

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.

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.

Accessible Transportation The following options are available for Guests in wheelchairs or ECVs:

- **Buses and Disney Skyliner** can accommodate various types of wheelchairs and ECVs. The standard footprint is 30" x 48". The wheelchair or ECV must fit the lift without being forced. On buses, the device must be securely fastened in the restraints, and we recommend that Guests using ECVs transfer to a seat while onboard a bus.

TIPS & INFORMATION

Guest Relations Please visit Guest Relations located east of *Spaceship Earth*® and International Gateway for:

- Questions and Concerns
- 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

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 or at Guest Relations.

Walt Disney World® Resort Transportation

Resort Bus Service is available from the **Main Entrance** to most *Disney Resort* hotels.

FriendShip Boat Service is available from **International Gateway** to Disney's Yacht & Beach Club Resorts, Disney's BoardWalk Inn and Villas and the Walt Disney World Swan and Dolphin Hotels.

Disney Skyliner is available from **International Gateway**, with direct service to Disney's Caribbean Beach Resort and Disney's Riviera Resort. Service to Disney's Pop Century Resort and Disney's Art of Animation Resort is available via transfer at Disney's Caribbean Beach Resort.

Walking Path is available from **International Gateway** to *EPCOT*® Resorts.

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].

For **Disney Springs**® accessibility information and accommodations, please visit Guest Relations location at the Welcome Center at *Disney Springs*® Town Center.

Parks, attractions and other offerings subject to availability, closures, weather conditions, and change or cancellation without notice or liability.



IMPORTANT NOTICE

⚠️ COVID-19 WARNING

We have taken enhanced health and safety measures—for you, our other Guests, and Cast Members. You must follow all posted instructions while visiting *Walt Disney World*® Resort.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and Guests with underlying medical conditions are especially vulnerable.

By visiting *Walt Disney World* Resort, you voluntarily assume all risks related to exposure to COVID-19.

Help keep each other healthy and safe.

HEALTH AND SAFETY REMINDERS

For your safety and the safety of other Guests and Cast Members:



WEAR A FACE COVERING AT ALL TIMES UNLESS STOPPED TO EAT OR DRINK



MAINTAIN PHYSICAL DISTANCING



WASH YOUR HANDS OFTEN WITH SOAP AND WATER OR WITH ALCOHOL-BASED SANITIZER



WHEN COUGHING OR SNEEZING, COVER YOUR MOUTH AND NOSE

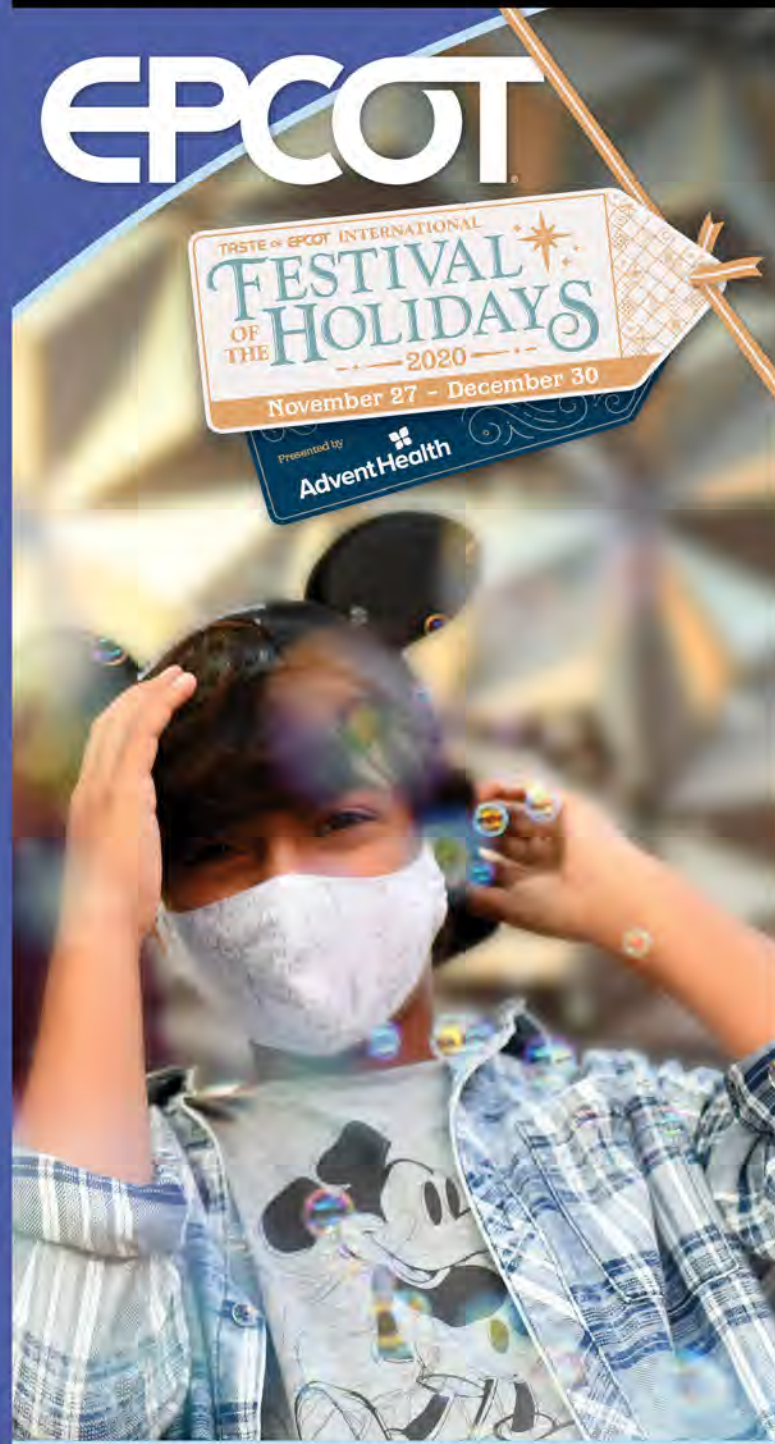


AVOID TOUCHING EYES, NOSE OR MOUTH



FACE COVERINGS MUST FULLY COVER NOSE AND MOUTH

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 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.	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 Locations	<ul style="list-style-type: none"> • Stroller & Wheelchair Rental Shop to the east of <i>Spaceship Earth</i> • International Gateway 	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	Wheelchair Replacement Location <ul style="list-style-type: none"> • World Traveler - International Gateway Companion Restrooms <i>See map inside for locations indicated with ♿.</i>	Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in Future World near Guest Relations. Also located in World Showcase at International Gateway and on the bridge from Future World to World Showcase.	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.
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 show times and details about restaurant menus, by calling 407-827-7935.	
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 and 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.	Service Animal Relief Areas 🗣️ <ul style="list-style-type: none"> • <i>Spaceship Earth</i> • Disney & Pixar Short Film Festival • Future World East: next to restrooms across from Mouse Gear • Future World West: next to Imagination! restrooms • Between the Outpost and Germany • United Kingdom: right of restrooms 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.

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.

SERVICE ANIMALS

Guests with service animals should check with a host for attraction and boarding information at the following attractions:

- *Spaceship Earth*
- Disney & Pixar Short Film Festival

Service Animal Relief Areas

- Future World East: next to restrooms across from Mouse Gear
- Future World West: next to Imagination! restrooms
- Between the Outpost and Germany
- United Kingdom: right of restrooms

Kennel

For information and reservations, call 877-493-9738.





FESTIVAL OF THE HOLIDAYS

AdventHealth

Celebrate a Taste of EPCOT® International Festival of the Holidays! Beginning November 27 through December 30, experience over 15 Holiday Kitchens. For menus, pick up a Festival Passport or use the My Disney Experience app.

« FUTURE WORLD EAST »

★ ATTRACTIONS

- Spaceship Earth®** 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®** 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.
- Test Track® Presented by Chevrolet®** Put a virtual concept vehicle 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.
- Walt Disney Imagineering presents the EPCOT Experience** An immersive look at the new attractions and ideas transforming the Park.

🍽️ DINING

- Joffrey's Coffee & Tea Company®
- Eats at the EPCOT Experience

🛍️ SHOPPING

- Gateway Gifts
- NEW LOCATION! Mouse Gear

« FUTURE WORLD WEST »

★ ATTRACTIONS

- Journey Into Imagination With Figment** Tour the Imagination Institute with Figment.
- Disney & Pixar Short Film Festival** Experience popular animated shorts in this 4D cinema attraction for fans of all ages.
- NEW! Awesome Planet** On-screen exploration of the realm we call home—showcasing the beauty, diversity and dynamic story of Earth.
- Soarin'® Around the World** Soar high in the sky and feel the wind race across your face during a hang-gliding flight across the globe.
- Living with the Land** Travel through the greenhouses of The Land with the entire family to see the tasty side of science, featuring innovative food-growing techniques.

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
- Kidcot Fun Stops Presented by Ziploc®
- Disney Vacation Club® Information Center
- Physical Considerations
- The seating and restraints on this attraction may prohibit Guests of certain body shapes or sizes from riding.
- Locker Rentals
- Disney PhotoPass® Photographers
- Minimum Height Requirement

- The Seas with Nemo & Friends® Attraction** Board a "clamobile" to relive some of your favorite scenes from Disney•Pixar's "Finding Nemo."
- SeaBase** Surround yourself with thousands of beautiful live fish, sharks, sea turtles and more as you explore this 5.7 million gallon aquarium!

🍽️ DINING

- Sunshine Seasons
- Chip 'n' Dale's Harvest Feast at Garden Grill Restaurant
- Coral Reef Restaurant

« SHOWCASE PLAZA »

🍽️ DINING

- Joffrey's Coffee & Tea Company®
- Traveler's Café
- Refreshment Port

🛍️ SHOPPING

- Disney Traders
- Port of Entry

« WORLD SHOWCASE »

★ ATTRACTIONS

- Gran Fiesta Tour Starring The Three Caballeros** 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.
- Frozen Ever After** 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.
- Reflections of China** View the world's most populous country in this Circle-Vision 360 film.
- The American Adventure** Explore the past and future of America through film, music and *Audio-Animatronics*®. **Mobility Access:** See a Cast Member at entrance for access to second floor.
- America Gardens Theatre**
- Palais du Cinéma** **Mobility Access:** Enter through LEFT side of the entrance hallway.
 - **NEW! Beauty and the Beast Sing-Along** Sing along while enjoying a twist on this tale as old as time!
 - **Impressions de France** Experience the grandeur and charm of the French countryside through film.
- REIMAGINED! Canada Far and Wide in Circle-Vision 360** Explore Canada in an updated edition of the classic EPCOT Circle-Vision 360 film.

🍽️ DINING

- San Angel Inn Restaurante MEXICO
- La Hacienda de San Angel MEXICO
- Choza de Margarita MEXICO
- La Cantina de San Angel MEXICO
- La Cava del Tequila MEXICO
- Joy of Tea CHINA
- Refreshment Outpost Hosted by Coca-Cola® OUTPOST
- Biergarten Restaurant GERMANY
- Tutto Italia Ristorante ITALY
- Tutto Gusto Wine Cellar ITALY
- Via Napoli Ristorante e Pizzeria ITALY
- Joffrey's Coffee & Tea Company® THE AMERICAN ADVENTURE
- Fife & Drum Tavern THE AMERICAN ADVENTURE
- NEW! Regal Eagle Smokehouse: Craft Drafts & Barbecue Hosted by Coca-Cola® THE AMERICAN ADVENTURE
- Funnel Cake THE AMERICAN ADVENTURE
- Kabuki Cafe JAPAN
- Katsura Grill Mobility Access: Guests can access Katsura Grill via the pathway behind the Pagoda. JAPAN
- Teppan Edo JAPAN
- Spice Road Table MOROCCO
- Crepes des Chefs de France FRANCE
- Les Vins des Chefs de France FRANCE
- Chefs de France FRANCE
- L'Artisan des Glaces FRANCE
- Les Halles Boulangerie-Patisserie FRANCE
- Rose & Crown Pub UNITED KINGDOM
- Rose & Crown Dining Room UNITED KINGDOM
- Joffrey's Coffee & Tea Company® CANADA
- Le Cellier Steakhouse CANADA

🛍️ SHOPPING

- Karamell-Küche Featuring Werther's® Original Caramel GERMANY
- NEW LOCATION! Art of Disney THE AMERICAN ADVENTURE
- World Traveler INTERNATIONAL GATEWAY

Additional offerings not listed may also be available throughout the Park.

Devices Available at Guest Relations:

- Assistive Listening
- Handheld Captioning
- Video Captioning
- Audio Description

- Mobile Food & Beverage Ordering
- Mobile Dining Reservation Check-In & Walk-Up List

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.