# TIPS & INFORMATION

**Guest Relations** Please visit Guest Relations located just inside the Park

- 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

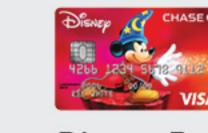
While at *Disney's Animal Kingdom®* Theme Park, you'll have a wild time shopping for souvenirs and keepsakes to commemorate your adventure. Keep your eyes open and you'll spot authentic African artwork such as carvings, baskets, masks and jewelry. You'll also find traditional souvenirs like apparel,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

Merchandise Package Delivery

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 delivery to the front of the Park. If you prefer, have your purchases delivered directly to your Disney Resort hotel. See a Merchandis Cast Member for more details.

Dining Dining Reservations Table-Service restaurants book quickly, so please make reservations through the My Disney Experience app, at *disneyworld.com/dine*, by calling 407-WDW-DINE (939-3463), or for additional assistance by visiting any Guest Relations location. Most reservations must be canceled 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 reservation).

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.



Payment Options
Walt Disney World Resort
accepts Disney® Visa® Cards,

Disney Rewards Redemption Card, Disney Gift Card, Visa<sup>®</sup>, Mastercard<sup>®</sup>, Discover<sup>®</sup>, American Express<sup>®</sup>, Diners Club<sup>®</sup>, JCB<sup>®</sup>, 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

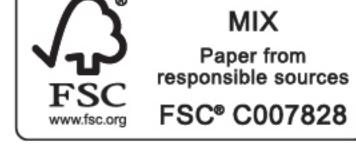
 Pets or other animals, except service animals (i.e., dogs and miniature horses) Additional details and a complete listing of Park rules are available for viewing at disneyworld.com/rules or at Guest Relations.

### Walt Disney World® Resort Transportation

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



Resort Bus Service is available to all Disney Resort hotels, Magic Kingdom® Park, Epcot® and Disney's Hollywood Studios®. Direct service to Disney Springs® is available between 4:00pm-11:00pm.



# 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 it, 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.

## 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

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 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.

## 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.

# My Disnep Experience

Download it for FREE today.\* App includes products for purchase.



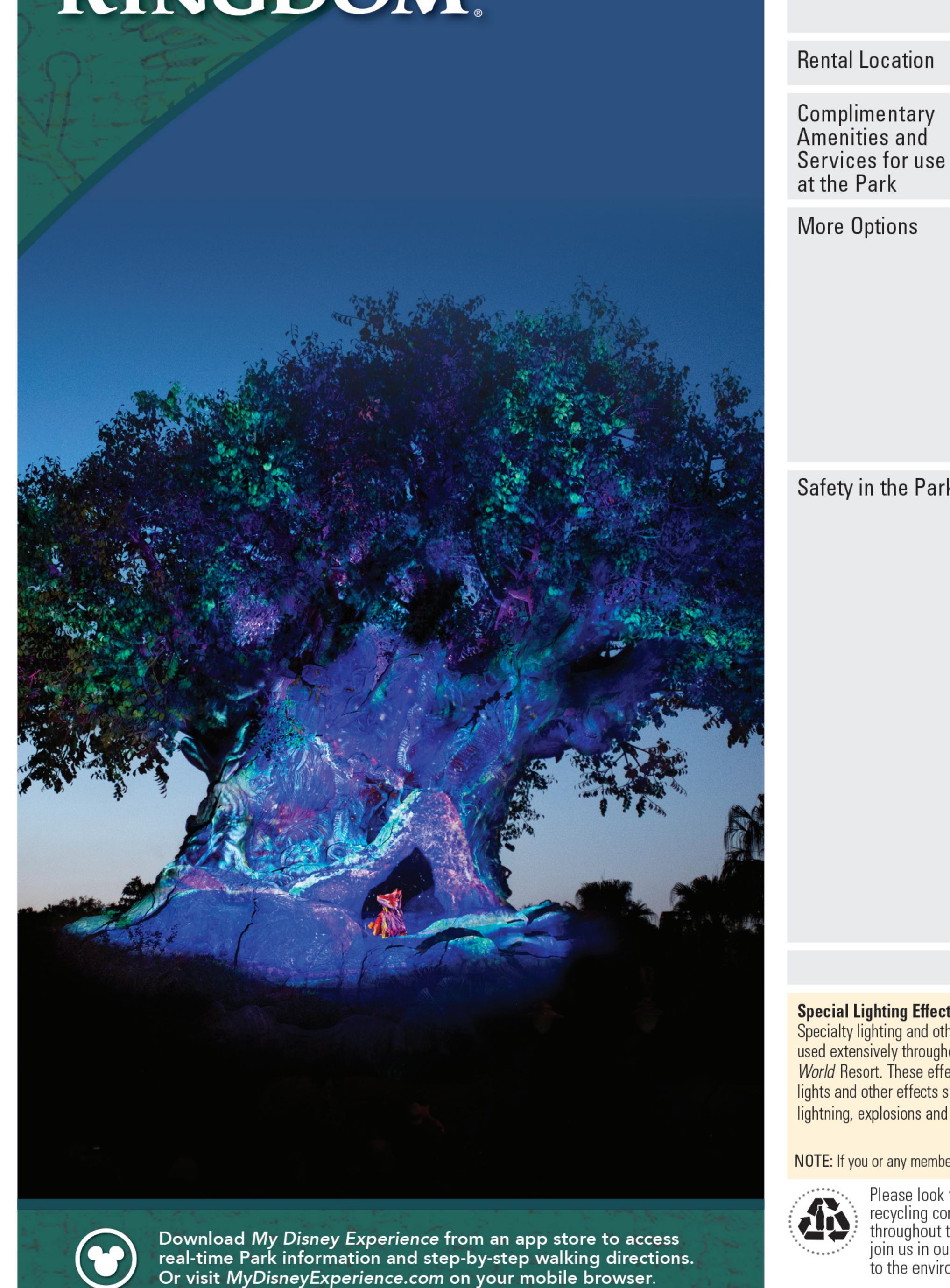
# The official mobile app that's the one stop shop for your

Walt Disney World® vacation!



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.

# GUIDE FOR GUESTS WITH DISABILITIES



# MOBILITY DISABILITIES Wheelchairs and Electric Conveyance Vehicles (ECVs) vailable for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Theme Park to Theme Park. Park Hopping Options

**Available for Rent** 

or Deposit

Braille Guides Printed in Braille and large print text o provide an overview of the Theme Park. Portable Tactile Maps Provides a tactile epresentation of building boundaries, walkways

If you plan to visit more than one Theme Park on the same day, retain your deposit ticket from the next Park with no additional charge.

first Park. You will be able to obtain a replacement wheelchair or ECV the same day, if available, at the

Next to Garden Gate Gifts near Main Entrance

Electric Conveyance Vehicles (ECVs)

Companion Restrooms

locations via an interactive audio menu. Amenities available for \$25 refundable deposit.

Guest Relations See map inside for location.

resented in a booklet format.

VISUAL

DISABILITIES

and landmarks for each area of the Theme Parks.

Audio Description (19) Utilizes Disney's Handheld

Device to provide supplemental audio information

and narration at specific attractions and outdoor

Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest

Limited number available on a first-come, first-served and options, please visit Guest Relations. You may

basis at the rental location. times and details about restaurant menus, by calling 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

## 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, erchandise 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 equired 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.

service animals. Service Animal Restrictions Due to the nature of some attractions, service animals

may not be permitted to ride. At these locations, please nguire with a Cast Member about available options including a Rider Switch with a member of your party or Res

Service animals, defined as any dog or miniature horse

- Affection Section Rafiki's Planet Watch®
- Avatar Flight of Passage™
- Expedition Everest Legend of the Forbidden Mountain® call 877-493-9738. Kali River Rapids<sup>®</sup>
- The aviary area of Maharajah Jungle Trek®

**Special Effects** Special effects, including

Please contact a Cast Member for information and assistance.

## Special Lighting Effects/Photosensitivity Magnetic Fields Common equipment, such as electric Specialty lighting and other visual effects are motors and radios, that produce electric and magnetic World Resort. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.

used extensively throughout the Walt Disney 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.

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.





# DBY THE The Walt Disney Company

Video Captioning CC Caption-ready monitors designated vith a "CC" symbol can be activated by remote control built into Disney's Handheld Device.

HEARING

DISABILITIES

Assistive Listening Utilizes Disney's Handheld

neck loop at specific attractions.

Device to amplify sound through headphones or induction

Handheld Captioning HC Utilizes Disney's Handheld

Theater Captioning Many theater-type attractions now

Amenities available for \$25 refundable deposit.

Device to display text at select attractions.

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.

identified with the appropriate language pin on their nametag.

also obtain information, including parade and show

Sign Language Interpretation

Available at Disney's Animal Kingdom Theme Park on Tuesdays and Saturdays. Schedules are available at Guest Relations that list specific nterpreted 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].

Guests with service animals should check with a host for

# SERVICE ANIMALS

trained to do work or perform tasks for the benefit of an attraction and boarding information at the following individual with a disability, must be under the control of attractions: the owner at all times and should remain on a leash or in

• The aviary area of Gorilla Falls Exploration Trail a harness. Cast Members are not able to take control of • It's Tough To Be A Bug!®

- Kilimanjaro Safaris

#### Service Animal Relief Areas 🕍 Asia: Planter to right of Maharajah Jungle Trek

- Restrooms DinoLand U.S.A.®: Planter next to Restaurantosaurus
- Discovery Island®: Near First Aid Pandora – The World of Avatar™: Near Satu'li Canteen

Kennel For information and reservations,

# TIMES & ANIMAL GUIDE

Grab a Times & Animal Guide to help you discover the many animal experiences throughout the Park as well as entertainment operating hours, character appearance information and more!

Be sure to also visit *DisneyAnimals.com* to learn more about the animals at Walt Disney World Resort.

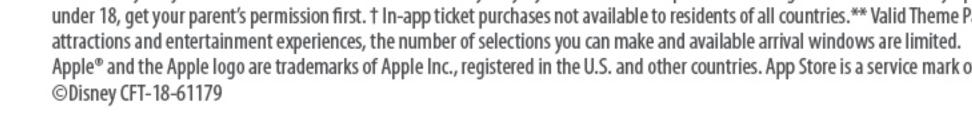
Theater venues have limited capacity and may fill up before show time. Please ensure your entire party is together prior to entering the facility. Offerings subject to change without notice.

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.

Get Wild About Safety with Timon and

is dedicated to providing exceptional animal care a exceptional animal care and a significant commitment to











16 Island Mercantile Disney Character and Disney's Animal

Animal Highlights: 💹 Babirusa 🌠 Spoonbill 🕟 Anteater Oasis Exhibits & Roam tropical garden

2 Rainforest Cafe® BLD \$\$ Array of omelets, waffles, burgers, seafood, ribs, steaks, pasta and a full bar. *Entrances* both inside and outside the Park.

> Rainforest Cafe® Safari Bar LD \$\$ Beer, wine, specialty cocktails and full menu.

pathways — home to exotic animal exhibits.

3 Garden Gate Gifts MagicBand and Disney PhotoPass® sales center.

## **DISCOVERY ISLAND®**

Animal Highlights: 20tter Cotton-top Tamarin 🔊 Lemur

4 Wilderness Explorers & Become a Wilderness Explorer by completing challenges and earning badges as you work your way around the Park! Interactive adventure. At your own pace. Additional starting locations can be found on Discovery Island and in Pandora — The World of Avatar™, Africa, Rafiki's Planet Watch®, Asia and DinoLand U.S.A.®

Winged Encounters – The Kingdom Takes Flight Watch as breathtaking macaws soar over *Discovery Island*. See Times & Animal Guide.

6 It's Tough to be a Bug!® FP+!! 🕭 💋 HC Discover what it's like to be a bug in this 3D film inspired by the Disney Pixar film, "A Bug's Life." Some creepy-crawly moments in the dark.

Discovery Island Trails & Stroll along tranquil pathways and discover the many animals around the

8 Adventurers Outpost FP+ 305 Meet Mickey Mouse and Minnie Mouse in their exploration headquarters. See Times & Animal Guide.

9 Eight Spoon Café S \$

Specialty macaroni and cheese, pretzels, snacks and soda. 10 Flame Tree Barbecue 🕡 LD 💲 Smoked barbecue ribs, chicken, pulled pork, fresh salads and plant-based sandwiches.

11 Isle of Java S \$ Coffees, pastries, pretzels, frozen beverages and soda.

12 Tiffins Restaurant 🕡 LD \$\$\$ Seasonally-inspired world cuisine.

13 Nomad Lounge LD \$\$ Cocktails, wine, international beer and small bites.

14 Pizzafari LD \$ Freshly-baked pizzas, salads with chicken, garlic knots and soup.

> • Pizzafari Family-Style Dining 🕕 D 💲 Italian feast of pizza, pasta, Caesar salad and more served family-style.

> > Memory Maker Sales Center

Wilderness Explorers Troop

FP+ FastPass+ kiosks available in English, Spanish and Portuguese.

\*Emergency services available by calling 911.

Park Information

Disney Vacation Club®

Information Center

Character Greetings

15 Creature Comforts SB \$ Starbucks® espresso, Artisan breakfast and lunch sandwiches, and house-made Disney pastries.

Kingdom Theme Park-inspired souvenirs.

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

## PANDORA - THE WORLD OF AVATAR

18 Na'vi River Journey™ FP+ 🥳 HC 🖜 🐠 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.

19 Avatar Flight of Passage™ FP+ ▲ 👖 44"/112 cm. 👪⇒ 💋 ㄸ 🖜 🕪 Fly on the back of a mountain banshee during an exhilarating 3D ride above this vast moon. Mobility Access: Transfer Practice Vehicle available. Transfer Access Device available; please see a Cast Member for assistance.

20 Pongu Pongu SB \$ S: Glowing, frozen Pandoran beverages, pineapple lumpia, pretzels and beer. **B:** Breakfast sandwiches.

21 Satu'li Canteen LD \$ Wood-fired beef and chicken, chili-spiced tofu and shrimp in build-your-own bowls.

22 Windtraders Adopt a banshee at The Rookery, customize your Avatar at Avatar Maker, and find exotic souvenirs from Pandora – The World of Avatar.

s: 🞊 Elephant 🛼 Lion 🔝 Gorilla 🦙 Giraffe Hippopotamus 😿 Colobus Monkey 🦟 Okapi Tarantula 📆 Pineywoods Cow

23 Festival of the Lion King FP+ & MR HC 141 AEP Come inside and experience the pageantry and puppetry of this big-as-Broadway show. 30 minutes. See Times & Animal Guide.

24 Kilimanjaro Safaris® FP+ ▲ ♣♦♦ CC ♠) 🕪 Take a safari ride through the lush African savanna to search for lions, elephants, giraffes and more. 22 minutes.

Walk through a tropical forest inhabited by African wildlife – including gorillas, hippos and exotic birds. See Times & Animal Guide.

26 Rafiki's Planet Watch Board a rustic train to discover Disney's long-term commitment to animal care and conservation. See Times & Animal Guide.

• 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! - NEW! The Animation Experience at

Conservation Station FP+ 2 Learn to draw one of Disney's most beloved characters as you explore how live animals help inspire your animation drawing.

petting yard to meet a variety of rare, domesticated animals and interact with our animal care experts.

**27** Harambe Fruit Market **S** \$

Grilled corn, fresh fruit, pretzels and beverages.

28 Harambe Market LD \$ Inspired African-style ribs, chicken, sandwiches and plant-based bowls.

29 Tamu Tamu Refreshments S \$ DOLE Whip® Soft-serve, ice cream sundaes, ice cream sandwiches and beer.

🎢 30 Dawa Bar \$

Cocktails, wine and domestic and African beer.

Donald's Dining Safari at Tusker House Restaurant 🕮 📵 B \$\$ LD \$\$\$ Disney Character buffet with Donald and friends. B: American cuisine. LD: African-inspired cuisine.

32 Kusafiri Coffee Shop & Bakery SB \$ Breakfast offerings, pastries, curry bowls and coffee.

33 Mombasa Marketplace

Disney's *The Lion King* merchandise, carvings and drums.

34 Zuri's Sweets Shop Tasty treats, snacks and African-inspired home items.

Animal Highlights: 🕟 Tiger 📝 Gibbon 🔤 Komodo Dragon T Lion-tailed Macaque Exotic Birds

35 UP! A Great Bird Adventure FP+ & M HC 14 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 & Animal Guide.

36 Maharajah Jungle Trek® 🕹 Đ Embark on a self-guided walking tour of Southeast Asia, home to tigers, monkeys, bats and a Komodo dragon. See Times & Animal Guide.

**37** Kali River Rapids® **FP+ ▲ أ** 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.

38 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.

39 Rivers of Light: We Are One FP+ & THE DIVINITION OF THE PARTY OF THE THE PARTY OF THE PARTY O Delight in this nighttime show, combining moments from Disneynature and Disney animation in a celebration of the connections we share with animals. 17 minutes. See Times & Animal Guide.

39a FastPass+ entrance in Asia 39b Dining Package seating entrance in DinoLand U.S.A. **39c Standby** entrance in *DinoLand U.S.A.* 

40 Mr. Kamal's S \$ Chicken dumplings, French fries and hummus.

41 Warung Outpost S \$ Margaritas, beer, pretzels and frozen beverages.

42 Drinkwallah Hosted by Coca-Cola® S \$ Frozen beverages, alcoholic beverages and snacks. ¶ 43 Yak & Yeti™ Restaurant 🕡 LD \$\$ Pan-Asian cuisine, chicken tikka masala, ahi tuna nachos and

fried cream cheese wontons. 44 Yak & Yeti™ Local Food Cafes BLDS \$ B: Bacon &

egg sandwich and breakfast burrito. LDS: Egg rolls, Teriyaki beef bowl, Korean barbecue ribs and Kobe beef burgers.

45 Yak & Yeti™ Quality Beverages \$ \$ Frozen Yak Attack, draft beer, sangria and turkey legs.

46 Anandapur Ice Cream Truck S \$ Soft-serve ice cream treats.

Thirsty River Bar & Trek Snacks S \$ Specialty cocktails, frozen beverages, ice cream treats, light snacks, pretzels and popcorn.

48 Serka Zong Bazaar Expedition Everest souvenirs, apparel and Yeti toys.

## DINOLAND U.S.A.

# Animal Highlights: American Crocodile

Tyrannosaurus Rex

**49** The Boneyard® & Explore and have fun at this dinosaur dig-site playground. Mobility Access: Enter through the designated access gate.

50 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. 51 Finding Nemo – The Musical FP+ & M HC 14

Step inside to help find Nemo in this must-"sea" adventure of spectacular music and stunning puppetry. 40 minutes. See Times & Animal Guide.

52 Primeval Whirl® **FP+** ▲ 🗓 48"/122 cm. 🕳 Spin and slide through curves and drops on this time-machine coaster. Operates seasonally. Mobility Access: See a Cast Member for additional information.

53 TriceraTop Spin ♣ ♦

Fly high on a friendly dinosaur above DinoLand U.S.A. 54 DINOSAUR FP+ ▲ 🕅 40"/102 cm. 🕳 💋 🚾 🕸 Take off on a rip-roaring prehistoric tour in the dark to save a dinosaur from extinction.

**T** 55 Restaurantosaurus **LD** \$ Angus burgers, plant-based burgers, sandwiches, chicken nuggets, fried shrimp and salads.

> Restaurantosaurus Lounge S \$ Snacks and specialty beverages.

TI 56 Dino-Bite Snacks S \$ Häagen-Dazs® ice cream sandwiches, cones, sundaes, floats, pretzels and chips.

Trilo-Bites S \$ Soft-serve ice cream treats, buffalo chicken chips, milk shakes, margaritas and beer.

58 Dino Diner S \$

All-beef hot dogs, chili dogs, churros and beer. Chester & Hester's Dinosaur Treasures

Snacks, toys and Disney Character souvenirs. 60 The Dino Institute Shop Dinosaur-inspired toys and youth apparel.

#### Symbols in List Locker Rentals Disney PhotoPass® Photographers 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/ECV Must transfer to standard wheelchair Must transfer to standard wheelchair and then to ride vehicle Sign Language (Available Tuesdays

Automated External Defibrillators

# **Devices Available at Guest Relations**

Assistive Listening HC Handheld Captioning CC Video Captioning

(a) Audio Description

## Shopping **T** 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

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

## afety: 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.

Special Considerations for Attractions

For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle. Supervise children.

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.

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