

TIPS & INFORMATION

Guest Relations
Please visit Guest Relations, located inside City Hall for:

- Questions and Concerns
- Ticket Upgrades
- Separated Guest Assistance
- Lost and Found

To report a lost item, please visit disneyworld.com/lostandfound.

- 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 but not limited to:

- All persons and bags are subject to screening.
- 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
 - Pets or other animals, except service animals (i.e. dogs and miniature horses)
 - Selfie sticks, hand-held extension poles for cameras or mobile devices
- Proper attire is required.
- Smoking is allowed only in designated areas.

A complete listing of Park rules is available for viewing at Guest Relations or at disneyworld.com/rules.

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.



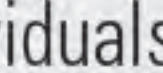
 **Ask us about staying at a Disney Resort hotel tonight. Call 407-WDISNEY (934-7639).**

 **MIX**
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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.

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, *Main Street, U.S.A.*®
- Near City Hall, *Main Street, U.S.A.*
- *Pirates of the Caribbean*®, *Adventureland*®
- *Splash Mountain*®, *Frontierland*®
- Near "it's a small world"®, *Fantasyland*®
- Near Pinocchio Village Haus, *Fantasyland*
- Near Gaston's Tavern, *Fantasyland*
- Near Casey Jr. Splash 'N' Soak Station, *Fantasyland*
- *Space Mountain*®, *Tomorrowland*®

Viewing Areas   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 Disney 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].

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!

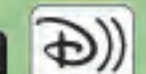





*Availability subject to device limitations and features may vary by device or service provider. Message and data rates may apply. Coverage and app stores not available everywhere. If you're under 18, get your parent's permission first. 1-In-app ticket purchases not available to residents of all countries. ** 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. 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 Inc. ©Disney CFT-18-61179

 **GUIDE FOR GUESTS WITH DISABILITIES**

Magic Kingdom®



 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.

	MOBILITY DISABILITIES	VISUAL DISABILITIES	HEARING 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.	Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park. Portable Tactile Maps Provides a tactile representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format. Audio Description  Utilizes <i>Disney's Handheld Device</i> to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. Amenities available for \$25 refundable deposit.	Assistive Listening  Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. Handheld Captioning HC Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. Theater Captioning Many theater-type attractions now offer Handheld Captioning. Video Captioning CC Caption-ready monitors designated with a "CC" symbol can be activated by a remote control built into <i>Disney's Handheld Device</i> . Amenities available for \$25 refundable deposit.
Rental Locations	<ul style="list-style-type: none">• Mickey's Gift Station at the Transportation and Ticket Center (limited quantities and no ECVs)• Wheelchair Rental Shop inside the 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	Wheelchair Replacement Locations <ul style="list-style-type: none">• Castle Couture in <i>Fantasyland</i>• Frontier Trading Post• <i>Buzz Lightyear's Space Ranger Spin</i> Photos Companion Restrooms See map inside for locations indicated with  .	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 Plaza Ice Cream Parlor.	Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served basis at the rental locations. Must be 18 years of age or older to rent ECVs. 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 parade & show times and details about restaurant menus, by calling 407-827-7935.	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag. Sign Language Interpretation  Available at <i>Magic Kingdom</i> Park on Mondays and Thursdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i> ® Theme Parks. For future visits to request confirmation of our interpreted performance schedule OR to request interpretation for other special events and shows, call a minimum of 14 days in advance at 407-824-4321 [voice].
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.	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. 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. <ul style="list-style-type: none">• The Barnstormer• <i>Big Thunder Mountain Railroad</i>®• <i>Peter Pan's Flight</i>®• Seven Dwarfs Mine Train• <i>Space Mountain</i>• <i>Splash Mountain</i>	
Please contact a Cast Member for information and assistance.			

Specialty Lighting Effects/Photosensitivity
Specialty lighting and other visual effects are used extensively throughout *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 smoke, 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.

Disney Wild About Safety® Tips
As Timon and Pumbaa would say, "Don't wait too late to hydrate." 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.

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.

FP+ RESERVE ACCESS TO SOME OF YOUR MUST-DO FUN!

Select up to three FastPass+ experiences by visiting a FastPass+ kiosk identified on the map with FP+.

Once you redeem your initial selections, return for information about availability and selecting additional experiences.

FRONTIERLAND

21 A Pirate's Adventure~Treasures of the Seven Seas

22 Sunshine Tree Terrace

23 Jungle Navigation Co. LTD Skipper Canteen

24 Aloha Isle Hosted by DOLE® PACKAGED FOODS

25 Tortuga Tavern

26 Splash Mountain

27 Big Thunder Mountain Railroad

28 Tom Sawyer Island

29 Country Bear Jamboree

30 Golden Oak Outpost

31 Pecos Bill Tall Tale Inn and Cafe

32 Westward Ho

33 Frontier Trading Post

34 The Hall of Presidents

35 Liberty Square Riverboat

36 Haunted Mansion

37 Liberty Tree Tavern

38 The Diamond Horseshoe

39 Columbia Harbour House

40 Liberty Square Market

41 Sleepy Hollow

42 Prince Charming Regal Carrousel

43 Mickey's PhilharMagic

44 Peter Pan's Flight

45 "it's a small world"

46 Enchanted Tales with Belle

47 Under the Sea~Journey of The Little Mermaid

48 Meet Ariel in Her Grotto

49 Pete's Silly Sideshow

50 Casey Jr. Splash 'N' Soak Station

51 The Barnstormer

52 Dumbo the Flying Elephant

53 Mad Tea Party

54 Fairytale Garden

55 The Many Adventures of Winnie the Pooh

56 Seven Dwarfs Mine Train

57 Princess Fairytale Hall

58 Cinderella's Royal Table

59 Pinocchio Village Haus

60 Be Our Guest Restaurant

61 Gaston's Tavern

62 Prince Eric's Village Market

63 Cheshire Café

64 Storybook Treats

65 The Friar's Nook

66 Bibbidi Bobbidi Boutique

67 Big Top Souvenirs

68 Sir Mickey's Costumes

69 Tomorrowland Speedway

70 Space Mountain

71 Astro Orbiter

72 Tomorrowland Transit Authority PeopleMover

73 Walt Disney's Carousel of Progress

74 Buzz Lightyear's Space Ranger Spin

75 Monsters, Inc. Laugh Floor

76 Cosmic Ray's Starlight Café

77 Auntie Gravity's Galactic Goodies

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