

## TIPS & INFORMATION

### Guest Relations

Please visit Guest Relations located inside the Park entrance for:

- Questions and Concerns
- Separated Guest Assistance
- Lost and Found  
To report a lost item, please visit [disneyworld.com/lostandfound](http://disneyworld.com/lostandfound).
- Services for Guests with Disabilities
- Services for International Guests

### Payment Options

Walt Disney World® Resort accepts Disney® Visa® Cards, Disney Rewards Redemption Card, Disney Gift Card, Visa®, Mastercard®, Discover®, American Express®, Diners Club®, JCB®, traveler's checks, cash and Disney Dollars.

### Park Rules

Please comply with Park rules, signs and instructions, including but not limited to:

- All persons and bags are subject to screening.
- Proper attire is required.
- No smoking, including vaping, allowed in Theme Parks and Water Parks. Designated smoking areas are located outside Park entrances.
- The following are strictly prohibited:
  - Firearms, ammunition, knives and weapons, or objects that appear to be weapons
  - Alcohol, marijuana (including marijuana-enriched products) and any illegal substances
  - Strollers larger than 31" x 52" and any types of wagons
  - Pets or other animals, except service animals (i.e. dogs and miniature horses)

Additional details and a complete listing of Park rules are available for viewing at [disneyworld.com/rules](http://disneyworld.com/rules) or at Guest Relations.

### Walt Disney World® Resort Transportation

- **Resort Bus Service** is available to most *Disney Resort* hotels.
- **Disney Skyliner** is available with direct service to Disney's Caribbean Beach Resort, Service to Disney's Riviera Resort, Disney's Pop Century Resort and Disney's Art of Animation Resort is available via transfer at Disney's Caribbean Beach Resort.
- **Walking Path** is available to *EPCOT*® Resorts.

## ACCESSIBILITY AND MOBILITY

### Courtesy Wheelchairs

Complimentary wheelchairs are available for travel to and from the accessible parking lot and the nearest wheelchair rental location. These courtesy blue wheelchairs are not permitted for use inside the Theme Parks.

### 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 many 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.

### Accessible Transportation

The following options are available for Guests in wheelchairs or ECVs:

**Buses and Disney Skyliner** can accommodate various types of wheelchairs and ECVs. The standard footprint is 30" x 48". The wheelchair or ECV must fit without being forced. On buses, the device must be securely fastened in the restraints, and we recommend that Guests using ECVs transfer to a seat while onboard a bus.

**Watercraft** access varies depending on the type of watercraft and the existing water levels and conditions.

### Dining and Shopping Locations

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

## IMPORTANT NOTICE

### COVID-19 WARNING

We have taken enhanced health and safety measures—for you, our other Guests, and Cast Members. You must follow all posted instructions while visiting *Walt Disney World Resort*.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and Guests with underlying medical conditions are especially vulnerable.

By visiting *Walt Disney World Resort*, you voluntarily assume all risks related to exposure to COVID-19.

Help keep each other healthy and safe.

## HEALTH AND SAFETY REMINDERS

For your safety and the safety of other Guests and Cast Members:



**WEAR A FACE COVERING AT ALL TIMES UNLESS STOPPED TO EAT OR DRINK**



**MAINTAIN PHYSICAL DISTANCING**



**WASH YOUR HANDS OFTEN WITH SOAP AND WATER OR WITH ALCOHOL-BASED SANITIZER**



**WHEN COUGHING OR SNEEZING, COVER YOUR MOUTH AND NOSE**



**AVOID TOUCHING EYES, NOSE OR MOUTH**












**FACE COVERINGS MUST FULLY COVER NOSE AND MOUTH**



## GUIDE FOR GUESTS WITH DISABILITIES



Download My Disney Experience from an app store to access real-time Park information and step-by-step walking directions. Or visit [MyDisneyExperience.com](http://MyDisneyExperience.com) on your mobile browser.

	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.	<b>Audio Description</b>  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.	<b>Assistive Listening</b>  Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. <b>Handheld Captioning</b>  Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. <b>Theater Captioning</b> Many theater-type attractions now offer Handheld Captioning. <b>Video Captioning</b>  Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into <i>Disney's Handheld Device</i> . Amenities available for \$25 refundable deposit.
Rental Location	Oscar's Super Service inside Main Entrance	Guest Relations  See map inside for location.	Guest Relations  See map inside for location.
Complimentary Amenities and Services for use at the Park	<b>Wheelchair Replacement Location</b> • At Tootsie Traders <b>Companion Restrooms</b> See map inside for locations indicated with  .	<b>Stationary Braille Maps</b> Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located near the Guest Relations Lobby and Guest Information Board at the intersection of Hollywood Boulevard and Sunset Boulevard.	
More Options	<b>Electric Conveyance Vehicles (ECVs)</b> Limited number available on a first-come, first-served basis at the rental location.  Must be 18 years of age or older to rent ECVs.  RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis and may only be used in the Park where they are rented. Your ECV will be held if you wish to leave and return to the same Park.	For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including 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.  <b>Sign Language Interpretation</b>  Available at <i>Disney's Hollywood Studios</i> on Sundays and Wednesdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i> ® Theme Parks.  For future visits to request confirmation of our interpreted performance schedule OR to request interpretation for other special events and shows, call a minimum of 14 days in advance at 407-824-4321 [voice].
Safety in the Park	<b>Mobility Scooters/ECVs</b> 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.  <b>Evacuation</b> 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.  <b>Transfers</b> Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.	<b>Service Animal Restrictions</b> 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. • <i>Star Tours</i> ®—The Adventures Continue • <i>Millennium Falcon</i> : Smugglers Run • <i>Star Wars</i> : Rise of the Resistance • Alien Swirling Saucers • Slinky Dog Dash • <i>Rock 'n' Roller Coaster</i> ® Starring Aerosmith • The Twilight Zone Tower of Terror™	<b>SERVICE ANIMALS</b>  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 check with a host for attraction and boarding information at the following attractions: • <i>Toy Story Mania</i> ®  <b>Service Animal Relief Areas</b>  • In the courtyard of First Aid • Across from Sci-Fi Dine-In Theater Restaurant • Near Alien Swirling Saucers • At the entrance to Toy Story Land  <b>Kennel</b> For information and reservations, call 877-493-9738.

Please contact a Cast Member for information and assistance.

### Specialty Lighting Effects/Photosensitivity

Specialty lighting and other visual effects are used extensively throughout the *Walt Disney World Resort*. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.

### 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 to through common household appliances such as vacuum cleaners and hair dryers.

### Special Effects

Special effects, including theatrical smokes, fog, snow and bubbles, are used at select *Walt Disney World Resort* attractions, shows and special events. All special effects are produced using products that have been proven to be safe in these applications.

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.

### BEYOND DISNEY'S HOLLYWOOD STUDIOS

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

Accessibility information and accommodations for the following location:  
**Disney Springs**® Guest Relations location at the Welcome Center at *Disney Springs*® Town Center.







**RELAXATION STATIONS**  
Controlled area where face coverings may be temporarily removed.

Download the My Disney Experience app from an app store or visit [mydisneyexperience.com](http://mydisneyexperience.com) on your mobile browser to access real-time Park information.

**HOLLYWOOD BOULEVARD**

- ★ ATTRACTION**
  - 1 **NEW! Mickey & Minnie's Runaway Railway** Burst into a cartoon world with Mickey and Minnie on a wacky train trip. **Mobility Access:** Transfer Access Vehicle available. See a Cast Member for transfer information.
- 🍴 DINING**
  - 2 **The Hollywood Brown Derby**
    - **The Hollywood Brown Derby Lounge** Beverages available to go.
  - 3 **The Trolley Car Café**
- 🛍️ SHOPPING**
  - 4 **Mickey's of Hollywood**
  - 5 **Keystone Clothiers**
  - 6 **Celebrity 5 & 10**
  - 7 **Oscar's Super Service**

**ECHO LAKE**

- ★ ATTRACTIONS**
  - 8 **Star Tours®—The Adventures Continue** **▲** 40"/102 cm. Feel the power of the Force during a 3D, motion-simulated space flight. **Mobility Access:** See a Cast Member for Transfer Access Seat and transfer information. © Disney © & ™ Lucasfilm Ltd.
  - 9 **NEW! Vacation Fun** An Original Animated Short with Mickey & Minnie.
  - 10 **For the First Time in Forever: A "Frozen" Sing-Along Celebration** A flurry of stories, songs and special guests from the kingdom of Arendelle.
- 🍴 DINING**
  - 11 **Minnie's Seasonal Dine at Hollywood & Vine**
  - 12 **50's Prime Time Café** Hosted by Coca-Cola®
  - 13 **Backlot Express** Hosted by Coca-Cola®
- 🛍️ SHOPPING**
  - 14 **Tatooine Traders**

**COMMISSARY LANE**

- 🍴 DINING**
  - 15 **Sci-Fi Dine-In Theater Restaurant**
  - 16 **ABC Commissary**

**GRAND AVENUE**

- ★ ATTRACTION**
  - 17 **Muppet★Vision 3D** Experience the magic of the Muppets in this 3D extravaganza. 25 minutes. ©The Muppets Studio, LLC.
- 🍴 DINING**
  - 18 **Pizzerizzo**
  - 19 **Mama Melrose's Ristorante Italiano**
  - 20 **BaseLine Tap House**

**STAR WARS: GALAXY'S EDGE**

- ★ ATTRACTIONS**
  - 21 **Star Wars: Rise of the Resistance** **▲** 40"/102 cm. Find yourself in the middle of a battle between the First Order and Resistance.
  - 22 **Millennium Falcon: Smugglers Run** **▲** 38"/97 cm. See a Cast Member for Assistance Fly the fastest ship in the galaxy while hurtling through hyperspace.
- 🍴 DINING**
  - 23 **Ronto Roasters**
  - 24 **Docking Bay 7 Food and Cargo**
  - 25 **Oga's Cantina**
  - 26 **Milk Stand**
- 🛍️ SHOPPING**
  - 27 **The Market Merchants:** Creature Stall, Toydarian Toymaker, Black Spire Outfitters, Jewels of Bith
  - 28 **Dok-Ondar's Den of Antiquities**
  - 29 **Savi's Workshop - Handbuilt Lightsabers**
  - 30 **Droid Depot** Customize, assemble and activate a droid. *Limited, same-day walk-up opportunities may be available.*
  - 31 **First Order Cargo**

**TOY STORY LAND**

- ★ ATTRACTIONS**
  - 32 **Alien Swirling Saucers** 32"/81 cm. Take a spin with the adorable aliens from Toy Story. **Mobility Access:** Transfer Access Vehicle available.
  - 33 **Slinky Dog Dash** 38"/97 cm. Family-friendly coaster that twists and turns. *Expectant mothers should not ride.* **Mobility Access:** Transfer Access Vehicle available.
  - 34 **Toy Story Mania!** Ride this midway-style, 4D shootin' game.
- 🛍️ SHOPPING**
  - 35 **Toy Story Mania Shop**

**ANIMATION COURTYARD**

- ★ ATTRACTIONS**
  - 36 **Walt Disney Presents**
    - 36a **Walt Disney Presents Gallery and Exhibits** Explore a showcase of the past and future of The Walt Disney Company and Disney Parks.
    - 36b **The Walt Disney Theater** Watch a tribute to Walt Disney in "Walt Disney: One Man's Dream."
  - 37 **Disney Junior Play & Dance!** Presented by Pull-Ups® Join Disney Junior Characters at this high-energy musical celebration.
- 🍴 DINING**
  - 38 **Joffrey's Coffee & Tea Company**®

**SUNSET BOULEVARD**

- ★ ATTRACTIONS**
  - 39 **Rock 'n' Roller Coaster® Starring Aerosmith** **▲** 48"/122 cm. Blast off in a stretch limousine to the rockin' tunes of Aerosmith. **Mobility Access:** Transfer Access Vehicle and Transfer Practice Vehicle available. See a Cast Member for transfer information.
  - 40 **Lightning McQueen's Racing Academy** Learn what it takes to be a champion from the legendary racer, Lightning McQueen! 10 minutes.
  - 41 **The Twilight Zone Tower of Terror™** **▲** 40"/102 cm. Take a thrilling ride into the Twilight Zone aboard a haunted elevator. **Mobility Access:** See a Cast Member for transfer information. The Twilight Zone® is a registered trademark of CBS, Inc. and used with permission pursuant to a license from CBS, Inc. ©Disney/CBS, Inc.
- 🍴 DINING**
  - 42 **Sunset Ranch Market**
    - **Anaheim Produce** Hosted by Cuties®
    - **Rosie's All-American Café**
    - **Hollywood Scoops**
  - 43 **Joffrey's Coffee & Tea Company**®
- 🛍️ SHOPPING**
  - 44 **Once Upon a Time**
  - 45 **Legends of Hollywood**

**LEGEND**

- Restrooms
  - Accessible Restrooms
  - Companion Restrooms
  - First Aid\* Presented by AdventHealth
  - Automated External Defibrillators
  - Guest Relations
  - Baby Care Center Hosted by Huggies®
  - Service Animal Relief Areas
  - Smoking Area
  - ATMs Presented by Chase
  - Stroller Rentals Hosted by Huggies®
  - Wheelchair Rentals
  - Locker Rentals
  - Disney PhotoPass® Photographers
  - Memory Maker Sales Center
  - Disney Vacation Club® Information Center
  - Physical Considerations
  - The seating and restraints on this attraction may prohibit Guests of certain body shapes or sizes from riding.
  - 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
  - Sign Language (available Sundays and Wednesdays)
  - Reservations may be required for select experiences.
  - Mobile Food & Beverage Ordering
  - Mobile Dining Reservation Check-In & Walk-Up List
- Visit Guest Relations for more information about:**
- Assistive Listening
  - Handheld Captioning
  - Video Captioning
  - Audio Description
- \*Emergency services available by calling 911.*

**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 your 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 Member for assistance.  
**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.