are available at Guest Relations or disneyworld.com/parkrules.

Leaving the Park? All Guests who wish to leave the Park and return later in the day may do so by presenting their original admission media.

- To get to the ***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 ***Disney Springs*™** between the hours of 4:00pm-11:00pm, take a Bus located outside the front of the Park. At all other times, take a Bus to any *Disney Resort* hotel, and then another Bus to *Disney Springs*.
- To get to **Disney's 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.
- To get to **Disney's Wilderness Lodge**, take Watercraft Service or a Bus located outside the front of the Park. For **Disney's Fort Wilderness Resort & Campground**, take Watercraft Service located outside the front of the Park.
- For all other ***Disney Resort* hotels**, take a Bus located outside the front of the Park.

Ask us about staying at a Disney Resort hotel tonight. Call 407-WDISNEY (934-7639).



ACCESSIBILITY & 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 are options 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.

Don't Forget Your Times Guide! Pick up the Times Guide to get additional information regarding shows, entertainment, operating hours and even character appearances!

- Entertainment, outdoor shows and other Guest offerings are subject to change without notice.
- Theater venues have limited capacity and may fill up before show time. Please ensure your entire party is together prior to entering the facility.
- Some walkways in the Park may close periodically.

BEYOND MAGIC KINGDOM® PARK

Resorts/Special Reservations *Disney Resort* hotels offer special equipment and facilities for Guests with disabilities. For information specific to individual Resorts, please call *Walt Disney World* Resort Special Reservations at 407-939-7807 [voice] or 407-939-7670 [TTY].

Accessibility information and accommodations for the following locations:

- **Water Parks** Guest Services locations at *Disney's Typhoon Lagoon Water Park* and *Disney's Blizzard Beach Water Park*.
- ***Disney Springs*™** Guest Relations location at the Welcome Center at *Disney Springs*™ Town Center.



Download it for FREE today*.

*App includes products for purchase.



The official mobile app
that's the one-stop shop for your
Walt Disney World® vacation!



You can also visit MyDisneyExperience.com on your mobile browser. Wi-Fi is available in most areas.

Availability subject to device limitations and features may vary by device or service provider. Message and data rates may apply. Coverage and app stores not available everywhere. If you're under 18, get your parent's permission first. 1. In-app ticket purchases not available to residents of all countries. ** 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.

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GUIDE FOR GUESTS WITH DISABILITIES

Magic Kingdom®



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

Follow @WDWToday and Tweet with us!

MOBILITY Disabilities

Guest Amenities Available for Rent or Deposit

Wheelchairs and Electric Conveyance Vehicles (ECVs) are available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Park to Park.

Park Hopping Options

If you plan to visit more than one Park on the same day, retain your deposit ticket from the first Park. You will be able to obtain a replacement wheelchair or ECV the same day, if available, at the next Park at no additional charge.

Rental Locations

- Mickey's Gift Station at the Transportation and Ticket Center (limited quantities and no ECVs)
- Wheelchair Rental Shop inside the Main Entrance

Complimentary Amenities and Services for use at the Park

- Wheelchair Replacement Locations**
- Castle Couture in *Fantasyland*®
 - Frontier Trading Post
 - *Buzz Lightyear's Space Ranger Spin*® Photos

Companion Restrooms

See map inside for locations indicated with

More Options

Electric Conveyance Vehicles (ECVs)
Limited number available on a first-come, first-served basis at the rental locations.

Must be 18 years of age or older to rent ECVs.

RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis and may only be used in the Park where they are rented. Your ECV will be held if you wish to leave and return to the same Park.

Safety in the Park

Mobility Scooters/ECVs

Please keep your speed to the walking speed of those around you.

Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.

Park your device in safe locations clear from walkways and stairs.

Evacuation

In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance.

Transfers

Some attractions require Guests to transfer from their wheelchairs to the attraction. Cast Members are not permitted to physically lift Guests in the transfer.

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.

VISUAL Disabilities

Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park.

Portable Tactile Maps Provides a tactile representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format.

Audio Description Utilizes *Disney's Handheld Device* to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. Amenities available for \$25 refundable deposit.

Guest Relations *See map inside for location.*

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 Plaza Ice Cream Parlor.

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.

HEARING Disabilities

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

Handheld Captioning Utilizes *Disney's Handheld Device* 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.

Guest Relations *See map inside for location.*

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.

Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.

Sign Language Interpretation Available at *Magic Kingdom*® Park on Mondays and Thursdays. Schedules are available at Guest Relations that list specific interpreted show times for all *Walt Disney World*® Theme Parks.

For future visits to request confirmation of our 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].

SERVICE ANIMALS

Service animals, defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual with a disability, must be under the control of the owner at all times and should remain on a leash or in a harness. Cast Members are not able to take control of service animals. Guests with service animals should follow the same attraction entrance procedures as Guests using wheelchairs.

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.

- The Barnstormer
- *Big Thunder Mountain Railroad*®
- *Peter Pan's Flight*®
- Seven Dwarfs Mine Train
- *Space Mountain*®
- *Splash Mountain*®

Guests with service animals should check with a host for attraction and boarding information at the following attractions:

- Prince Charming Regal Carrousel
- *Stitch's Great Escape!*™

Service Animal Relief Areas

- *Adventureland*®: Adjacent to *Pirates of the Caribbean*®
- *Frontierland*®: Near *Big Thunder Mountain Railroad*
- Liberty Square: Behind Liberty Tree Tavern
- *Fantasyland*®: Near *Walt Disney World Railroad*
- *Tomorrowland*®: Near *Space Mountain* Restrooms

Kennel For information and reservations, call 877-493-9738.

Please contact a Cast Member for information and assistance.



DISNEY WILD ABOUT SAFETY® TIPS

As Timon and Pumbaa say, "Watch over your herd!" Download the Disney Wild About Safety mobile app or visit 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.

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



- 1 Walt Disney World® Railroad**  
to Frontierland® and Fantasyland®. **Mobility Access:** Enter using ramp on RIGHT.
- 2 City Hall**   Guest Relations, Information and Lost and Found. **Mobility Access:** Enter using ramp on LEFT.
- 3 Sorcerers of the Magic Kingdom**  
Search for clues throughout the Park to defeat the Disney Villains. *Interactive adventure. At your own pace.*
- 4 Harmony Barber Shop**  Call 407-939-7529 to make an appointment. *Separately priced experience.*
- 5 Town Square Theater FP+**  Meet Mickey Mouse and Tinker Bell! **Mobility Access:** Enter using ramp on RIGHT.
-  **6 Tony's Town Square Restaurant**  **LD \$\$**
Italian cuisine, featuring pastas, pizzas and salads.
Mobility Access: Enter using ramp on RIGHT.
-  **7 Main Street Bakery**  Starbucks® espresso, Artisan breakfast sandwiches and house-made Disney pastries.
-  **8 Plaza Ice Cream Parlor** Hosted by Edy's®  **\$**
Hand-scooped ice cream and waffle-bowl sundaes.
-  **9 The Plaza Restaurant**  **LD \$\$**
Sandwiches, burgers and sundaes.
-  **10 Casey's Corner** Hosted by Coca-Cola®  **\$**
Specialty hot dogs and French fries.
-  **11 The Crystal Palace, A Buffet with Character**
 **B \$ LD \$\$** Character buffet. American cuisine.
Breakfast hosted by Kellogg's®. **Mobility Access:** Enter using ramp on LEFT.
-  **12 Main Street Chamber of Commerce** 
Merchandise Package Pickup. **Mobility Access:** Enter using ramp on RIGHT.
-  **13 Emporium** One-stop shopping destination for Disney Character gifts and Park souvenirs.
-  **14 Uptown Jewelers** Featuring Pandora Jewelry Disney figurines and artist sketches.

FRONTIERLAND

- 26** **Splash Mountain®** **FP+** **▲** **♿** 40"/102 cm. **📺**
AED Enjoy a thrilling log flume ride based on "Song of the South." **Mobility Access:** See a Cast Member for direction. Transfer Access Device available.
- 27** **Walt Disney World Railroad** **♿** **📺** **HC**
 to Fantasyland and Main Street, U.S.A.
- 28** **Big Thunder Mountain Railroad®** **FP+** **▲**
♿ 40"/102 cm. **📺** **AED** Ride through a gold-mining town on a runaway train. **Mobility Access:** See a Cast Member for options. Transfer Access Vehicle available.
- 29** **Tom Sawyer Island** **♿** Brave this Mark Twain-inspired hideaway. **Mobility Access:** Raft portion accessible for Guests using wheelchairs.
- 30** **Country Bear Jamboree** **♿** **📺** **RC** Have a knee-slappin' time with these singing bears. **Mobility Access:** Enter through door on LEFT.
- 🍴** **31** **Golden Oak Outpost** **LDS** **\$**
 Chicken breast nuggets. *Open seasonally.*
- 🍴** **32** **Pecos Bill Tall Tale Inn and Cafe** **LD** **\$**
 Nachos, fajitas, burritos and Southwest burgers.
- 🍴** **33** **Westward Ho** **S** **\$** Snacks and frozen lemonade.
- 🍴** **34** **Frontierland Turkey Leg Wagon** **S** **\$** Turkey legs.
- 👜** **35** **Frontier Trading Post**
 Disney Trading Pins and accessories.

ADVENTURELAND®

- 15** **Swiss Family Treehouse**  Explore the treehouse inspired by the classic Disney film.
- 16** **The Magic Carpets of Aladdin® FP+**   Fly high on a magic carpet above *Adventureland*.
- 17** **Jungle Cruise® FP+**   Set sail on a whimsical cruise through exotic rivers.
- 18** **Walt Disney's Enchanted Tiki Room**   Watch tropical birds and colorful flowers come to life.
- 19** **Pirates of the Caribbean® FP+**    Embark on a voyage to a time when pirates ruled the seas. [Mobility Access:](#) See a Cast Member for transfer information.
- 20** **A Pirate's Adventure~Treasures of the Seven Seas**   Discover mystic adventure and collect *Treasure Finder Cards* in this self-guided quest through *Adventureland!* *Interactive adventure. At your own pace. See a Cast Member for assistance.*
-  21** **Sunshine Tree Terrace S \$**
Citrus swirl, slush and snacks.

Symbols on Map

- Amenities**

 - Restrooms
 - Accessible Restrooms
 - Companion Restrooms
 - First Aid* *Presented by Florida Hospital*
 - EpiPen® (epinephrine injection, USP)
 - Auto-Injector
 - Automated External Defibrillators
 - Guest Relations
 - Baby Care Center *Hosted by Huggies®*
 - ATMs *Presented by Chase*
 - Stroller Rentals
 - Wheelchair Rentals
 - Locker Rentals
 - Disney PhotoPass® Photographers
 - Memory Maker Sales Center
 - Nikon® Picture Spot

-  Service Animal Relief Areas
-  Smoking Locations
-  ATMs *Presented by Chase*
-  Stroller Rentals
-  Wheelchair Rentals
-  Locker Rentals
-  *Disney PhotoPass®* Photographers
-  *Memory Maker* Sales Center
-  *Nikon®* Picture Spot

- Character Greetings
- Parade Route
- FastPass+* kiosks available in English, Spanish and Portuguese
- Parade Viewing for Guests with Disabilities
- Disney Vacation Club*[®] Information Center

- *Emergency services available by calling 911.*

44 Prince Charming Regal Carrousel
Ride this classic attraction. **Mobility Access:**
See a Cast Member for options.

- 45 **Mickey's PhilharMagic® FP+** Get swept away in this 3-D movie. **(RC) (AED)**
- 46 **Peter Pan's Flight® FP+** **(HC) (D)** Fly with Peter Pan aboard a magical ship. **Mobility Access:** See a Cast Member for options.
- 47 **"It's a small world"® FP+** **(HC) (D)** Take a boat tour around the globe. **Mobility Access:** Enter through designated wheelchair entrance.
- 48 **Enchanted Tales with Belle FP+** Enjoy an interactive story adventure featuring Belle, Lumiere and possibly even you. **Mobility Access:** See a Cast Member for transfer information.
- 49 **Under the Sea~Journey of The Little Mermaid FP+** **(HC) (D)** **AED** Descend below the waves for a splashy musical adventure.
- 50 **Ariel's Grotto FP+** Meet The Little Mermaid in her retreat under the sea.
- 51 **Pete's Silly Sideshow** Meet Donald, Daisy, Goofy & Minnie!
- 52 **Walt Disney World Railroad** **(HC)** to Main Street, U.S.A. and Frontierland.
- 53 **Casey Jr. Splash 'N' Soak Station** Cool off in this whimsical water play area.
- 54 **The Barnstormer FP+** 35"/89 cm. Take flight on this thrilling junior roller coaster. *Expectant mothers should not ride.*
- 55 **Dumbo the Flying Elephant® FP+** Ride your favorite flying elephant. **Mobility Access:** Transfer Access Vehicle available.
- 56 **Mad Tea Party FP+** Spin around and around in a giant teacup. **Mobility Access:** Transfer Access Vehicle available.
- 57 **Fairytale Garden** Encounter a fairytale friend in this garden setting.
- 58 **The Many Adventures of Winnie the Pooh FP+** **(HC) (D)** Travel through the Hundred Acre Wood in an oversized Hunny Pot. **Mobility Access:** See a Cast Member for options and transfer information.
- 59 **Seven Dwarfs Mine Train FP+** 38"/97 cm. **AED** Race and rock through a diamond mine on this family coaster. *Expectant mothers should not ride.* **Mobility Access:** Transfer Access Vehicle available.
- 60 **Princess Fairytale Hall FP+** Meet Cinderella, Rapunzel and some of your favorite Disney Princesses.
- 61 **Cinderella's Royal Table** **R B \$\$\$** **LD \$\$\$\$** Character dining with Disney Princesses. American cuisine. **Mobility Access:** Accessible by elevator.
- 62 **Pinocchio Village Haus** **LD \$** Flatbreads, chicken breast nuggets and salads.
- 63 **Be Our Guest Restaurant** **R BD \$\$\$ L \$** **B:** Open-faced bacon & egg sandwich and croissant doughnut. **L:** Sandwiches and salads. **D:** French onion soup and entrees.

71 **Monsters, Inc. Laugh Floor®**
 Discover the power of laughter in this live comedy show.

- 72** **Stitch's Great Escape!**™  40"/102 cm.  Interact with a mischievous Stitch in this dark theater-in-the-round experience. *Operates seasonally.* **Mobility Access:** See a Cast Member for transfer information.
- 73** **Tomorrowland Speedway** **FP+**   32"/81 cm.; 54"/137 cm. to ride alone  Take a ride in your very own hot rod. **Mobility Access:** Transfer Access Device available.
- 74** **Space Mountain**™ **FP+**   44"/112 cm.  Blast off on this coaster ride in the dark. **Mobility Access:** See a Cast Member for options.
- 75** **Astro Orbiter**®  Pilot your own spaceship high above *Tomorrowland*. **Mobility Access:** See a Cast Member for access to elevator.
- 76** **Tomorrowland Transit Authority PeopleMover** Presented by Alamo®    Ride this emission-free mass transit system of the future.
- 77** **Walt Disney's Carousel of Progress**      Travel through the 20th century to see how technology has improved our way of life.
- 78** **Buzz Lightyear's Space Ranger Spin**™ **FP+**      Fire lasers to defeat Zurg in this shooting gallery-inspired game. **Mobility Access:** See a Cast Member for transfer information.
- 79** **Cosmic Ray's Starlight Café** Hosted by Coca-Cola® **LD \$** Burgers, chicken breast nuggets, rotisserie chicken, sandwiches and salads.
- 80** **Auntie Gravity's Galactic Goodies** **\$ \$** Ice cream, smoothies, sundaes and iced coffee.
- 81** **Cool Ship** Hosted by Coca-Cola® **\$ \$** Pretzels, snacks and beverages. *Open seasonally.*
- 82** **The LUNCHing Pad** **LDS \$** Hot dogs, pretzels and frozen Coca-Cola®.
- 83** **Tomorrowland Terrace Restaurant** **L \$** Burgers, chicken breast nuggets, sandwiches and salads. *Open seasonally.*

- **Move It! Shake It! Dance & Play It! Street Party** 🇺🇸
- **Disney Festival of Fantasy Parade** 🇺🇸
- **Wishes nighttime spectacular**
Presented by Pandora Jewelry

Pick up a Times Guide for more information.

- **Move It! Shake It! Dance & Play It! Street Party** 
 - **Disney Festival of Fantasy Parade** 
 - **Wishes nighttime spectacular**
Presented by Pandora Jewelry
- Pick up a Times Guide for more information.*

Attraction/Show Considerations

-  Guest Relations
-  *FastPass+* experience
-  Physical Considerations
 -  Minimum Height Requirement
 -  May be frightening for children
 -  Must be ambulatory
 -  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 Mondays and Thursdays)
 Automated External Defibrillators
Devices Available at Guest Relations
 Assistive Listening
 Handheld Captioning
 Video Captioning
 Audio Description
 **Shopping**

All dining locations listed accept a Disney dining plan unless otherwise noted.

R Reservations recommended. Call 407-WDW-DINE (939-3463).

B - Breakfast **L** - Lunch
D - Dinner **S** - Snack

\$ = \$14.99 and under per adult
\$\$ = \$15–\$34.99 per adult
\$\$\$ = \$35–\$59.99 per adult
\$\$\$\$ = over \$60 per adult

See disneydiningpricinginfo.com for pricing details