# 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
- disnevworld.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.

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.

# Merchandise Package Delivery

and Pickup Instead of carrying your purchases all day, have them delivered to Oscar's Super Service near the Park entrance and pick them up as you exit. Please allow three hours for delivery. If you prefer, have your purchases delivered directly to your Disney Resort hotel. See a Merchandise Cast Member for more details.

# Dining

**Dining Reservations** Table-Service restaurants book quickly, so please make reservations through the Mv Disnev 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®, MasterCard®, Discover® American Express®, Diners Club®, JCB®,

traveler's checks, cash and Disney Dollars.

## 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 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 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





# **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. Companionassisted restroom facilities, designated by (5.11) 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<sup>™</sup> Launch Bay
- Animation Courtvard Rock 'n' Roller Coaster®.
- Sunset Boulevard The Twilight Zone Tower of Terror<sup>™</sup>
- 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 quaranteed. 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 Mv Disnev Experience app at

# **Special Events & Tours**

Disnev'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 locations noted with . 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*®

# My DISNED Experience

Download it for FREE today.



# The official mobile app

that's the one stop shop for your Walt Disney World<sub>∞</sub> 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) 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**

Adventures Continue

**Companion Restrooms** 

If you plan to visit more than one Park on the same day retain your deposit ticket from the first Park Yo will be able to obtain a replacement wheelchair or ECV the same day, if available, at the next Park with no additional charge.

Oscar's Super Service inside Main Entrance

• At Tatooine Traders - near Star Tours®—The

See map inside for locations indicated with & |

Wheelchair Replacement Locations

# Portable Tactile Mans Provides a tactile

Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park.

**VISUAL** 

DISABILITIES

representation of building boundaries, walkways and landmarks for each area of the Theme Parks. resented in a booklet format. Audio Description Ditilizes Disney's Handheld

Device to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. Amenities available for \$25 refundable deposit.

Guest Relations | See map inside for location.

Relations Lobby and Guest Information Board

at the intersection of Hollywood Boulevard and

Sunset Boulevard.

# HEARING **DISABILITIES**

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

Device 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 Disnev's Handheld Device. Amenities available for \$25 refundable deposit.

Guest Relations See map inside for location.

#### Stationary Braille Maps Large print maps with Written Aids Packets containing dialogue, narrations, Braille overlay and raised graphics to highlight key landmarks and attractions. Located near the Guest

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

# More Options

**Guest Amenities** 

Rental Location

Complimentary

Amenities and

at the Park

Services for use

or Deposit

Available for Rent

#### **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 imes and details about restaurant menus, by alling 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 *Disney's* Hollywood Studios® on Sundays and Wednesdays. Schedules are available at Guest Relation's that list specific interpreted show times for all Walt Disney World® 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 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 nortable kennel

- Star Tours The Adventures Continue
- Slinky Dog Dash Alien Swirling Saucers
- Rock 'n' Roller Coaster® Starring Aerosmith
- The Twilight Zone Tower of Terror™

Guests with service animals should check with a host some attractions, service animals may not be permitted for attraction and boarding information at the following attractions:

• Tov Story Mania!®

# Service Animal Relief Areas 🛦

- Echo Lake: Behind Star Tours—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,

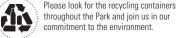
that produce electric and magnetic fields are utilized extensively throughout the world and also within our Resorts. These fields are generally no greater than you would experience in any urban environment or may be exposed to through common household appliances such as vacuum cleaners and hair dryers.

# 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.



As Timon and Pumbaa would sav. "Don't wait too late to hydrate!" Visit disneywildaboutsafety.com for more safety tips and fun games.



throughout the Park and join us in our commitment to the environment.

DISNEY WILD ABOUT SAFETY® TIPS

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.



# **HOLLYWOOD BOULEVARD**

- 1 The Trolley Car Café S \$ Starbucks® espresso and house-made Disney pastries.
- The Hollywood Brown Derby 1 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.
- Oscar's Super Service 🐼 🚳 Package Pickup, Stroller and Wheelchair Rentals.
- Mickey's of Hollywood Disney Character gifts and Park souvenirs.
- Celebrity 5 & 10 Disney Pin Trading destination, home décor and headwear.
- Keystone Clothiers Men's and women's fashion and accessories.

# **ECHO LAKE**

- For the First Time in Forever: A "Frozen" Sing-Along Celebration FP+ 5 5 Join Anna. Elsa and the newly-appointed royal historians of Arendelle.
- Star Wars™: Path of the Jedi & MC A saga film experience, including footage from recent Star Wars
- Celebrity Spotlight Meet Olaf from Disney "Frozen."
- Indiana Jones™ Epic Stunt Spectacular! FP+ & M HC 14 (a) 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 💩 Watch voundlings 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+** ▲ 1 40"/102 cm. 🔊 🕳 HC CC 4 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. ©Disnev/Lucasfilm Ltd.
- Hollywood & Vine Family buffet with Disney Characters and American cuisine.
- Disney Junior Play 'n Dine 1 B \$\$ Join popular Disney Junior pals as they host a musical meal.
- Minnie's Seasonal Dining 1 LD \$\$\$ Minnie invites you to meet all her friends at delightful parties throughout the year!
- 11 14 Tune-In Lounge \$ Full bar with beer, beverages and specialty cocktails.

- 15 50's Prime Time Café Hosted by Coca-Cola® B LD \$\$ Pot roast meatloaf and fried chicken
- 16 Dockside Diner LD \$ Foot-long all-beef hot dogs, pork sandwich, nachos, milk shakes, frozen lemonade, beer and margaritas.
- ¶ 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 breast nuggets, draft beer and frozen beverages.
- 19 Indiana Jones Adventure Outpost Toys and apparel featuring Indiana Jones.
- 20 "Frozen" Fractal Gifts Apparel, costumes and toys nspired by Anna, Elsa and friends.
- plus personalized build-your-own Droids and lightsabers.

# **GRAND AVENUE**

- 22 Muppet ★ Vision 3D FP+ & MHC CC → Experience the magic of the Muppets in this 3-D extravaganza. 25 minutes. ©The Muppets Studio, LLC.
- YI 23 PizzeRizzo 🖟 L \$ Italian-American pizzeria, salad and desserts.
- 1 24 Mama Melrose's Ristorante Italiano LD \$\$ Pasta, chicken, seafood and steak.
- **YI 25** NEW! BaseLine Tap House \$ California craft beers, wines, cocktails and small bites.
- **26** Stage 1 Company Store Disney apparel, toys and housewares.

# COMMISSARY LANE

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

- 30 Slinky Dog Dash FP+ ₱ 38"/97 cm. Sar 8 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.
- 31 Alien Swirling Saucers FP+ † 32"/81 cm. & Hang on tight for an interstellar romp in a toy rocket-set to an out-of-this-world heat!

- 32 Toy Story Mania!® FP+ 🚉 🗟 🚾 🔊 Ride this midway-style, 4-D shootin' game starring your favorite "Toy Story" characters.
- 33 Woody's Lunch Box 6 BLD \$ Sandwiches, totchos, desserts and ice cream floats.

# **ANIMATION COURTYARD**

- 34 Walt Disney Presents (b) (Fig. 12) Explore Walt Disney's legendary creative legacy through a fascinating multimedia journey and preview concept art and models of upcoming Park additions.
- 😩 35 Voyage of The Little Mermaid FP+ 🕭 💋 HC [Display in the content of the conte Disney "The Little Mermaid" in this live musical featuring colorful nunnetry 17 minutes
- 4 36 Star Wars Launch Bay Presented by Hewlett Packard Enterprise & (HC) (D)) View movie props. screen videos, shop for Skywalker Wine and collective merchandise, and greet Star Wars heroes and villains.
- 37 Disney Junior—Live on Stage! Presented by Pull-Ups® FP+ & M HC CC (a) Sing, dance and play with Disney Junior pals in this family-friendly stage show. 21 minutes
- Discover great gifts for your Disney Junior fan.

# SUNSET BOULEVARD

- Relive the magic of Belle and the Beast in this lavish, Broadway-style retelling of a "tale as old as time." 30 minutes.
- 40 Rock 'n' Roller Coaster® Starring Aerosmith **FP+** → 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.
- 41 The Twilight Zone Tower of Terror™ FP+ ▲ 1 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.
- 42 Fantasmic! Presented by Pop Secret® FP+ ! 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.

- **11** 43 Sunshine Day Café S \$ Reer and snacks Open Seasonally
- 44 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. foot-long all-beef hot dogs, salads and specialty house cocktails.
  - Hollywood Scoops \$ \$ Sundaes and hand-dipped ice cream cones.
- 45 KRNR The Rock Station S \$
- All-beef hot dogs, ice cream, frozen beverages and beer. 46 Rock Around the Shop Essentials for any rocker such
- as drumsticks, quitar picks and rock-styled apparel. 47 Tower Hotel Gifts Hollywood Tower Hotel-inspired merchandise including homeware, apparel, collectibles,
- Gallery Art and fine jewelry featuring PANDORA® Jewelry. 48 Once Upon a Time
- Disney-themed apparel, jewelry and headwear for all ages.
- 49 Beverly Sunset Discover great gifts for your Pixar fan.

# **ENTERTAINMENT**

For the First Time in Forever: A "Frozen" Sing-Along Celebration FP+ Indiana Jones Epic Stunt Spectacular! FP+ Jedi Training: Trials of the Temple Voyage of The Little Mermaid FP+ Disney Junior—Live on Stage! FP+ Star Wars: A Galaxy Far, Far Away

Beauty and the Beast—Live on Stage FP+

Fantasmic! Presented by Pop Secret® FP+ Disney Movie Magic

Star Wars: A Galactic Spectacular



# 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.

# LEGEND

# Symbols on Map

Accessible Restrooms

**⟨**♣♦♦ Companion Restrooms

First Aid\* Presented by Florida Hospital Automated External Defibrillators Guest Relations Baby Care Center Hosted by Huggies®

Service Animal Relief Areas Smoking Locations ATMs Presented by Chase

Stroller Rentals Hosted by Huggies® Wheelchair Rentals ■ Locker Rentals Disney PhotoPass® Photographers Memory Maker Sales Center Nikon® Picture Spot 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

(b) 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

> and Wednesdays) ALL Automated External Defibrillators

**Devices Available at Guest Relations** 

Assistive Listening HC Handheld Captioning CC Video Captioning

Audio Description Character Greetings Entertainment

■ Shopping

Sign Language (available Sundays Disney dining plan.

Mobile Ordering Reservations recommended.

TI Dining

Call 407-WDW-DINE (939-3463). B - Breakfast L - Lunch

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

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

All dining locations listed accept a

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

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.