GUIDE BOOK
FOR GUESTS WITH DISABILITIES
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WELCOME

Welcome to Hong Kong Disneyland! This Guidebook provides an overview of services and facilities available for Guests with disabilities who are visiting Hong Kong Disneyland. This booklet is intended to supplement the Hong Kong Disneyland Guidemap that contains additional information.

Guests with specific disability concerns should stop by any theme park Guest Relations location upon their arrival to obtain more information about our services for Guests with disabilities.

Transportation

Disneyland Resort Shuttle for Guests with disabilities running between different locations of the Hong Kong Disneyland Resort is available for those upon request. Please talk to a Cast Member for the arrangement.

Resortwide Tactile Maps

Resortwide tactile maps in English & Traditional Chinese with Braille are available consisting of a graphic map of the Car & Coach Park, Disneyland Resort Public Transport Interchange, Park Promenade, Disneyland Resort Station, Disneyland Resort Pier, Hong Kong Disneyland Park, Disney’s Hollywood Hotel, Hong Kong Disneyland Hotel, Inspiration Lake Recreation Centre & Arboretum.

For Guests intending to visit the Theme Park, each Resortwide tactile map will specifically provide directions to the Theme Park Guest Services building located directly outside the gates of the Theme Park. Resortwide tactile maps are available at the following locations:

- Disneyland Resort Public Transport Interchange Guest Relations exterior
- Disneyland Resort Station exterior
- Near Ocean Gateway marquee by Disneyland Resort Pier exit

Drinking Fountains

Guests can find accessible drinking fountains throughout the Hong Kong Disneyland Resort. Guests may also request cups from the nearest restaurant or refreshment facility.
Shops and Restaurants

Nearly all food and merchandise locations in Hong Kong Disneyland are accessible to Guests with disabilities. Some locations have narrow queues formed by railing that may be difficult for Guests using wheelchairs. At these locations, we suggest that a member of the party orders and transports the food, or contacts a Cast Member for assistance.

To make priority seating arrangements at any of the full-service restaurants including Hong Kong Disneyland Hotel and Disney’s Hollywood Hotel simply stop by City Hall on Main Street, U.S.A. or the restaurant of your choice.

Guest Relations

Guest Relations located at City Hall on Main Street, U.S.A. provides a variety of services. Here, you are able to get information about services for Guests with disabilities, attractions wait times, arrange priority seating at a Hong Kong Disneyland Restaurant, exchange currency and receive general park and resort information.

First Aid

Hong Kong Disneyland First Aid Station is located adjacent to the Main Street Corner Cafe.

Stamina or Endurance Concerns

Some Guests may be concerned that they do not have the stamina to wait in our queues. We strongly suggest these Guests considering using a wheelchair as the distance between our attractions is much longer than the length of our queues. There are a number of attractions that offer Disney’s FASTPASS Service. This service saves your space in line and allows you to spend less time waiting. Refer to this symbol [ ] in the Attraction Listing for additional information.

Wheelchair Rentals

Standard wheelchairs are available to rent on a first-come, first-served basis. The rental location is inside the old-time firehouse next to City Hall in Town Square. Please refer to the [ ] on the Guidemap for Wheelchair rental.
Dietary Requests
All Hong Kong Disneyland Resort full-service food locations can accommodate most dietary requests with advance notice. Guests should contact the restaurant of their choice to make special arrangement or visit any Guest Relations location for additional information and further assistance.

Access
Nearly all attractions, shops, restaurants and shows are accessible to all our Guests. In some cases, however, Guests may need the assistance of a member of their party to fully utilize these areas. Also at some attractions Guests using wheelchairs may need to transfer from their wheelchairs onto a ride system. Cast Members are not permitted to physically transfer Guests from wheelchairs. We therefore recommend Guests to plan to visit with someone who can physically assist them, when necessary.

Restrooms
All restrooms throughout Hong Kong Disneyland Resort either have facilities designed for access by Guests using wheelchairs or are adjacent to companion restrooms. Guests with visual impairment may refer to the shape of the restroom symbol. This triangle symbol [ ] represents male restrooms and this circle symbol [ ] represents female restrooms.

Parade Route and Show Areas
Parade route and show areas have designated viewing areas for Guests with disabilities. These areas are filled on a first-come, first-served basis. Due to Guest demand, viewing spaces cannot be reserved or guaranteed. Parties larger than six will be asked to separate and reunite afterwards. Guest Relations can provide information on show times and other special events on the day of visit. See Guidemap for viewing areas.

Package Express
Shop and check your purchases for pick-up later in the day. If you are staying at one of Hong Kong Disneyland Resort’s Hotels, you may have purchases delivered to the front desk for next day pick-up. Certain restrictions apply. Please ask a Cast Member for further assistance.
HEARING DISABILITIES

Inductive Loops
Some attractions and service locations utilize an inductive loop audio enhancement to assist Guests requiring use of a hearing aid with communication.
Locations equipped are:
• “Festival of the Lion King”
• “The Golden Mickeys”
• Mickey’s PhilharMagic
• Ticket Booths
• Guest Relations Windows

Sign Language
If requested, the Hong Kong Disneyland Resort provides Sign Language interpretation for our Guests at some live Theme Park shows with a minimum of seven days’ notice.
Guests can request this service by calling Hong Kong Disneyland Resort at 3550-3388 or sending an e-mail to guest@hongkongdisneyland.com. Guests who request this service will be contacted prior to their visit with an appropriate show schedule. Arrangements can be requested for other events and shows with a minimum of two weeks’ notice. There is no cost to our Guests for this service. If necessary, please check with Guest Relations to obtain further information and the best location to view or wait for interpreted performances.
Sign language interpretation is available at the following shows and attractions:
• “Festival of the Lion King”
• “The Golden Mickeys”
• Jungle River Cruise

Written Aids
Guest Assistance Packets containing dialogue, torch, pen and paper are available at or near the performance areas or entrances for most shows and attractions. Please inquire about availability prior to experiencing an attraction or show. Contact a Cast Member at the attraction for assistance.
VISUAL DISABILITIES

Tactile Maps
Hong Kong Disneyland Theme Park has permanent tactile maps to assist Guests with visual disabilities. Maps are located outside the park next to Guest Relations and inside the park in the Plaza next to the Tip Board.

Audio Guides
To provide Guests a sense of direction, informative information and a brief description of the attractions, portable audio players are available at Guest Relations in City Hall. Audio Guides are available at Guest Relations for a refundable deposit (must be returned on the same day for refund). Audio Guides are provided in English, Cantonese, and Putonghua. The content primarily includes general information, park services, park layout and land descriptions.

Braille Guidebooks
Braille Guidebooks are available at Guest Relations in City Hall for a refundable deposit (must be returned on the same day for refund). Braille Guidebooks contain English, Traditional & Simplified Chinese with Braille interpretation. The content primarily includes general information, park services, park layout and land descriptions.
SERVICE ANIMALS

Service animals are welcome in nearly all locations throughout Hong Kong Disneyland. However, service animals must remain on a leash or in a harness at all times. Guests with service animals should follow the same attractions procedures as those of other Guests.

Due to the nature of the experience, service animals are not permitted in the following attraction:

- Space Mountain

Due to the nature of the experience, Guests with service animals should check with a Cast Member for attraction and boarding information at the following attractions:

- Cinderella Carousel
- Dumbo the Flying Elephant
- Mad Hatter Tea Cups
- “It’s a small world”
- The Many Adventures of Winnie the Pooh
- Buzz Lightyear Astro Blasters
- Orbitron
- Autopia
- Rafts to Tarzan’s Treehouse
- Jungle River Cruise

**Designated “Break” Areas for Service Animals**

Hong Kong Disneyland allows Guests to use backstage locations for service animal relief areas. Please contact a Cast Member for directions to “break” areas and assistance.
SYMBOL DESCRIPTIONS

Below is the listing of symbols that appear before some of the attractions on the following pages. Please refer to this list for information regarding these symbols.

Disney’s FASTPASS (subject to availability)

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.

This attraction may be frightening for children.

Persons who do not meet the minimum height requirement may not ride.

First Aid

Inductive Loop Audio enhancement available at this location for Guests utilizing hearing devices.

Guests may remain in their wheelchair/ECV to experience the attraction.

Guests must transfer from their wheelchair/ECV to board the ride vehicle.

Guests must transfer from ECV to wheelchair to experience the attraction.

Guests must be ambulatory to experience the attraction.
Hong Kong Disneyland Resort strives to provide mainstream access whenever possible; that is, all Guests utilize the main entrance to the attraction. Methods of accessibility vary from attraction to attraction within Hong Kong Disneyland. The Guidebook for Guests with disabilities and Park Guidemaps use symbols to indicate boarding procedures for each attraction. Guests should contact a Cast Member at each attraction before entering.

Certain attractions require Guests to transfer from their wheelchairs to a ride system either by themselves or with assistance of a member of their party. Hong Kong Disneyland Resort Cast Members are not permitted to physically assist Guests in transferring from their wheelchairs.
ATTRACTION LISTING

Hong Kong Disneyland Railroad
• Limited wheelchair capacity per trip
• Trip time - 9 minutes

Excursion style steam train trip that provides a grand circle tour of Hong Kong Disneyland. Utilize the elevator on the right side of the Main Street Train Station to enter the queue at the loading platform. When the train arrives, a conductor will direct you to a coach designed to accommodate wheelchairs. Guests choosing not to use their wheelchairs for the journey around the park, have the option to leave their wheelchair on the station platform where they board the train or fold the wheelchair and place it in the seat with them.

Main Street Vehicles
• Paddy Wagon (non-accessible)
• Omnibus (transfer accessible)
• Main Street Taxi (non-accessible)

Board a turn of the century vehicle for a one-way trip between Town Square and the Plaza, on Main Street, U.S.A. Folding wheelchairs may be folded and placed in the Omnibus for the one-way trip.

Animation Academy
• Theater presentation
• Limited wheelchair locations
• Showtime - 20 minutes

Enter through the standard queue. The host or hostess in the theater will direct Guests to the seating area. Guests with any queue-related assistance needs should contact a host or hostess at the attraction for options.

Jungle River Cruise
• Boat ride
• Limited wheelchair capacity per trip
• Trip time - 8 minutes

Guests using wheelchairs should proceed through the standard queue until your party reaches the designated access gate at the loading dock. Guests wishing to remain in their wheelchair will be directed by a host or hostess to a specified holding area to wait for an accessible boat. Guests with the ability will be asked to transfer to a standard boat. Due to the bobbing nature of the boat at dockside, a member of the party may need to help a Guest step down into the boat to embark and step up to disembark.
Rafts to Tarzan’s Treehouse / Tarzan’s Treehouse

- Raft ride
- Limited wheelchair capacity per trip
- Trip time - 2 minutes each way

A natural environment on a raft to Tarzan’s Treehouse on the Island. Proceed through the standard queue until your party reaches the designated access gate at the loading dock. A host or hostess will direct Guests and provide boarding instructions.

To fully experience Tarzan’s Treehouse, Guests must be able to negotiate winding stairs and steep inclines. As an alternative, Guests using wheelchairs can request a roundtrip raft ride or disembark at Tarzan’s Island and enjoy the natural setting and Professor Porter’s lab while waiting for their party.

“Festival of the Lion King”

- Theater presentation
- Limited wheelchair locations
- Showtime - 30 minutes

Enter through the standard queue. Guests with any queue related assistance needs are recommended to use the Disney's FASTPASS option at this attraction. (Subject to availability)

Recommended arrival time is at least 20 minutes before the scheduled start of the show.

Orbitron

- Revolving ride with elevated vehicles
- Trip time - 2 minutes

Enter through the standard queue. A host or hostess will assist in getting you through the turnstiles. A member of your party may need to assist in entering the ride vehicle.

Buzz Lightyear Astro Blasters

- Slow moving spinning vehicle
- Trip time - 4 minutes

Enter through the standard queue. Guests with any queue-related assistance needs are recommended to use Disney’s FASTPASS option at this attraction.
**Space Mountain**
- Fast moving vehicle - thrill-type ride
- High speed roller coaster-type ride in the dark that includes sharp turns and sudden drops and stops
- Minimum height 102 cm (40”)
- Trip time - 4 minutes

![FP]![ Person ]![ Wheelchair ]
Guests with any queue-related assistance needs are recommended to use Disney’s FASTPASS option at this attraction. There is a minimum height requirement of 102 cm (40”).

**Stitch Encounter**
- Theater presentation
- Limited wheelchair locations
- Showtime - 15 minutes

![ Person ]![ Wheelchair ]
Enter through the standard queue. A host or hostess will assist in getting Guests through the turnstiles. The host or hostess in the theater will direct Guests to the seating area. Guests with any queue-related assistance needs should contact a host or hostess at the attraction for options.

**Autopia**
- Driving ride
- Minimum height to ride 81 cm (32”)
- Minimum height to drive alone 137 cm (54”)
- Trip time - 4 minutes

![ Person ]![ Wheelchair ]
Enter through the standard queue. A host or hostess will assist in getting Guests through the turnstiles. Then utilize the wheelchair lift to access to the loading platform. Guests will need to transfer from their wheelchairs to a ride vehicle either by themselves or with the assistance of a member of their party. Guests with any queue-related assistance needs should contact a host or hostess at the attraction for options. There is a minimum height requirement of 81 cm (32”) to ride and 137 cm (54”) to drive alone.
Mickey’s PhilharMagic
• Theater presentation
• Limited wheelchair locations
• Showtime - 10 minutes

Enter through the standard queue. A host or hostess will assist in getting Guests through the turnstiles. The host or hostess in the theater will direct Guests to the seating area. Guests with any queue-related assistance needs should contact a host or hostess at the attraction for options.

Dumbo the Flying Elephant
• Revolving ride with elevated vehicles
• Trip time - 2 minutes

Enter through the standard queue. To the designated loading gate. A host or hostess will provide entry to the attraction. Guests will need to transfer from their wheelchair to ride system either by themselves or with the assistance of a member of their party. Guests with any queue-related assistance needs should contact a host or hostess at the attraction for options.

Mad Hatter Tea Cups
• Revolving ride with spinning tea cups
• Trip time - 2 minutes

Enter through the standard queue to the designated entrance. A host or hostess will direct Guests to a tea cup. Guests will need to transfer from their wheelchair to ride system either by themselves or with assistance of a member of their party. Guests with any queue-related assistance needs should contact a host or hostess at the attraction for options.

Note: Due to spinning nature and centrifugal forces associated with this ride, Guests who have difficulty maintaining an upright sitting posture should not ride this attraction.

Cinderella Carousel
• Rotating carousel horses
• Trip time - 3 minutes

Enter through the standard queue to the designated entrance. Guests may remain in their wheelchairs and experience this attraction within one of the chariots. Guests with any queue-related assistance needs should contact a host or hostess at the attraction for options.
"The Golden Mickeys"
- Theater presentation
- Limited wheelchair locations
- Showtime - 25 minutes

Enter through the standard queue. Proceed to the turnstiles where a host or hostess will admit you to the theater and direct you to the seating area.

The Many Adventures of Winnie the Pooh
- Moderately fast moving vehicles
- Trip time - 4 minutes

Guests with any queue-related assistance needs are recommended to use the Disney’s FASTPASS option at this attraction. Guests with the ability will be asked to transfer to a standard vehicle. Guests who remain in their wheelchair may wait for an accessible vehicle. The accessible vehicle does not have an active motion base, as do the other vehicles.

Fantasy Gardens
- Disney character meet and greet

Enter through the standard queue. A host or hostess will assist in getting Guests through the turnstiles. Guests with any queue-related assistance needs should contact a host or hostess at the attraction for options.

“it’s a small world”
- Boat ride
- Trip time - 9 minutes

Enter through the standard queue. Guests with the ability will be asked to transfer to a standard boat. Guests wishing to remain in their wheelchair may wait for an accessible boat. Utilize the elevator to leave the attraction.
RESORT HOTEL INFORMATION

Hong Kong Disneyland Hotels offer special equipments and facilities for Guests with disabilities. Features vary depending upon your selected Hotel. For information specific to individual Hotel, please call Hong Kong Disneyland Hotel Reservations at 1-830-830.

Accommodations for Guests with disabilities may include the following:

**Restrooms**
- Wider bathroom doors
- Roll-in showers
- Shower benches
- Hand-held shower heads
- Accessible vanities
- Bathroom rails
- Emergency call button

**Bed Accessories**
- Bed rails
- Rubber bed pads
- Open frame beds

**Rooms Communication Kits**
- Door knocker and phone alerts
- Bed shaker alarm
- Phone amplifier

**Other Features**
- Braille on signage and elevators
- Public phones at accessible height
- Tactile guidemap to be provided

**Package Express**
This free service is available at the Theme Park. Purchases may be picked up as you exit the park or delivered to your Hong Kong Disneyland Hotel. Certain restrictions apply. Please ask a Cast Member for further assistance.
PARK RULES AND REGULATIONS

To Our Guests,

Welcome to Hong Kong Disneyland Park! We work hard to offer a comfortable, safe and enjoyable experience for all of our Guests. You can help us by keeping in mind the following:

- All persons, bags, parcels and other items may be subject to security checks at the point of admission to the Park and at such other locations inside the Park as we consider appropriate.

- We reserve the right not to allow any bag, parcel or other item to be brought into the Park, and to deal with any unattended object in such way as we consider appropriate.

- Please show common courtesy to fellow Park Guests and our Cast Members. Do not use profanity or engage in unsafe, illegal or offensive behavior.

- Please respect fellow Park Guests while waiting for attractions, shows, characters and parades. Please be careful not to bump into, push or move ahead of others in the queue. Also, the entire party must wait together. Members of a party are not allowed to join those already in the queue.

- Proper attire - including shoes and shirts - must be worn at all times while visiting the Park.

- Smoking is allowed in designated smoking areas only. Please refer to a Park Guidemap for designated smoking locations or ask a Cast Member for assistance.

- Please supervise your children at all times. Please present your ticket for entry into the Park. The ticket and handstamp are required for re-entry into the Park on the same day.

For your safety and to avoid injury, you must comply with all notices, and all directions and requests of any Cast Member, posted, given or made.

Please present your ticket (and obtain Ticket Tag confirmation or present such personal identification as we may from time to time require) for entry into the Park. The ticket and handstamp (or Ticket Tag confirmation or such other personal identification as we may from time to time require) are required for re-entry into the Park on the same day.

Tickets are non-transferable, non-exchangeable, non-refundable and void if altered. The ticket must be used by the same person during its period of validity and is not valid for special events that require a separate admission charge.
The following items may not be brought into the Park:

- Dangerous or hazardous materials.
- Food, alcoholic beverages and beverages in cans or bottles.
- Carts or other wheeled carriers (with the exception of strollers and wheelchairs).
- Pets (with the exception of Service Animals).

The following activities are not allowed:

- The sale of goods or services or the display of goods or services for sale.
- The distribution of printed materials of any kind.
- Unauthorized events, demonstrations or speeches and other unauthorized public gatherings.
- The display of any flag, banner or other emblem.
- Photography, videotaping, recording of any kind, broadcast or transmission for commercial purposes.
- Engaging in any act that may impede the operation of the Park or any associated facility.

We may photograph, film, videotape, record or otherwise reproduce the image and/or voice of any person who enters the Park and use the same for any purpose without payment to any person.

We reserve the right to deny admission, or to require a person already admitted to leave the Park, without refund or compensation, for failure to comply with any of the Park rules, for unsafe, illegal or offensive behavior, to ensure safety, security or order, or if we consider that the circumstances so require.

We may from time to time, without prior notice and without refund or compensation, change the operating hours of the Park or attractions, close the Park or any part of it temporarily, restrict the number of persons having access to the Park, and/or suspend or cancel any attraction or entertainment program, due to capacity, inclement weather or special events, to ensure safety, security or order, or if we consider that the circumstances so require.

We are not responsible and do not assume any liability for any damage to or loss of the property or belongings of any Guest, whether such damage or loss is caused by our negligence or otherwise.

For the purposes of these rules, “we” means either or both of Hongkong International Theme Parks Limited and Hong Kong Disneyland Management Limited.

These rules are governed by the laws of the Hong Kong Special Administrative Region of the People’s Republic of China.

In the event of any conflict or inconsistency between the English version and the Chinese version of these rules, the English version shall prevail.

If you have any questions, please ask a Cast Member.