



### HOLIDAY TREATS

Feast on holiday treats, like the Chestnut Pinecone, to satisfy your holiday sweet tooth. See Times Guide for full list of where to find all the delicious treats.



### HOLIDAY CHARACTER GREETINGS

Meet some of your Disney favorites in their holiday gear and Santa himself through December 24! Starting December 25, meet Santa Goofy!



### SUNSET SEASONS GREETINGS

Watch the Hollywood Tower Hotel and Sunset Boulevard dazzle in holiday fun with projections, lasers and even some “snow,” along with festive music and characters.

## ACCESSIBILITY AND MOBILITY

### Courtesy Wheelchairs

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

### Restrooms and Companion Restrooms

Restrooms at the Theme Parks, designated by , offer facilities designed for access by Guests with mobility disabilities. Companion-assisted restroom facilities, designated by , are also available at many locations in each Theme Park. Theme Park First Aid locations, designated by , have facilities with additional space and privacy for individuals who may need assistance from a member of their party with their personal care needs.

### 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.

## 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](http://disneyworld.com/lostandfound).
- Services for Guests with Disabilities



Services for International Guests are available at Guest Relations.

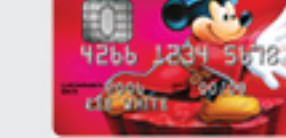
Los Servicios para Huéspedes Internacionales están disponibles en la oficina de Guest Relations. Des services pour les Visiteurs Internationaux sont disponibles au Guest Relations.

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。

### Payment Options

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

### Park Rules

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

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

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

## SPECIAL EVENTS & TOURS

Elevate your vacation with special experiences exclusive to *Disney's Hollywood Studios*® like Jingle Bell, Jingle BAM! Dessert Party, *Fantasmic!* Dessert & VIP Viewing Experience and more. Call 407-WDW-DINE (939-3463) or visit Guest Relations for more information.

## 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.



## GUIDE FOR GUESTS WITH DISABILITIES



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

	MOBILITY DISABILITIES	VISUAL DISABILITIES	HEARING DISABILITIES
Guest Amenities Available for Rent or Deposit	Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Park to Park.  <b>Park Hopping Options</b> 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.	<b>Braille Guides</b> Printed in Braille and large print text to provide an overview of the Theme Park.  <b>Portable Tactile Maps</b> Provides a tactile representation of building boundaries, walkways and landmarks for each area of the Theme Parks. Presented in a booklet format.  <b>Audio Description</b>  Utilizes <i>Disney's Handheld Device</i> to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. Amenities available for \$25 refundable deposit.	<b>Assistive Listening</b>  Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions.  <b>Handheld Captioning</b> <b>HC</b> Utilizes <i>Disney's Handheld Device</i> to display text at select attractions.  <b>Theater Captioning</b> Many theater-type attractions now offer Handheld Captioning.  <b>Video Captioning</b> <b>CC</b> Caption-ready monitors designated with a “CC” symbol can be activated by remote control built into <i>Disney's Handheld Device</i> . Amenities available for \$25 refundable deposit.
Rental Location	Oscar's Super Service inside Main Entrance	Guest Relations  See map inside for location.	Guest Relations  See map inside for location.
Complimentary Amenities and Services for use at the Park	<b>Wheelchair Replacement Location</b> • At Tatooine Traders  <b>Companion Restrooms</b> See map inside for locations indicated with 	<b>Stationary Braille Maps</b> Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located near the Guest Relations Lobby and Guest Information Board at the intersection of Hollywood Boulevard and Sunset Boulevard.	<b>Written Aids</b> Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	<b>Electric Conveyance Vehicles (ECVs)</b> Limited number available on a first-come, first-served basis at the rental location.  Must be 18 years of age or older to rent ECVs.  RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis and may only be used in the Park where they are rented. Your ECV will be held if you wish to leave and return to the same Park.	For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including 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.  <b>Sign Language Interpretation</b>  Available at <i>Disney's Hollywood Studios</i> on Sundays and Wednesdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i> Theme Parks.  For future visits to request confirmation of our interpreted performance schedule OR to request interpretation for other special events and shows, call a minimum of 14 days in advance at 407-824-4321 [voice].
Safety in the Park	<b>Mobility Scooters/ECVs</b> Please keep your speed to the walking speed of those around you.  Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food & beverage locations.  Park your device in safe locations clear from walkways and stairs.  <b>Evacuation</b> In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance.  <b>Transfers</b> Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.	<div><h2>SERVICE ANIMALS</h2><p>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.</p><p><b>Service Animal Restrictions</b> Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please inquire with a Cast Member about available options including a Rider Switch with a member of your party or a portable kennel.</p><ul style="list-style-type: none"><li>• <i>Star Tours</i>®—The Adventures Continue</li><li>• <i>Millennium Falcon</i>: Smugglers Run</li><li>• <i>Star Wars</i>: Rise of the Resistance</li><li>• Alien Swirling Saucers</li><li>• Slinky Dog Dash</li><li>• <i>Rock 'n' Roller Coaster</i>® Starring Aerosmith</li><li>• The Twilight Zone Tower of Terror™</li></ul></div> <div><p>Guests with service animals should check with a host for attraction and boarding information at the following attractions:</p><ul style="list-style-type: none"><li>• <i>Toy Story Mania!</i>®</li></ul><p><b>Service Animal Relief Areas</b> </p><ul style="list-style-type: none"><li>• In the courtyard of First Aid</li><li>• Near Tatooine Traders</li><li>• Near Alien Swirling Saucers</li><li>• At the entrance to Toy Story Land</li></ul><p><b>Kennel</b> For information and reservations, call 877-493-9738.</p></div>	
Please contact a Cast Member for information and assistance.			

### Specialty Lighting Effects/Photosensitivity

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

### Magnetic Fields

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

### Special Effects

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

NOTE: If you or any member of your party have questions regarding the above, you may speak with a Guest Relations Cast Member for details.



**DISNEY WILD ABOUT SAFETY®**  
Get Wild About Safety with Timon and Pumbaa! Visit [disneywildaboutsafety.com](http://disneywildaboutsafety.com) for vacation safety tips, games and videos.



Please look for the recycling containers throughout the Park and join us in our commitment to the environment.

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







## HOLLYWOOD BOULEVARD

- 1 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.*
- 2 The Trolley Car Café S \$**  
Starbucks® espresso and house-made Disney pastries.
- 3 Mickey's of Hollywood** Disney Character gifts and Park souvenirs with holiday enhancements.
- 4 Keystone Clothiers**  
*Star Wars*™-inspired and holiday merchandise for every fan.
- 5 Celebrity 5 & 10**  
Holiday gifts and Park souvenirs.
- 6 Oscar's Super Service**  
Package pickup, stroller and wheelchair rentals.

## ECHO LAKE

- 7 Indiana Jones™ Epic Stunt Spectacular! FP+ HC**  
Amazing stunts and movie-making magic. *30 minutes.* ©Disney/Lucasfilm Ltd.
- 8 Jedi Training: Trials of the Temple**  
Younglings train in the ways of the Force. *20 minutes. Participants ages 4-12 may check space availability at Indiana Jones Adventure Outpost.*
- 9 Star Tours®—The Adventures Continue FP+ HC**  
Feel the power of the Force during a 3D, motion-simulated space flight. *Mobility Access:* See a Cast Member for Transfer Access Seat and transfer information. ©2015 Lucasfilm Ltd. & TM. ©Disney/Lucasfilm Ltd.
- 10 Celebrity Spotlight**  
Meet Olaf from Disney "Frozen."
- 11 For the First Time in Forever: A "Frozen" Sing-Along Celebration FP+ HC**  
Join Elsa, Anna, Kristoff and Olaf for their holiday Frozen Winter Festival Finale! *35 minutes.*
- 12 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.
  - **Minnie's Seasonal Dine LD \$\$\$** Mingle with Minnie Mouse and her friends at a holiday party!
- 13 50's Prime Time Café Hosted by Coca-Cola® LD \$\$**  
Pot roast, meatloaf and fried chicken.
- **Tune-In Lounge \$**  
Full bar with beer, beverages and specialty cocktails.
- 14 Epic Eats S \$**  
Funnel cakes, ice cream, ice cream floats and draft beer.
- 15 Backlot Express Hosted by Coca-Cola® LD \$**  
Angus burgers, Southwest salad and sandwiches.

## LEGEND

### Symbols on Map Amenities

- Restrooms
- Accessible Restrooms
- Companion Restrooms
- First Aid\* Presented by AdventHealth
- Automated External Defibrillators
- Guest Relations
- Baby Care Center Hosted by Huggies®
- Service Animal Relief Areas
- Smoking Area
- ATMs Presented by Chase

- Stroller Rentals Hosted by Huggies®
- Wheelchair Rentals
- Locker Rentals
- Disney PhotoPass® Photographers
- Memory Maker Sales Center

### Park Information

- Character Greeting
- 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
- S** 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 Sundays and Wednesdays)
- Automated External Defibrillators
- Devices Available at Guest Relations**
  - Assistive Listening
  - Handheld Captioning
  - Video Captioning
  - Audio Description
  - Character Greeting
  - Entertainment

- Shopping Dining**
  - All dining locations listed accept a Disney dining plan.
  - Mobile Ordering
  - Reservations may be required. For dining reservations, 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](http://disneydiningpricinginfo.com) for pricing details.

### 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.

- 16 Dockside Diner LD \$** Foot-long all-beef hot dogs, milk shakes, frozen beverages and beer.
- 17 Indiana Jones Adventure Outpost**  
Toys and apparel featuring Indiana Jones.
- 18 Tatooine Traders** *Star Wars*-inspired toys and apparel, plus personalized build-your-own lightsabers.
- 19 "Frozen" Fractal Gifts** Apparel, costumes and toys.

## COMMISSARY LANE

- 20 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!
- 21 Sci-Fi Dine-In Theater Restaurant LD \$\$**  
'50s-style drive-in "theater" with burgers, sandwiches, salads and plant-based offerings.
- 22 ABC Commissary**
  - **Quick-Service Lunch L \$**  
Angus burger, chicken and salad.
  - **Fast-Casual Dinner L B D \$** Shrimp teriyaki bowl, rib platter and plant-based offerings.

## GRAND AVENUE

- 23 Muppet★Vision 3D FP+ HC CC**  
Experience the magic of the Muppets in this 3D extravaganza. *25 minutes.* ©The Muppets Studio, LLC.
- 24 PizzeRizzo L \$**  
Italian-American pizzeria, salad and desserts.
- 25 Mama Melrose's Ristorante Italiano LD \$\$**  
Pasta, chicken, seafood and steak.
- 26 BaseLine Tap House \$**  
California craft beers, wines, cocktails and small bites.
- 27 It's a Wonderful Shop**  
Ultimate holiday merchandise destination.

## NEW! STAR WARS: GALAXY'S EDGE

- 28 Millennium Falcon: Smugglers Run**  
Fly the fastest ship in the galaxy while hurtling through hyperspace.
- 29 OPENING DECEMBER 5, 2019! Star Wars: Rise of the Resistance**  
Find yourself in the middle of a battle between the First Order and Resistance.
- 30 Kat Saka's Kettle S \$** Sweet and savory snacks.
- 31 Ronto Roasters BLDS \$**  
Grilled sausage and pork wraps.
- 32 Docking Bay 7 Food and Cargo BLDS \$\$**  
Variety of dishes from across the galaxy.
- 33 Oga's Cantina \$ HC** Local beverages.
- 34 Milk Stand S \$** Legendary blue or green milk.
- 35 The Market Merchants:** Creature Stall, Toydarian Toymaker, Black Spire Outfitters, Jewels of Bith

- 36 Dok-Ondar's Den of Antiquities** Find unique galactic artifacts.
- 37 Savi's Workshop HC** Customize your own unique lightsaber with the guidance of the Gatherers.
- 38 Droid Depot R** Customize, assemble and activate a droid.

## TOY STORY LAND

- 39 Alien Swirling Saucers FP+ HC**  
Take a spin with the adorable aliens from Toy Story. *Mobility Access:* Transfer Access Vehicle available.
- 40 Slinky Dog Dash FP+ HC**  
Family-friendly coaster that twists and turns. *Expectant mothers should not ride.* *Mobility Access:* Transfer Access Vehicle available.
- 41 Toy Story Mania!® FP+ CC**  
Ride this midway-style, 4D shootin' game.
- 42 Woody's Lunch Box BLD \$**  
Sandwiches, totchos, desserts and ice cream floats.
- 43 The Toy Story Store** Toys and apparel inspired by Disney and Pixar's "Toy Story 4."

## AN INCREDIBLE CELEBRATION

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

## ANIMATION COURTYARD

- 47 Walt Disney Presents HC**  
Explore a showcase of the past and future of The Walt Disney Company and Disney Parks.
- 47a Walt Disney Presents Gallery and Exhibits**  
On select dates, get an advanced look at an upcoming Disney feature film! *See Times Guide.*
- 47b The Walt Disney Theater** Watch a tribute to Walt Disney in "Walt Disney: One Man's Dream." On select dates, get an advanced look at an upcoming Disney feature film! *See Times Guide.*
- 47c NEW! Meet Favorite Monster Friends** at Monsters, Inc.
- 48 Voyage of The Little Mermaid FP+ HC**  
Experience moments from "The Little Mermaid" in this live musical featuring colorful puppetry. *17 minutes.*
- 49 Star Wars Launch Bay** Presented by Hewlett Packard Enterprise  
View movie props, screen videos, shop for Skywalker Wine and collectible merchandise and encounter light side and dark side characters.
- 50 NEW! Disney Junior Dance Party!** Presented by Pull-Ups®  
Join Disney Junior Characters at this high-energy musical celebration.

## SUNSET BOULEVARD

- 52 Rock 'n' Roller Coaster® Starring Aerosmith FP+ HC**  
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.
- 53 NEW! Lightning McQueen's Racing Academy HC**  
Get pumped for a high-octane experience where you'll learn what it takes to be a champion from the legendary racer, Lightning McQueen! *10 minutes.*
- 54 The Twilight Zone Tower of Terror™ FP+ HC**  
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.
- 55 Fantasmic! Presented by Pop Secret® FP+ HC**  
Mickey's dreams come to life in this outdoor nighttime spectacular. *30-minute show. Theater opens 90 minutes prior to first show. Mobility Access:* Please see a Cast Member at the entrance of the standard queue for direction.
- 56 Beauty and the Beast—Live on Stage FP+ HC**  
Lavish, Broadway-style retelling of a "tale as old as time." *25 minutes.*
- 57 Sunshine Day Bar \$**  
Full bar, beer and specialty cocktails.
- 58 Sunset Ranch Market**
  - **Anaheim Produce Hosted by Cuties® 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.
  - **Fairfax Fare LD LD \$** Tex-Mex-inspired selection, salads and specialty house cocktails.
  - **Hollywood Scoops S \$**  
Sundaes and hand-dipped ice cream cones.
- 59 Beverly Sunset Boutique** Discover great gifts and holiday souvenirs for your Pixar fan.
- 60 Rock Around the Shop** Essentials for any rocker such as drumsticks, guitar picks and rock-styled apparel!
- 61 Tower Hotel Gifts** Hollywood Tower Hotel-inspired merchandise including homeware, apparel, collectibles, Gallery Art and fine jewelry.
- 62 Once Upon a Time Apparel, jewelry, holiday gear and holiday character greeting. See Times Guide.**
- 63 Legends of Hollywood**  
Boutique selection of jewelry and designer accessories.