

## TIPS & INFORMATION

**Guest Relations** Please visit Guest Relations located east of *Spaceship Earth* 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。

### Shopping

Browse the World Showcase pavilions and you will discover authentic goods representing cultures around the globe — from delicate fragrances in France to handmade ornaments in Germany. You can also download the *Shop Disney Parks* mobile app to search for and purchase authentic *Walt Disney World* Resort merchandise.

### 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.

**Leaving the Park?** All Guests who wish to leave the Park and return later in the day may do so by presenting their original admission media.

- To get to the **Epcot® parking lot**, take a Parking Tram located outside the front of the Park.
- To get to **Magic Kingdom® Park**, take a Monorail to the Transportation and Ticket Center, and then a Monorail or Ferryboat to the Park.
- To get to **Disney's Animal Kingdom® Theme Park**, take a Bus located outside the front of the Park.
- To get to **Disney's Hollywood Studios®**, walk, take a FriendShip Boat from International Gateway or take a Bus located outside the front of the Park.
- To get to **Disney Springs** between the hours of 4:00pm–11:00pm, take a Bus located outside the front of the Park. At all other times, take a Bus to any *Disney Resort* hotel, and then another Bus to *Disney Springs*.
- To get to **Disney's 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 from International Gateway.
- 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
- East of *Spaceship Earth*®
- Future World East & West
- The Land
- Showcase Plaza - Refreshment Port
- Norway
- Germany
- The American Adventure
- Morocco

**Dining and Shopping Locations** Some counter-service and merchandise locations have narrow queues formed by railings that may be difficult for Guests using wheelchairs. At these locations, we suggest that a member of your party order and transport the food, or contact a Cast Member for assistance.

**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.

**Monorail** system can be accessed by elevators and/or ramps, at the Transportation and Ticket Center, *Magic Kingdom* Park, *Epcot*, *Disney's Grand Floridian Resort & Spa*, *Disney's Polynesian Village Resort* and *Disney's Contemporary Resort*.

## BEYOND EPCOT

**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. 14-day ticket purchase not available to residents of all countries. \*\*Valid Theme Park admission and online registration required. Disney FastPass+ attractions and entertainment experiences, the number of selections you can make and available arrival windows are limited. Apple® and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc. ©Disney CFT-18-61179

## GUIDE FOR GUESTS WITH DISABILITIES

# Epcot



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) are available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Park to Park.  <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 at 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> 🗣️ 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> 🗣️ 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 Locations	<ul style="list-style-type: none"> <li>• Stroller &amp; Wheelchair Rental Shop to the east of <i>Spaceship Earth</i></li> <li>• International Gateway</li> </ul>	Guest Relations 🗣️ <i>See map inside for locations.</i>	Guest Relations 🗣️ <i>See map inside for locations.</i>
Complimentary Amenities and Services for use at the Park	<b>Wheelchair Replacement Location</b> <ul style="list-style-type: none"> <li>• World Traveler - International Gateway</li> </ul> <b>Companion Restrooms</b> <i>See map inside for locations indicated with ♿👤.</i>	<b>Stationary Braille Maps</b> Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in Future World near Guest Relations and the Tip Board by the fountain. Also located in World Showcase near Guest Relations at International Gateway and on the bridge from Future World to World Showcase.	<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 and 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 select locations. 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 and 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.	<b>Service Animals</b> 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.  <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.  <ul style="list-style-type: none"> <li>• <i>Mission: SPACE</i>®</li> <li>• <i>Test Track</i>® Presented by Chevrolet®</li> <li>• <i>Soarin'</i>® Around the World</li> </ul>	

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.



**DISNEY WILD ABOUT SAFETY® TIPS**  
As Timon and Pumbaa would say, "Don't wait too late to hydrate." Visit [disneywildaboutsafety.com](http://disneywildaboutsafety.com) for more safety tips and fun games.



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

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



### FUTURE WORLD EAST

- Spaceship Earth® FP+ [HC] [D]** Explore the history of innovations from the Stone Age to the Digital Age. **Mobility Access:** Enter through the exit on RIGHT or LEFT.
- Mission: SPACE® FP+ [HC] [D] [AED]** Experience NASA-style training with a simulated space launch. *Expectant mothers should not ride.* **Mobility Access:** Transfer Device available. See a Cast Member for additional information.
  - **Green Mission** for a less intense experience [40"/102 cm.
  - **Orange Mission** for an intense journey [44"/112 cm. Visit the interactive play area, Advanced Training Lab, at the exit.
- Test Track® Presented by Chevrolet® FP+ [S] [A]** [40"/102 cm. [HC] [D] [AED] Create your own virtual concept vehicle and put it through the paces on the exhilarating hills, hairpin turns and straightaways of the *Test Track* circuit. **Mobility Access:** Transfer Practice Vehicle available. Contact a Cast Member for assistance.
- Innoventions® [C]** Visit this vibrant pavilion featuring fun activities and exhibits including COLORTOPIA™ Presented by Glidden®. **Mobility Access:** See a Cast Member for information.
- JAMmitors** Jammin' percussion. *See Times Guide.*
- Electric Umbrella Hosted by Coca-Cola® [LD] [S]** Quick service restaurant serving burgers, chicken breast nuggets and vegetarian options.
- Mouse Gear** Disney Character apparel, toys, Park souvenirs, PANDORA® Jewelry and Dooney & Bourke handbags.

### FUTURE WORLD WEST

- Epcot Character Spot [C]** The perfect place to find favorite characters and new friends.
- 8a Baymax** Your personal health care companion from "Big Hero 6"!
- 8b Joy and Sadness** Adventurous emotions from Disney•Pixar's "Inside Out."
- 8c Mickey, Minnie and Goofy FP+** All in one fun spot.
- The Seas with Nemo & Friends®**
  - The Seas with Nemo & Friends Attraction FP+ [HC] [D]** Board a "clamobile" to relive some of your favorite scenes from Disney•Pixar's "Finding Nemo."
  - Turtle Talk With Crush FP+ [C] [D]** An engaging conversation with Crush, Dory and some of their marine animal friends.
  - SeaBase [C]** Surround yourself with thousands of beautiful live fish, sharks, sea turtles and more as you explore this 5.7 million gallon aquarium!

- The Land**
  - 10a Soarin'® Around the World FP+ [HC] [D] [AED]** Soar high in the sky and feel the wind race across your face during a hang-gliding flight across the globe.
  - 10b Living with the Land Presented by Chiquita® FP+ [HC] [D]** Travel through the greenhouses of The Land with the entire family to see the tasty side of science, featuring innovative food-growing techniques.
  - 10c Sunshine Seasons BLD [S]** Greenhouse-inspired, fresh, fast-casual fare.
  - 10d Chip 'n' Dale's Harvest Feast at Garden Grill Restaurant [BLD] [\$\$\$]** Family-style Disney Character dining with Chip 'n' Dale and friends. American cuisine.
- Imagination!**
  - 11a Journey Into Imagination With Figment FP+ [C] [HC] [D] [AED]** Tour the Imagination Institute with Figment, then let the little ones' imaginations run wild at ImageWorks.
  - 11b Disney & Pixar Short Film Festival FP+ [C] [HC] [D] [AED]** Experience popular animated shorts in this 4D cinema attraction for fans of all ages.
  - 11c NEW! Ralph and Vanellope [C]** Break the internet with these two best buds.
- 12 Fountain View [S] [S]** Starbucks® Espresso, Artisan breakfast sandwiches and house-made Disney pastries.
- 13 Coral Reef Restaurant [LD] [SS]** Dine on seafood specialties and more with underwater views of a living coral reef.
- 14 Art of Disney Collectibles**, including original Disney artwork, sculptures and prints.
- 15 Club Cool Hosted by Coca-Cola®** Exclusive Coca-Cola® merchandise and complimentary samples of soft drinks from around the world.

### SHOWCASE PLAZA

- 16 Refreshment Port [S] [S]** Croissant doughnuts and poutines.
- 17 Port of Entry** Home décor and seasonal items.
- 18 Disney Traders** *MagicBands*, plush and décor.

### WORLD SHOWCASE

- 19 MEXICO**
  - Gran Fiesta Tour Starring The Three Caballeros [HC] [D]** Discover the sights of Mexico and the antics of three feathered amigos on this boat ride. **Mobility Access:** Follow directional signs to designated load area.
  - Mariachi Cobre** Traditional mariachi music and a new "Coco"-inspired show. *See Times Guide for performance times for each show.*

- Mexico Dining**
  - Table Service [S] [SS]:** San Angel Inn Restaurante, La Hacienda de San Angel
  - Quick Service [S]:** Choza de Margarita, La Cantina de San Angel
  - Lounge [S]:** La Cava del Tequila
- NORWAY**
  - Meet Anna and Elsa at Royal Sommerhus [C]** Encounter the beloved sisters of Arendelle.
  - Frozen Ever After FP+ [HC] [D]** Board a wooden Viking ship and sail through the fantastical world of "Frozen." **Mobility Access:** Transfer Device available. See a Cast Member for additional information.
  - Norway Dining**
    - Table Service [S] [SSS]:** Princess Storybook Dining at Akershus Royal Banquet Hall
    - Quick Service [S]:** Kringla Bakeri Og Kafe
  - The Fjording** "Frozen" merchandise, Helly Hansen and fragrances.
- CHINA**
  - Reflections of China [C] [HC] [D]** View the places and faces of the world's most populous country in this Circle-Vision 360 film. *14 minutes.*
  - Jeweled Dragon Acrobats** Amazing Chinese acrobats.
  - China Dining**
    - Table Service [S] [SS]:** Nine Dragons Restaurant
    - Quick Service [S]:** Lotus Blossom Café, Joy of Tea
- Refreshment Outpost [S] [S]**
- GERMANY**
  - Margret Almer & The Bavarian Band** Lively and authentic music of Germany.
  - Germany Dining**
    - Table Service [S] [SSS]:** Biergarten Restaurant [D]
    - Quick Service [S]:** Sommerfest
  - Karamell-Küche Featuring Werther's® Original Caramel** Freshly-made caramel corn, caramel covered apples and strawberries.
  - Die Weihnachts Ecke** German ornaments, steins and Werther's® Original Caramel.
- ITALY**
  - Sergio** Italian mime and juggler.
  - Italy Dining**
    - Table Service [S] [SS]:** Tutto Italia Ristorante, Via Napoli Ristorante e Pizzeria
    - Lounge [S]:** Tutto Gusto Wine Cellar
- THE AMERICAN ADVENTURE**
  - The American Adventure [C] [HC] [D]** Explore the past and future of America through film, music and *Audio-Animatronics*®. *30 minutes.* **Mobility Access:** See a Cast Member at entrance for access to second floor.

- Voices of Liberty** A capella ensemble performs beloved songs at the Rotunda.
- The American Adventure Dining**
  - Quick Service [S]:** Liberty Inn Hosted by Coca-Cola®
  - Snacks [S]:** Fife & Drum Tavern, Block & Hans, Funnel Cake
- JAPAN**
  - Matsuriza** Japanese Taiko drummers.
  - Japan Dining**
    - Table Service [S] [SS]:** Teppan Edo, Tokyo Dining
    - Quick Service [S]:** Katsura Grill **Mobility Access:** Guests can access Katsura Grill via the pathway behind the Pagoda.
- MOROCCO**
  - Morocco Entertainment** *See Times Guide.*
  - Morocco Dining**
    - Table Service [S] [SS]:** Restaurant Marrakesh, Spice Road Table
    - Quick Service [S]:** Tangierine Café
- FRANCE**
  - Impressions de France [C] [HC] [D]** Experience the grandeur and charm of the French countryside through film. *20 minutes.* **Mobility Access:** Enter through LEFT side of the entrance hallway.
  - Serveur Amusant™** Comical waiter and wine steward.
  - France Dining**
    - Table Service [S] [SS-SSS]:** Chefs de France, Monsieur Paul
    - Mobility Access:** Accessible by elevator. Ask for assistance at the entrance of Chefs de France.
    - Quick Service [S]:** Les Halles Boulangerie-Pâtisserie
  - La Signature and Plume et Palette** Givencyh and Guerlain fragrances.
- INTERNATIONAL GATEWAY**
- World Traveler** Family apparel, headwear and Disney Trading Pins.
- UNITED KINGDOM**
  - British Revolution** British rock music.
  - United Kingdom Dining**
    - Table Service [S] [SS]:** Rose & Crown Dining Room
    - Quick Service [S]:** Yorkshire County Fish Shop
    - Lounge [S]:** Rose & Crown Pub
  - The Tea Caddy** Twinings of London® tea.
- CANADA**
  - O Canada! [C] [HC] [D]** Discover the True North of Canada in this inspirational Circle-Vision 360 film. *14 minutes.* **Mobility Access:** Enter through path on RIGHT next to Le Cellier Steakhouse.
  - Live Bands at Canada Mill Stage** *See Times Guide.*
  - Canada Dining**
    - Table Service [S] [SSS]:** Le Cellier Steakhouse
  - Northwest Mercantile** Apparel and Canadian maple syrup.

### LEGEND

- Restrooms
- Accessible Restrooms
- Companion Restrooms
- First Aid\* Presented by AdventHealth
- Guest Relations
- Baby Care Center Hosted by Huggies®
- Service Animal Relief Areas
- Smoking Areas
- ATMs Presented by Chase
- Stroller Rentals Hosted by Huggies®
- Wheelchair Rentals
- Locker Rentals
- Disney PhotoPass® Photographers
- Memory Maker Sales Center
- Water Transportation
- Character Greetings
- FastPass+ kiosks available in English, Spanish and Portuguese.

- Fireworks Viewing for Guests with Disabilities
- Leave A Legacy Locator
- Kidcot Fun Stops Presented by Ziploc®
- Disney Vacation Club® Information Center
- 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 remain in wheelchair/ECV
- Must transfer from wheelchair/ECV
- Must transfer to standard wheelchair, and then to ride vehicle
- Sign Language (Available Fridays)
- Automated External Defibrillators

- Devices Available at Guest Relations**
  - Assistive Listening
  - Handheld Captioning
  - Video Captioning
  - Audio Description
- Shopping**
- Entertainment**
- 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
  - D** - Dinner
  - S** - Snack
  - \$** = \$14.99 and under per adult
  - \$\$** = \$15-\$34.99 per adult
  - \$\$\$** = \$35-\$59.99 per adult
  - \$\$\$\$** = over \$60 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 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.

\*Emergency services available by calling 911.