TIPS & INFORMATION

Guest Relations Please visit Guest Relations located just inside the Park entrance for:

- Questions and Concerns
- Ticket Upgrades
- Lost and Found
- disneyworld.com/lostandfound.
- Services for Guests with Disabilities





available at Guest Relations. Los Servicios para Huéspedes

Des services pour les Visiteurs internationaux

Servicos 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

Shopping

While at Disney's Animal Kingdom® Theme Park, you'll have a wild time shopping for souvenirs and keepsakes to commemorate your adventure. Keep your eyes open and you'll spot authentic African artwork such as carvings, baskets, masks and jewelry. You'll also find traditional souvenirs like apparel, tovs, Mickey Ear hats, Disney Trading Pins and more! You can also download the Shop Disney Parks mobile app to search for and purchase authentic Walt Disney World®

and Pickup Instead of carrying your purchases all day, have them delivered to the stroller and wheelchair rental location near the Main Entrance and pick them up as you exit the Park. Please allow three hours for Separated Guest Assistance delivery to the front of the Park. If you prefer To report a lost item, please visit have your purchases delivered directly to

Dining Reservations Table-Service

restaurants book quickly, so please make Services for International Guests are reservations through the My Disney Experience app, at disneyworld.com/dine, by calling 407-WDW-DINE (939-3463), or for additional internacionales están disponibles en la assistance by visiting any Guest Relations oficina de Guest Relations. location. Most reservations must be canceled

sont disponibles au Guest Relations.

のゲストの皆様向けのサービスをご案 内しております。

ACCESSIBILITY AND MOBILITY Merchandise Package Delivery

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.

Restrooms and Companion Restrooms Restrooms at the Theme Parks, designated by

offer facilities designed for access by Guests with mobility disabilities. Companion-assisted restroom facilities, designated by (), are also available at various locations in each Theme Park. Theme Park First Aid locations, designated by , have facilities with additional space and privacy for individuals who may need assistance from a member of their party with their personal care needs. Companion Restrooms are located at: First Aid, Discovery Island®

- Chester & Hester's Dinosaur Treasures. DinoLand U.S.A.®
- Conservation Station®. Rafiki's Planet Watch®
- Discovery Island Expedition Everest - Leaend of the Forbidden
- Mountain® Asia
- Harambe Theater Restrooms, Africa
- Maharajah Jungle Trek®, Asia
- Mombasa Marketplace, Africa Pandora – The World of Avatar™

Viewing Areas Some show areas have designated viewing areas for Guests with disabilities. These areas are filled on a firstcome, first-served basis. Plan to arrive early. as space is limited. Viewing spaces cannot be reserved or quaranteed. Parties larger than six may be asked to separate and reunite afterwards

Accessible Transportation The following option is 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 FCV 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.

Dining and Shopping Locations Some counter-service and merchandise locations may have narrow queues formed by railings that may be difficult for Guests using wheelchairs. At these locations, we suggest that a member of your party order and transport the food, or contact a Cast Member for assistance.

BEYOND DISNEY'S ANIMAL KINGDOM THEME 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].

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.

Be a Conservation Hero

Join us in supporting programs aimed at saving wildlife, inspiring action and protecting the planet wherever you see the Disney Conservation Fund symbol

We Can All Make a Difference Because we share our world with billions of other creatures. our actions have a far-reaching impact. At Disney's Animal Kingdom Theme Park, animal care experts, educators and Cast Members search for new and exciting ways to keep the planet healthy for all its inhabitants. Some of the ways you can help conservation efforts include:

- . Reuse and recycle when possible
- . Connect with nature by creating habitats for wildlife in your backyard.
- · Support conservation organizations through contributions and volunteerism



Download it for FREE today.*



The official mobile app

that's the one stop shop for your Walt Disney World_® vacation!



Apple" and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google In





Download My Disney Experience from an app store to access real-time Park information and step-by-step walking directions.

Or visit MyDisneyExperience.com on your mobile browser.

Amenities and Services for use

See map inside for locations indicated with & |

Next to Garden Gate Gifts near Main Entrance

MOBILITY

DISABILITIES

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

If you plan to visit more than one Theme 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

transferred from Theme Park to Theme Park

next Park with no additional charge

Park Hopping Options

Companion Restrooms

basis at the rental location

More Options

at the Park

Rental Location

Complimentary

Guest Amenities

or Deposit

Available for Rent

Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served

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

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 & 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.

DISABILITIES Braille Guides Printed in Braille and large print text o provide an overview of the Theme Park

Portable Tactile Maps Provides a tactile

and narration at specific attractions and outdoor

Amenities available for \$25 refundable deposit.

Guest Relations 1 See map inside for location.

Stationary Braille Maps Large print maps with

andmarks and attractions. Located in the Guest

Braille overlay and raised graphics to highlight key

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

locations via an interactive audio menu.

Presented in a booklet format.

Relations Lobby.

407-827-7935.

VISUAL

Assistive Listening Utilizes Disney's Handheld Device to amplify sound through headphones or induction

neck loop at specific attractions. Handheld Captioning HC Utilizes Disney's Handheld representation of building boundaries, walkways and landmarks for each area of the Theme Parks.

Device to display text at select attractions. **Theater Captioning** Many theater-type attractions now

HEARING

DISABILITIES

Audio Description (Description Video Captioning CC Caption-ready monitors designated Device to provide supplemental audio information with a "CC" symbol can be activated by remote control built into Disnev's Handheld Device.

Amenities available for \$25 refundable deposit.

offer Handheld Captioning.

Guest Relations See map inside for location.

Written Aids Packets containing dialogue, narrations,

flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.

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

Sign Language Interpretation Available at *Disney's* imal Kingdom Theme Park on Tuesdays and Saturdays. Schedules are available at Guest Relations that list specific interpreted show times for all Walt Disney World®

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].

SERVICE ANIMALS

Service animals, defined as any dog or miniature horse Guests with service animals should check with a host for of an individual with a disability, must be under the attractions: control of the owner at all times and should remain on • It's Tough To Be A Bug!® a leash or in a harness. Cast Members are not able to • Kilimanjaro Safaris® take control of service animals.

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.

- Affection Section at Rafiki's Planet Watch[®]
- Avatar Flight of Passage™
- Expedition Everest Legend of the Forbidden Mountain[®] DINOSAUR
- Kali River Rapids[®]
- Primeval Whirl

trained to do work or perform tasks for the benefit attraction and boarding information at the following

- The aviary area of Maharaiah Jungle Trek®
- The aviary area of Gorilla Falls Exploration Trail

Service Animal Relief Areas 🛦

- Asia: Planter to right of *Maharajah Jungle Trek* Restrooms • DinoLand U.S.A.®: Planter next to Restaurantosarus
- Discovery Island: Near First Aid

Station® entrance

• Pandora – The World of Avatar: Near Satu'li Canteen • Rafiki's Planet Watch: Planter to right of Conservation

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

Please contact a Cast Member for information and assistance.

Special Lighting Effects/Photosensitivity Magnetic Fields Common equipment, such as electric lightning, explosions and chaser lights.

Specialty lighting and other visual effects are motors and radios, that produce electric and magnetic used extensively throughout the Walt Disney fields are utilized extensively throughout the world and also are used at select Walt Disney World Resort World® Resort. These effects include strobe within our Resorts. These fields are generally no greater lights and other effects such as simulated than you would experience in any urban environment or may be exposed to through common household appliances that have been proven to be safe in these such as vacuum cleaners and hair dryers.

theatrical smokes, fog, snow and bubbles. attractions, shows and special events, All special effects are produced using products annlications

Special Effects Special effects, including

Looking for animals?

Grab an Animal Guide to help you discover the many unique animal experiences located throughout the Park. Also, visit DisneyAnimals.com to learn more about the animals at Walt Disney World Resort.



Times Guide

Pick up the Times Guide to get entertainment operating hours, character appearance information and more!

Theater venues have limited capacity and may fill up before show time. Please ensure your entire party is together prior to entering the facility. Offerings subject to change without notice.

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.



recycling containers throughout the Park and ioin us in our commitment to the environment.

Please look for the



DISNEY WILD ABOUT SAFETY® ACCREDITED BY THE The Walt Disney Company

ASSOCIATION is dedicated to providing OF ZOOS exceptional animal care and a significant commitment to wildlife conservation.



at least one day prior to the date of your

reservation or a per person cancellation charge will be incurred (policies and charges vary by location; please confirm before finalizing your

Disney Check Look for the Disney 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 disneycheck.

com. For special dietary needs, please see a

Restaurant Cast Member upon arrival.

your Disney Resort hotel. See a Merchandise

Cast Member for more details.

reservation)

Payment Options

Walt Uisney vyorio need 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.

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.

Resort hotel, and then another Bus to Disney Springs.

 Proper attire is required. Smoking is allowed only in designated areas.

 Weapons are strictly prohibited. Guests may be asked to leave if deemed appropriate.

Additional details and a complete listing of Park rules are available at Guest Relations or disnevworld.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 Animal Kingdom** Theme Park parking lot, take a Parking Tram located outside the front of the Park.

 To get to Magic Kingdom® Park, Epcot® or Disney's Hollywood Studios® 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*

To get to all **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).

FSC* C007828



19 Discovery Trading Company One-stop shopping destination for Disney Character gifts and Park souvenirs.

PANDORA - THE WORLD OF AVATAR

- 20 Na'vi River Journey™ FP+ (★) (HC) (D)) (AP) Journey deep into a bioluminescent rainforest in search of the Na'vi Shaman of Songs. Mobility Access: Transfer Access Device available: please see a Cast Member for assistance.
- a mountain banshee during an exhilarating 3-D ride above this vast moon, Mobility Access: Transfer Practice Vehicle available. Transfer Access Device available: please see a Cast Member for assistance.
- 22 Pongu Pongu S \$ Glowing, frozen Pandoran beverages, pineapple lumpia, pretzels and beer.
- Tiger Gibbon Satu'li Canteen 🖟 LD \$ Wood-fired beef and chicken, Raimal Highlights: 🔊 Tiger chili-spiced tofu, fish and steamed pods with cheeseburger or curry flavors.
- Interactive adventure. At your own pace. Additional starting 24 Windtraders Head for this transformed RDA structure to find a nature-inspired shop featuring the many wonders of Pandora - The World of Avatar.

AFRICA

- Animal Highlights: Telephant Lion of Gorilla Giraffe Hippopotamus Colobus Monkey Zebra
- ** Tarantula Pineywoods Cow 25 Festival of the Lion King FP+ & F MC 40 Come inside and experience the pageantry and puppetry of
- this big-as-Broadway show. 30 minutes. See Times Guide. 26 Kilimaniaro Safaris® FP+ ▲ 🔊 🖟 CC 🔍 🕸 Take a safari ride through the lush African savanna to
- search for lions, elephants, giraffes and more. 22 minutes. 27 Gorilla Falls Exploration Trail ()
- Walk through a tropical forest inhabited by African wildlife - including gorillas, hippos and exotic birds.
- 28 Rafiki's Planet Watch Discover how you can help save the world! Get a behind-the-scenes look at our animal care center and learn about conservation. See Times Guide for operating hours.
 - Wildlife Express Train & HC Travel by this rustic locomotive to begin your journey.
 - Conservation Station® & Enjoy a variety of exhibits where you can encounter animals, watch scientists work in the Science Center, view our veterinary facilities and more!
 - Affection Section Visit our aptly named petting vard to meet a variety of rare, domesticated animals and interact with our animal care experts.
- 1 29 Harambe Fruit Market S \$ Fresh fruit, pretzels and beverages
- 30 Harambe Market LD \$ Inspired African-style ribs, chicken, sausages and beer.

- 1 31 Tamu Tamu Refreshments S \$ DOLE WHIP®
 - Soft-serve, ice cream sundaes, desserts and beer, Dawa Bar \$
- Cocktails, wine and domestic and African beer.
- Donald's Dining Safari at Tusker House Restaurant B B \$\$ LD \$\$\$ Disney Character buffet with Donald and friends B: American cuisine LD: African-inspired cuisine.
- Kusafiri Coffee Shop & Bakery BS \$ Breakfast offerings, pastries, panini sandwiches and coffee.
- Mombasa Marketplace African-inspired artwork, carvings and drums.
- 36 Zuri's Sweets Shop Tasty treats, snacks and African-inspired home items.

- Komodo Dragon Lion-tailed Macaque 💦 Exotic Birds
- 37 NEW! UP! A Great Bird Adventure FP+ & 14 FIG. Experience the colorful world of exotic birds with your friends, Russell and Dug from Disney Pixar's "Up" in this breathtaking show. 25 minutes. See Times Guide.
- 38 Maharajah Jungle Trek® 🕭 📵 Embark on a self-guided walking tour of Southeast Asia, home to tigers. monkeys, bats and a Komodo dragon.
- **39** Kali River Rapids® **FP+** ▲ 1 38"/97 cm. Travel through the turbulent rivers of a jungle landscape on this wet raft ride. Mobility Access: Transfer Device Available. See a Cast Member for additional information.
- 40 Expedition Everest Legend of the Forbidden Mountain® FP+ 🚰 🔺 🔵 🛉 44"/112 cm. 💰 🦊 Ride a speeding train through the Himalayan mountains while avoiding the clutches of the Yeti. Mobility Access: Transfer Practice Vehicle and Transfer Access Vehicle available. See a Cast Member for additional information
- 41 Rivers of Light FP+ & HC (1) Delight in this nighttime water show on the Discovery River that combines Disneynature footage, live performances and an original score, 15 minutes. See Times Guide.
 - 41a FastPass+ entrance in Asia 41b Dining Package seating entrance
 - in DinoLand U.S.A. 41c Standby entrance in DinoLand U.S.A.
- 1 42 Caravan Road LDS \$
- Asian-inspired offerings. Open seasonally. **11 43 Mr. Kamal's S S** Falafels, seasoned fries and hummus.
- **44** Warung Outpost **\$** \$ Margaritas, beer, pretzels and frozen beverages.
- 45 Drinkwallah Hosted by Coca-Cola® S \$ Frozen beverages, alcoholic beverages and snacks.

chicken tikka masala, ahi tuna nachos and fried cream ¥¶ 47 Yak & Yeti™ Local Food Cafes BLDS \$

¶ 46 Yak & Yeti™ Restaurant □ LD \$\$ Pan-Asian cuisine.

- B: Bacon & egg sandwich and breakfast burrito. LDS: Egg rolls, Teriyaki beef bowl, Korean barbecue ribs and Kobe beef burgers.
- ¶ 48 Yak & Yeti™ Quality Beverages \$ \$ Frozen Yak Attack, draft beer, sangria and turkey legs.
- 49 Anandapur Ice Cream Truck S \$ Soft-serve ice cream treats.
- 1 50 Thirsty River Bar & Trek Snacks S \$ Specialty cocktails, frozen beverages, ice cream treats, light snacks, pretzels and popcorn.
- 51 Serka Zong Bazaar Expedition Everest souvenirs, apparel and Yeti toys.

DINOLAND U.S.A

- Animal Highlights: American Crocodile Tvrannosaurus Rex
- **The Boneyard®** (b) Explore and have fun at this dinosaur dig-site playground. Mobility Access: Enter through the designated access gate.
- 53 Fossil Fun Games & Play carnival-style games in the heart of DinoLand U.S.A. Mobility Access: See a Cast Member at each game location for placement
- 54 Finding Nemo The Musical FP+ & F THC Step inside to help find Nemo in this must-"sea" adventure of spectacular music and stunning puppetry. 40 minutes. See Times Guide.
- 55 Primeval Whirl® **FP+** ▲ 1 48"/122 cm. [3] Spin and slide through curves and drops on this time-machine coaster, Mobility Access: See a Cast Member for additional information.
- **TriceraTop Spin** Fly high on a friendly dinosaur above DinoLand U.S.A.
- 57 DINOSAUR FP+ ▲ 1 40"/102 cm. 🖄 🗗 CC 🕸 Take off on a rin-roaring prehistoric tour in the dark to save. a dinosaur from extinction.
- **11** 58 **Restaurantosaurus 6 LD \$** Angus burgers, sandwiches and tossed salads
- Y 59 Dino-Bite Snacks S \$ Häagen-Dazs® ice cream treats. sundaes, floats and pretzels.
- ¶ 60 Trilo-Bites S \$ Buffalo chicken chips, milk shakes, margaritas and beer.
- 1 61 Dino Diner 5 \$ Nachos, beer and churros.
- 62 Chester & Hester's Dinosaur Treasures Snacks, toys and Disney Character souvenirs.
- 63 The Dino Institute Shop

Dinosaur-inspired toys and youth apparel

LEGEND

Symbols on Map

Accessible Restrooms

Companion Restrooms First Aid* Presented by Florida Hospital Automated External Defibrillators

Oasis Exhibits & Roam tropical garden

Entrances both inside and outside the Park.

Rainforest Cafe® Safari Bar LD \$\$

Beer, wine, specialty cocktails and full menu.

Wilderness Explorers & Become a Wilderness

locations can be found on Discovery Island and in Pandora

- The World of Avatar™ , Africa, Rafiki's Planet Watch , Asia

It's Tough to be a Bug!® FP+! & ME

pathways and discover the many animals around the

Flame Tree Barbecue LD \$\$ Smoked barbecue

Coffees, pastries, pretzels, frozen beverages and soda.

Cocktails, wine, international beer and small bites.

Pizzafari Hosted by Smucker's® LD \$

Chicken wings, snacks and gluten-friendly beer.

Island Mercantile Disney Character and Disney's

Riverside Depot Disney Character apparel, accessories,

Animal Kingdom® Theme Park-inspired souvenirs.

Tiffins 13 LD \$\$\$ Seasonally-inspired world cuisine.

Freshly-baked pizzas, salads with chicken, garlic knots

Creature Comforts BS \$ Starbucks[®] espresso, Artisan

breakfast sandwiches and house-made Disney pastries.

film inspired by the Disney Pixar film, "A Bug's

and Minnie in their exploration headquarters

Life." Some creepy-crawly moments in the dark.

Discover what it's like to be a bug in this 3-D

Explorer by completing challenges and earning

badges as you work your way around the Park!

and DinoLand U.S.A.®

Tree of Life®.

See Times Guide.

Isle of Java S \$

Terra Treats \$\$

gifts and souvenirs.

Eight Spoon Café \$ \$

Nomad Lounge LD \$\$

Pasta, pretzels, snacks and soda.

Warm sandwiches, soda and beer.

ribs, chicken, pulled pork and fresh salads.

pathways — home to exotic animal exhibits.

waffles, burgers, seafood, ribs, steaks, pasta and a full bar.

Guest Relations Baby Care Center Hosted by Huggies® Service Animal Relief Areas

Smoking Locations ATMs Presented by Chase Stroller Rentals Hosted by Huggies®

₱ *Disney PhotoPass®* Photographers Memory Maker Sales Center Nikon® Picture Spot

> Wilderness Explorers Troop **Park Information**

Character Greetings

FastPass+ kiosks available in English, Spanish and Portuguese. **™** Disney Vacation Club®

Information Center *Emergency services available by calling 911.

Symbols in List Attraction/Show Considerations

FP+ FastPass+ experience Single Rider Queue

Physical Considerations The seating and restraints on this

attraction may prohibit Guests of certain body shapes or sizes from riding.

† Minimum Height Requirement

• May be frightening for children May remain in wheelchair/ECV Must transfer from wheelchair/FCV Must transfer to standard wheelchair

Must transfer to standard wheelchair, and then to ride vehicle Sign Language (Available Tuesdays

> and Saturdays) ALL Automated External Defibrillators Animal Highlights

Devices Available at Guest Relations Assistive Listening

HC Handheld Captioning cc Video Captioning

Audio Description

Shopping

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

Mobile Ordering

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

B - Breakfast L - Lunch

pricing details.

D - Dinner S - Snack \$ = \$14.99 and under per adult

\$\$ = \$15-\$34.99 per adult **\$\$\$** = \$35–\$59.99 per adult See disneydiningpricinginfo.com for

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. All loose articles, such as mobile phones, hats/sunglasses and water bottles, should be securely stowed while riding or left with a non-riding member of you party. Items lost while riding attractions may not be immediately retrievable. For your safety, do not attempt to retrieve lost articles in any area. Please see a Cast

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.