

TIPS & INFORMATION

Guest Relations

Please visit Guest Relations located inside the Park entrance 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

At *Disney's Hollywood Studios*[®], you can explore specialty shops that are filled with the magic of movies, music and more. Commemorate your day as a star with keepsakes from unique shops Celebrity 5 & 10, Tower Hotel Gifts and Stage 1 Company Store. 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:

- All bags are subject to inspection prior to admission.
- 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 disneyworld.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 Hollywood Studios* parking lot**, take a Parking Tram located outside the front of the Park.
- To get to ***Magic Kingdom*[®] Park** or ***Disney's Animal Kingdom*[®] Theme Park**, take a Bus located outside the front of the Park.
- To get to ***Epcot*[®]**, take a Bus or a FriendShip Boat 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 Yacht & Beach Club Resorts***, ***Disney's BoardWalk Inn and Villas*** or the ***Walt Disney World Swan and Dolphin Hotels***, walk or take a FriendShip Boat located outside the front of the Park.
- To get to 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).

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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 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, Park Entrance
- Area near *Star Tours*[™]—The Adventures Continue, Echo Lake
- Muppet★Vision 3D, Grand Avenue
- Near Woody's Lunch Box, Toy Story Land
- Near Walt Disney Presents, Animation Courtyard
- *Star Wars*[™] Launch Bay, Animation Courtyard
- *Rock 'n' Roller Coaster*[®], Sunset Boulevard
- The Twilight Zone Tower of Terror[™], Sunset Boulevard
- *Fantasmic!* - Hollywood Hills Amphitheater
- Sunset Showcase

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 options are 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.

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.

DINING

Mobile Ordering

Save time by ordering from the *My Disney Experience* app at locations noted with .

Special Events & Tours

Disney's Hollywood Studios is the perfect destination for tours and special dining experiences. Call 407-WDW-DINE (939-3463) or visit Guest Relations for more information and availability for the *Star Wars* Guided Tour, *Fantasmic!* Dessert & VIP Viewing Experience and more.

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 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.

My Disney 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!



*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. 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 CT-18-61179

GUIDE FOR GUESTS WITH DISABILITIES

Disney's HOLLYWOOD STUDIOS[®]



	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. 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 with 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 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 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	Wheelchair Replacement Locations • At Tatoonie Traders - near <i>Star Tours</i> —The Adventures Continue 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 near the Guest Relations Lobby and Guest Information Board at the intersection of Hollywood Boulevard and Sunset Boulevard.	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 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 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>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	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.	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. • <i>Star Tours</i> —The Adventures Continue • Slinky Dog Dash • Alien Swirling Saucers • <i>Rock 'n' Roller Coaster</i> Starring Aerosmith • The Twilight Zone Tower of Terror	Guests with service animals should check with a host for attraction and boarding information at the following attractions: • <i>Toy Story Mania!</i> [®] Service Animal Relief Areas • Echo Lake: Behind <i>Star Tours</i> —The Adventures Continue restrooms • In the courtyard of First Aid • Animation Courtyard: Across from the entrance of Walt Disney Presents Kennel 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.



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.

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.



DISNEY WILD ABOUT SAFETY[®] TIPS
As Timon and Pumbaa would say, "Take it slow and watch where you go." 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.

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.

Complimentary Wi-Fi
 Wi-Fi is available in most areas. Some attractions and shows may have limited availability.



TRANSPORTATION
 Boat to Epcot® and Epcot Resorts
 Walkway to Buses, Parking Lot and Trams

HOLLYWOOD BOULEVARD

- 1 The Trolley Car Café S \$**
Starbucks® espresso and house-made Disney pastries.
- 2 The Hollywood Brown Derby LD \$\$\$**
The famous Brown Derby Cobb salad, steak, seafood, chicken and desserts.
 • **The Hollywood Brown Derby Lounge LD \$**
Beer, wine, specialty cocktails and small bites. See host or hostess for seating.
- 3 Oscar's Super Service**
Package pickup, stroller and wheelchair rentals.
- 4 Mickey's of Hollywood**
Disney Character gifts and Park souvenirs.
- 5 Celebrity 5 & 10**
Disney Pin Trading destination, home décor and headwear.
- 6 Keystone Clothiers**
Men's and women's fashion and accessories.

ECHO LAKE

- 7 For the First Time in Forever: A "Frozen" Sing-Along Celebration FP+ (HC) (CC) (AED)**
Join Anna, Elsa and the newly-appointed royal historians of Arendelle. 30 minutes.
- 8 Star Wars™: Path of the Jedi (HC) (CC) (AED)**
A saga film experience, including footage from recent Star Wars films. 14 minutes. Open seasonally.
- 9 Celebrity Spotlight (HC)**
Meet Olaf from Disney "Frozen."
- 10 Indiana Jones™ Epic Stunt Spectacular! FP+ (HC) (CC) (AED)**
Cheer on Indy and Marion as they perform amazing stunts and demonstrate movie-making magic. 30 minutes. ©Disney/Lucasfilm Ltd.
- 11 Jedi Training: Trials of the Temple (HC)**
Watch younglings train in the ways of the Force and put their skills to the test against the Dark Side. 20 minutes, see Times Guide. Space is limited, visit Indiana Jones Adventure Outpost early in the day to reserve a spot in the training. Participants ages 4-12 must be present to register.
- 12 Star Tours®—The Adventures Continue FP+ (HC) (CC) (AED)**
Feel the power of the Force during a 3-D, motion-simulated space flight. Mobility Access: See a Cast Member for Transfer Access Seat and transfer information. ©2015 Lucasfilm Ltd. & TM. ©Disney/Lucasfilm Ltd.
- 13 Hollywood & Vine**
Family buffet with Disney Characters and American cuisine.
 • **Disney Junior Play 'n Dine B \$ \$ \$** Join popular Disney Junior pals as they host a musical meal.

- LEGEND**
- ATMs Presented by Chase
 - Stroller Rentals Hosted by Huggies®
 - Wheelchair Rentals
 - Locker Rentals
 - Disney PhotoPass® Photographers
 - Memory Maker Sales Center
 - Park Information**
 - Character Greeting
 - FastPass+ kiosks available in English, Spanish and Portuguese
 - Disney Vacation Club® Information Center
 - *Emergency services available by calling 911.*

- 14 Tune-In Lounge \$**
Full bar with beer, beverages and specialty cocktails.
- 15 50's Prime Time Café Hosted by Coca-Cola® LD \$\$\$**
Pot roast, meatloaf and fried chicken.
- 16 Dockside Diner LD \$** Foot-long all-beef hot dogs, pork sandwich, nachos, milkshakes, frozen beverages and beer.
- 17 Oasis Canteen S \$**
Funnel cakes, ice cream, ice cream floats and draft beer.
- 18 Backlot Express Hosted by Coca-Cola® LD \$ \$**
Angus burgers, salad, chicken tenders, draft beer and frozen beverages.
- 19 Indiana Jones Adventure Outpost**
Toys and apparel featuring Indiana Jones.
- 20 "Frozen" Fractal Gifts** Apparel, costumes and toys inspired by Anna, Elsa and friends.
- 21 Tatooine Traders** Star Wars-inspired toys and apparel, plus personalized build-your-own lightsabers.

GRAND AVENUE

- 22 Muppet★Vision 3D FP+ (HC) (CC) (AED)**
Experience the magic of the Muppets in this 3-D extravaganza. 25 minutes. ©The Muppets Studio, LLC.
- 23 PizzeRizzo L \$** Italian-American pizzeria, salad and desserts. Open seasonally.
- 24 Mama Melrose's Ristorante Italiano LD \$ \$**
Pasta, chicken, seafood and steak.
- 25 BaseLine Tap House \$**
California craft beers, wines, cocktails and small bites.
- 26 It's a Wonderful Shop** Ornaments, nutcrackers, stockings and Disney-themed holiday décor.
- 27 Stage 1 Company Store** Disney apparel, cel art and artistic sketches, toys and merchandise from Tim Burton's "The Nightmare Before Christmas."

COMMISSARY LANE

- 28 Mickey and Minnie Starring in Red Carpet Dreams (HC)** Meet Mickey all dressed up as the Sorcerer's Apprentice and Minnie Mouse in her red carpet couture!
- 29 Sci-Fi Dine-In Theater Restaurant LD \$ \$ \$**
Signature beef blend burgers, sandwiches, grilled steak, pasta, salads and vegetarian items.
- 30 ABC Commissary LD \$**
Angus burger, ribs, chicken, salad and seasonal entrées.

- Symbols in List**
Attraction/Show Considerations
- 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

NEW! AN INCREDIBLE CELEBRATION

- 31 The Edna Mode Experience (HC)**
View some of the famous designer's greatest creations.
- 32 Neighborhood Bakery S \$**
Num Num Cookie, pretzels and frozen beverages.
- 33 Municiberg Gifts**
Souvenirs from Disney • Pixar "Incredibles 2."

TOY STORY LAND

- 34 Slinky Dog Dash FP+ (HC) (CC) (AED)**
Slinky Dog Dash is an exciting roller coaster-type ride in a vehicle that resembles an oversized Slinky Dog toy through a backyard setting and features sharp turns, sudden drops and stops. Expectant mothers should not ride. Mobility Access: Transfer Access Vehicle available.
- 35 Alien Swirling Saucers FP+ (HC) (CC) (AED)**
Hang on tight for an interstellar romp in a toy rocket—set to an out-of-this-world beat! Mobility Access: Transfer Access Vehicle available.
- 36 Toy Story Mania!® FP+ (HC) (CC) (AED)** Ride this midway-style, 4-D shootin' game starring your favorite "Toy Story" characters.
- 37 Woody's Lunch Box BLD \$**
Sandwiches, tochos, desserts and ice cream floats.

ANIMATION COURTYARD

- 38 Walt Disney Presents (HC) (CC) (AED)** Explore Walt Disney's legendary creative legacy through a fascinating multimedia journey and preview concept art and models of upcoming Park additions.
 • **NEW! Meet Favorite Monster Friends** at Monsters, Inc.
- 39 Voyage of The Little Mermaid FP+ (HC) (CC) (AED)** Immerse yourself in unforgettable moments from Disney "The Little Mermaid" in this live musical featuring colorful puppetry. 17 minutes.
- 40 Star Wars Launch Bay Presented by Hewlett Packard Enterprise (HC) (CC) (AED)** View movie props, screen videos, shop for Skywalker Wine and collective merchandise and greet Star Wars heroes and villains.
- 41 NEW! Disney Junior Dance Party (HC) (CC) (AED)** Join Doc McStuffins, Vampirina, Timon and Mickey Mouse for a high-energy musical celebration.
- 42 Market S \$** Pretzels, churros, frozen beverages and beer.
- 43 In Character Apparel, toys and headwear.**
- 44 Disney Studio Store**
Discover great gifts for your Disney Junior fan.

SUNSET BOULEVARD

- 45 Beauty and the Beast—Live on Stage FP+ (HC) (CC) (AED)** Relive the magic of Belle and the Beast in this lavish, Broadway-style retelling of a "tale as old as time." 30 minutes.
- 46 Rock 'n' Roller Coaster® Starring Aerosmith FP+ (HC) (CC) (AED)** Blast off in a stretch limousine through the freeways of Los Angeles to the rockin' tunes of Aerosmith. Mobility Access: Transfer Access Vehicle and Transfer Practice Vehicle available. See a Cast Member for transfer information.
- 47 The Twilight Zone Tower of Terror™ FP+ (HC) (CC) (AED)** 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.
- 48 Fantasmic! Presented by Pop Secret® FP+ (HC) (CC) (AED)** Experience the power of what a little dreaming can do as Mickey's dreams come to life in this outdoor nighttime spectacular set to music and stunning pyrotechnics. 30-minute show. The theater opens and snacks are available for purchase beginning 90 minutes prior to show time. Mobility Access: Please see a Cast Member at the entrance of the standard queue for direction.
- 49 Sunshine Day Bar \$**
Full bar, beer and specialty cocktails.
- 50 Sunset Ranch Market**
 - **Anaheim Produce S \$**
Fresh fruit, pretzels, frozen lemonade and margaritas.
 - **Rosie's All-American Café LD \$ \$**
Angus burgers and chicken breast nuggets.
 - **Catalina Eddie's LD \$ \$**
Pizza and Caesar salad. Open seasonally.
 - **Fairfax Fare LD \$ \$** Tex-Mex-inspired selection, salads and specialty house cocktails.
 - **Hollywood Scoops S \$**
Sundaes and hand-dipped ice cream cones.
- 51 KRNR The Rock Station S \$**
All-beef hot dogs, ice cream, frozen beverages and beer.
- 52 Rock Around the Shop** Essentials for any rocker such as drumsticks, guitar picks and rock-styled apparel!
- 53 Tower Hotel Gifts** Hollywood Tower Hotel-inspired merchandise including homeware, apparel, collectibles, Gallery Art and fine jewelry featuring PANDORA® Jewelry.
- 54 Once Upon a Time**
Disney-themed apparel, jewelry and headwear for all ages.
- 55 Beverly Sunset Boutique**
Discover great gifts for your Pixar fan.

- 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.