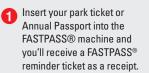
## **TIPS AND INFORMATION**

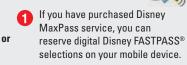




Cut the wait time in **2** easy stens:

Enjoy popular attractions with minimal wait





Oome back during your return time and scan the same park ticket or Annual Passport.

Guests with mobility- or queue-related assistance needs are encouraged to use the Disney FASTPASS Service wherever possible.



Lockers Rentals available both inside and outside the Parks.

Smoking For the comfort of all our Guests, smoking is all all our Guests, smoking is allowed in designated areas only. At Disneyland the smoking location can be found on Big Thunder Trail in Frontierland.

**Strollers** Rentals are available in limited quantities. Please take all personal belongings with you when leaving vour stroller unattended.

Baby Care Center Hosted by Huggies® Located on the northeast end of Main Street, U.S.A.

Resort Lost and Found Inquire at Resort Lost and Found, located west of the *Disnevland*® Park Main Entrance.

Package Check Service Shop and check your purchases for pickup later in the day at these locations: Stroller Shop (Main Entrance). The Star Trader (Tomorrowland) or Pioneer Mercantile (Frontierland). Resort Hotel Guests may have purchases delivered to Bell Services for next-day pickup after 7 a.m. Certain restrictions apply.

## Pre-Charged Battery Kiosk

Guests have the opportunity to swap or purchase a pre-charged portable battery and connecting cords for their mobile device.

Picnic Area A picnic area is located west of the *Disneyland*® Park Main Entrance for your convenience. We request that no food or beverage be brought inside either Theme Park.

**Disneyland Kennel Club** Located east of the *Disneyland* ® Park Main Entrance. No overnight facilities.

**Banking** ATMs are located throughout the Resort, presented by CHASE. Basic banking services and foreign currency exchange are provided at City Hall in Disneyland® Park.

# Payment Options The Disneyland® 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.

Travel Tips Should your vehicle become disabled during your visit, the Automobile Club of Southern California provides complimentary towing and flat-tire services to nonmembers during Park hours.

#### **PARK RULES**

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

- All persons, bags, and items are subject to inspection prior to admission
- Proper attire is required
- Smoking is allowed only in designated areas
- · Weapons are strictly prohibited
- Alcohol, marijuana (including marijuana-enriched products) and any illegal substances, are strictly prohibited.

Additional details and a complete listing of park rules are available for viewing at Guest Relations or Disnevland.com/ParkRules

For more information, visit Guest Relations located at City Hall, (See map inside)

## **ACCESSIBILITY AND MOBILITY**

#### **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 (5.41), 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:

- Main Street, U.S.A. Left of City Hall
- Main Street, U.S.A. First Aid Adventureland - Enchanted Tiki Room
- Critter Country Hungry Bear Restaurant
- Fantasyland Theater Restrooms
- Tomorrowland near Autopia

**Auxiliary Entrance Limitations Some** attractions have auxiliary entrances for Guests with mobility disabilities or with service animals. These entrances are not intended to bypass waiting lines. Guests with disabilities and up to five members of their party may enter through these entrances. The rest of the party should use the standard queue.

Dining and Shopping Locations Some counterservice 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** 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.
- Monorail system can be accessed by the elevators and/or ramps provided at the *Downtown Disney*® station and Tomorrowland station



Mickey Check Look for this symbol at various locations on kids' meals and other items that meet Disney Nutrition Guidelines. Visit www.disneymickeycheck.com for more information.



**Special Dietary Requests** We offer menu selections for all of our Guests seeking well-balanced meals, snacks and beverages, as well as those with lifestyle dining requests or food allergies and intolerances. Please ask to speak with a chef upon arrival at the restaurant

## BEYOND DISNEYLAND® PARK

**Hotels/Reservations** *Disneyland* <sup>®</sup> Hotels offer special equipment and facilities for Guests with disabilities. Accommodations may include: wheelchairs, wheelchair accessible bathrooms. bed accessories, strobe-light smoke detectors, in-room TTYs and other features. For information specific to individual Hotels, please call the Walt Disney Travel Company at 714-956-MICKEY. Accessibility information and accommodations for the following locations:

- Disney California Adventure® Park Guest Services locations at Disney California Adventure R Park.
- **Recreation and Activities** Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a Cast Member at the location

#### Special Considerations for Attractions

SAFETY: Please abide by all safety warnings and notices. Physical considerations on designated attractions:

Supervise children at all times. Children under age **WARNING!** For safety, you should be in good 7 years must be accompanied by a person age 14

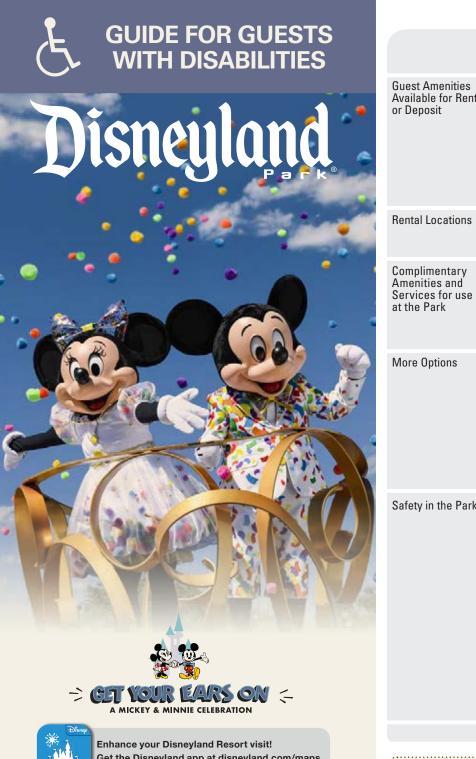
health and free from high blood pressure, heart, back

with hands, arms, feet and legs inside the vehicle. mothers should not ride.

or neck problems, motion sickness, or other conditions For your safety while on attractions, remain seated that could be aggravated by this adventure. Expectant

Recycling Be Green! Recycling containers throughout the Parks now accept plastic, paper, cans & glass.

Information subject to change without notice.





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This guide provides an overview of services and facilities available for Guests with disabilities who are visiting *Disneyland*® Park.



## Disabilities

Available for Rent first-served basis.

Kennel.

Companion Restrooms

basis at the rental location.

### Wheelchairs and Electric Conveyance Vehicles ECVs) available for rent. Available on a first-come,

See map inside for locations indicated with

**Electric Conveyance Vehicles (ECVs)** 

Must be 18 years of age or older to rent ECVs.

Rental fee and refundable deposit required.

RESERVATIONS MAY NOT BE MADE IN ADVANCE

Limited number available on a first-come, first-served

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

**VISUAL** 

Disabilities

Audio Description (D) Utilizes Disney's Handheld Device to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. Portable Tactile Maps Provides a tactile

representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format. Amenities available for \$25 refundable deposit

also obtain information, including parade & show

times and details about restaurant menus, by calling

Amenities available for \$25 refundable deposit.

Guest Relations i See map inside for Disnevland® Resort Stroller Shop located in the main entrance plaza adjacent to the Disneyland®

407-827-7935

**Reflective Captioning RC** Available at select theater-type Stationary Braille Maps Large print maps with Braille overlay and some additional raised graphics attractions, utilizing LED display to project desired captions

onto a panel positioned in front of you. See a Cast Member to highlight key landmarks and attractions. Located at the attraction for assistance. next to City Hall and near the Guest Information Board on Main Street, U.S.A.®. Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance

areas or entrances for most shows and attractions. Hosts with basic abilities in Sign Language can be identified For additional information about Theme Park services with the appropriate language pin on their nametag. and options, please visit Guest Relations. You may

**HEARING** 

Device to display text at select attractions.

Guest Relations i See map inside for

Assistive Listening Utilizes Disney's Handheld

**Device** to amplify sound through headphones or induction

Handheld Captioning (HC) Utilizes Disney's Handheld

Video Captioning CC Caption-ready monitors designated

with a "CC" symbol can be activated by remote control.

Disabilities

neck loop at specific attractions.

Sign Language Interpretation 4 Available at Disneyland® Park on Mondays and Saturdays and at Disney California Adventure® Park on Sundays and Fridays. Schedules are available at Guest Relations that list specific interpreted show times.

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 714-781-4636 Option 1, Option 0.

#### Safety in the Park

More Options

#### **Mobility Scooters/ECVs**

Available on a same-day basis.

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.

a Guest Relations Cast Member for details.

## **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 Service Animal Relief Areas 🏂 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.

- Big Thunder Mountain Railroad
- Gadget's Go Coaster Indiana Jones™ Adventure
- Matterhorn Bohsleds
- Space Mountain Splash Mountain
- Star Tours—The Adventures Continue

### Able to use any planter with a gate

- Main Entrance: Esplanade near Disnevland® Kennel Club
- Fantasyland: Planter across from "it's a small world"
- Fantasyland/Hub: Planter on right leading from Central Hub towards Matterhorn Bobsleds
- New Orleans Square: Fountain area planter on right near Train Station and Haunted Mansion

Kennels For information, call 714-781-7662.

Please contact a Cast Member for information and assistance.

Specialty Lighting Effects/Photosensitivity Specialty lighting and other visual effects are used extensively throughout *Disneyland*® Park. 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. NOTE: If you or any member of your party have questions regarding the above, you may speak with



DISNED'S Wild About Safety COISERY Safety Tip: No stampeding, keep your arms and legs inside, stay seated on rides, and keep your paws behind the vellow line.



Disneyland® Railroad HC (19)

lain Street Vehicles One-way transportation only)

2 Horseless Carriage A
3 Fire Engine A
4 Horse-Drawn Streetcars A
5 Omnibus A

#### era House

6 Disney Gallery 😓

7 The Disneyland® Story presenting Great Moments with Mr. Lincoln

Main Street Cinema 🗟

#### DISNEY DINING

A Carnation Café ® Table-service – breakfast. fried pickles, burgers, salads, entrées, and

RI Gibson Girl Ice Cream Parlor 🗔 hosted by Dreyer's™.

Refreshment Corner hosted by Coca-Cola®. Hot dogs, chili and cold Coke.

D Market House Starbucks® Espresso and Specialty Beverages, Artisan breakfast sandwiches and pastries.

Main Street Fruit Cart hosted by Cuties®.

**E** Little Red Wagon Hand-dipped corn dogs. Plaza Inn R "Minnie & Friends-Breakfast in the Park." Lunch and dinner featuring homestyle favorites.

H Jolly Holiday Bakery Cafe 🖟 Baked goods, sandwiches, salads and specialty drinks.

## Adventureland

9 Walt Disney's Enchanted Tiki Room presented by Dole Packaged Foods Access: Enter through main entrance.

O Jungle Cruise ( ) HC ( ) Mobility Access: Enter through exit. Wheelchair/ECV accessible boat available

1 <u>Indiana</u> Jones™ Adventure **Æ ᢒ**▲ (Minimum height 46"/117 cm.) Mobility Access: Enter through the exit and proceed to the rotunda. Guests must navigate steps when boarding and disembarking the vehicle.

12 Tarzan's Treehouse™\* ★

## **DISNEY DINING**

Tiki Juice Bar 🖟 hosted by Dole Packaged Foods.

J The Tropical Hideaway

**K** Bengal Barbecue Barbecue kabobs and coffee drinks.

\*Attraction operating hours may vary from Park hours. Please see location or Information Centers for more information. Entertainment may vary and is subject to change. Please see Times Guide for days and times.

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Roger Rabbit's Car Toon Spin ROGER RABBIT Character @Disney/Amblin

Entertainment, Inc.
Finding Nemo Submarine Voyage is inspired by Disney•Pixar's Finding Nemo.
Indiana Jones"M Adventure and Star Tours ©Disney/Lucasfilm Ltd.
Buzz Lightyear Astro Blasters is inspired by Disney•Pixar's Toy Story 2. Attractions and entertainment may be seasonal and are subject to change without notice.

## **New Orleans Square**

3 Pirates of the Caribbean ( HC ) Mobility Access: Enter through exit to the LEFT of Blue Bayou Restaurant, Proceed to the designated access gate on the LEFT.

4 Disneyland® Railroad ( HC ) Mobility Access: Proceed up the exit ramp near Haunted Mansion. Wheelchair/ECV accessible vehicle available.

15 Haunted Mansion **77 3** HC Mobility Access: Enter through accessible queue. Transfer access vehicle available.

#### **DISNEY DINING**

Royal Street Veranda Chowder and gumbo in bread boules and New Orleans style fritters.

M Blue Bayou Restaurant Table-service seafood, chicken and beef dinners, plus the famous Monte Cristo sandwich at lunch.

Café Orléans Table service – lunch and dinner, soups, salads, and Monte Cristo sandwiches.

French Market Restaurant French guarter chicken, jambalaya, Cajun meatloaf, French dip, hand tossed salads, and desserts.

## Critter Country

6 Splash Mountain 🎢 🗗 🛦 🔃 🕙 (Minimum height 40"/102 cm.) Mobility Access: Enter through exit, across from Pooh Corner. Transfer seat available

The Many Adventures of Winnie the Pooh Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.

B Davy Crockett's Explorer Canoes 🥳 (Operates weekends and select seasons only) Mobility Access: Enter via exit ramp next to lower level stairs of Hungry Bear Restaurant.

#### **DISNEY DINING**

P Harbour Galley Soup in bread boules, lobster rolls, salads and drinks.

Nungry Bear Restaurant Burgers, chicken and salads.

#### itasy Faire Mr. Toad's Wild Ride\* (3) HC (3) 26 Royal Hall 🖶 Mobility Access: Enter through the access gate to 27 Royal Theatre & 2 1 the RIGHT of entrance.

available.

seat available

standard queue.

seat available.

Peter Pan's Flight\* (F) HC (D) Mobility

Access: Enter through exit. Transfer access vehicle

Mad Tea Party Mobility Access: Enter using

the exit ramp. Transfer access vehicle and transfer

Alice in Wonderland\* ( HC ) Mobility

Access: Enter through the exit to the RIGHT of

Matterhorn Bobsleds 77 5 A 1 8

Enter through standard queue. Transfer\_

standard queue. Transfer access vehicle available.

Pixie Hollow & Mobility Access: Enter through

(Minimum height 42"/107 cm.) Mobility Access:

(See Times Guide for show times) Pinocchio's Daring Journey\* (A) HC (B) Mobility Access: Enter through exit. Transfer

access vehicle available Snow White's Scary Adventures\* (A) HC (D) Mobility Access: Enter through exit. Transfer access vehicle available.

Bibbidi Bobbidi Boutique &

Sleeping Beauty Castle Walkthrough\* (Alternate experience (A. CC (A) (A) Mobility Access: Enter through standard queue. Guests must navigate a continuous series of narrow, winding stairs or an accessible experience is available.

King Arthur Carrousel\* & Mobility Access: Enter through access queue. Wheelchair accessible bench available.

Casey Jr. Circus Train 💰 Mobility Access: Enter through exit.

Dumbo the Flying Elephant Mobility Access: Enter through standard queue. Transfer access vehicle available.

Critter Country

New Orleans Square

Pirates Lair on Tom Sawyer Island\* Mobility Access: Enter through standard queue. Many pathways are accessible for Wheelchairs/ECVs.

**Frontierland** 

Fantasmic! (5) (Fig. 12) (See Times Guide for show times)

The Golden Horseshoe Stage & (See Times Guide for show times) Mobility Access: Enter through main entrance.

Frontierland Shootin' Exposition & Mobility Access: Gun positions on the LEFT accommodate Guests using Wheelchairs/ECVs

Mark Twain Riverhoat\* (5) Mobility Access: Enter through access gate to the RIGHT of turnstile. Lower-level access only.

Sailing Ship Columbia\* (\*) (Operates weekends and select seasons only) Mobility Access: Enter through the access gate to the RIGHT of turnstile. Guests must navigate a steep series of stairs when boarding and disembarking.

Big Thunder Mountain Railroad ▲ ¶ 👸 (Minimum height 40"/102 cm.) Mobility Access: Enter through exit. Transfer access vehicle available.

#### DISNEY DINING

River Belle Terrace R Table service -

BBQ Ribs, salads, sandwiches and desserts. Stage Door Café 🕝 Corn dog, chicken fried steak sandwich, and chicken tenders.

The Golden Horseshoe Chicken wings and loaded spuds.

Rancho del Zocalo Restaurante Salads, tacos, and burritos.

V Ship to Shore Marketplace Fresh fruit, turkey legs, chimichangas and frozen beverages.

plau

**Turn Wait Time into Play Time** Interact with the parks in a whole new way with Play Disney Parks, a mobile app that connects to the parks with fun games, activities, and trivia!

isit Disneyland.com/Play

**DISNEY DINING** Z Edelweiss Snacks Maurice's Treats Sweet and savory twists and Boysen Apple Freeze.

X Red Rose Taverne Breakfast, burgers, flatbread pizzas, and veggie options.

**Fantasyland** 

Mobility Access: Enter through exit.

Wheelchair accessible boat available.

"it's a small world"

Adventureland

Tram to Mickey & Friends Parking

Downtown Disney® District and

Hotels of the Disneyland® Resort

Main Street, U.S.A

0 0 0 0 0 0 0

Shuttle buses to Buzz,

Woody & Jessie Lots

Shuttle buses to

satellite parking lots

# E LASE HC D)

Storybook Land Canal Boats ( HC 14 1

Mobility Access: Enter through standard queue.

Fantasyland Theatre (A HC 77 64 (20)

(See Times Guide for days and times).

Y Troubadour Tavern hosted by Dreyer's™. Bratwurst, pretzel bites, cinnamon apple batons, baked potatoes and ice cream novelties.

Mickey's Toontown may close early due to fireworks. Please visit an Information Center for operating hours.

Turkey legs, corn on the cob, chimichangas and

Select Fantasyland attractions may close early due to firework

Please visit an Information Center for operating hours.

Mickey's Toontown

Goofy's Playhouse & Mobility Access: Enter

Disneyland® Railroad (A) (HC)

frozen beverages.

through standard queue.

Donald's Boat

experience is available. Disneyland® Monorail ( HC ) Mobility

Autopia powered by Honda. A 🗓 🕄 (Minimum height 32"/81 cm and 54"/137 cm to drive alone.) Mobility Access: Enter through

Disneyland® Railroad ( HC ( ) Mobility

56 Star Wars Launch Bay 🕭 💋 🚾 HC 🖜

Snace Mountain

(Minimum height 40"/102 cm.) loading area is available

Tomorrowland Theater ! & MHC RC

Star Tours—The Adventures Continue cm.) Mobility Access: Enter through standard queue. Transfer access vehicle available.

O Astro Orbitor Mobility Access: Manual wheelchairs enter through standard queue. ECVs enter through the exit ramp.

Buzz Lightyear Astro Blasters 💯 🛼 🗟 HC (D)) Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.

#### **DISNEY DINING**

**BB** Galactic Grill Breakfast, sandwiches. ourgers, salads, desserts and drinks from Galaxies Far, Far Away...

hosted by Coca-Cola®.

Alien Pizza Planet - "A Better Place" Pizza, pasta and salads.

Gadget's Go Coaster 🛍 🕙 (Minimum height 35"/89 cm; expectant mothers should not ride.) Mobility Access: Enter through exit.

Mickey's House and Meet Mickey Mobility Access: Enter using the ramp to the RIGHT of Mickey's House and proceed through standard queue.

nie's House & Mobility Access: Enter using the ramp to the RIGHT of the front yard and proceed through standard queue.

Mobility Access: Enter through standard queue.

#### DISNEY DINING

ing Hot dogs, salads, sandwiches, pizza, frozen yogurt and ice cream

#### **Tomorrowland**

Finding Nemo Submarine Voyage The HC Mobility Access: Enter through accessible queue. Guests must navigate a narrow stairway when boarding and disembarking or an accessible

Access: Enter through standard queue. Elevator is available

standard queue. Hand-held accelerator and transfer seat available.

Access: Proceed to the top of the exit ramp. Wheelchair/ECV accessible vehicle available

presented by Hewlett Packard Enterprise

Mobility Access: Enter through exit and follow the arrows to the left. A transfer seat and separate

Mobility Access: Enter through standard

**CC** The Spirit of Refreshment

Assistive Listening: Device
Available at Guest Relations

ATMs Presented by Chase

Audio Description: Device
Available at Guest Relations

Automated External Debfibrillators

Baby Care Center

Closed Captioning: Activators
Available at Guest Relations and location

Companion Restroom

Disney Characters
See Times Guide for hours

Disney FASTPASS® Service

DVC Disney Vacation Club® Kiosk First Aid\*

Guest Must be Ambulatory

Guest May Remain in Wheelchair/ECV

Guest Must Transfer from ECV to Wheelchair

Guest Must Transfer from Wheelchair/ECV

Handheld Captioning: Device
Available at Guest Relations Height Requriement

Information Center Guest Relations

Kennel

Locker Rentals Mobile Food & Beverage

Package Check Service

• • Parade Route

Physical Considerations (See reverse side) Picnic Area

Pre-charged Battery Kiosk

RC Reflective Captioning Reservations Accepted

Resort Lost and Found Restrooms

Service Animal Relief Area

Sign Language on Mon. & Sat. Schedule and Times Guides at Guest Relations

Single Rider Service (Subject to availability) Smoking Area

Stroller Rentals
Hosted by Huggies®

The seating and restraints of this attraction may prohibit Guests of certain body shapes or sizes from ridina

This attraction may be frightening for children

Wheelchair Rentals Wi-Fi Hotspot

\*Emergency services available by calling 911