

TIPS AND INFORMATION



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

**FP** Enjoy popular attractions with minimal wait.



- 1** Insert your park ticket or Annual Passport into the FASTPASS® machine and you'll receive a FASTPASS® reminder ticket as a receipt.

**2** Come back during your return time and scan the same park ticket or Annual Passport.
- 1** If you have purchased Disney MaxPass service, you can reserve digital Disney FASTPASS® selections on your mobile device.

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 allowed in designated areas only. At Disney California Adventure the smoking location can be found near Grizzly River Run in Grizzly Peak.

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

 **Baby Care Center hosted by Huggies®** Located in the Pacific Wharf.

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

 **Package Check Service** Shop and check your purchases for pickup later in the day at these locations: Elias & Company, 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 Chamber of Commerce at Disney California Adventure® 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 [Disneyland.com/ParkRules](https://www.disneyland.com/ParkRules)

For more information, visit Guest Relations located at Chamber of Commerce.

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 ♿👤, 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 your party with their personal care needs. Companion Restrooms are located at:

- Buena Vista Street - First Aid
- Cars Land - Flo's V8 Café
- Paradise Gardens Park – Across from The Little Mermaid–Ariel's Undersea Adventure
- Pacific Wharf - near Lucky Fortune Cookery


**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 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 option is 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.

-  **Disney Check** Look for this symbol at various locations on kids' meals and other items that meet Disney Nutrition Guidelines. Visit [www.DisneyCheck.com](http://www.DisneyCheck.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 DISNEY CALIFORNIA ADVENTURE® PARK**


**Hotels/Reservations** Disneyland® 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:

- **Disneyland® Park** Guest Services locations
- **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.

 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.

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

Information subject to change without notice. ©Disney DCA-062318-GWD



**GUIDE FOR GUESTS WITH DISABILITIES**





Enhance your Disneyland Resort visit!  
Get the Disneyland app at [disneyland.com/maps](https://disneyland.com/maps).

Chat with us! @DisneylandToday | [Facebook.com/DisneylandToday](https://facebook.com/DisneylandToday)

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

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|  | MOBILITY<br>Disabilities  | VISUAL<br>Disabilities  | HEARING<br>Disabilities  |
|--|---|---|--|
| Guest Amenities Available for Rent or Deposit                | Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent. Available on a first-come, first-served basis.  | <b>Braille Guides</b> Printed in Braille and large print text to provide an overview of the Theme Park.<br><b>Audio Description</b> 🗣️ Utilizes Disney's Handheld Device to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu.<br><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.<br><br>Amenities available for \$25 refundable deposit.  | <b>Assistive Listening</b> 🗣️ Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions.<br><b>Handheld Captioning</b> 🗣️ Utilizes Disney's Handheld Device to display text at select attractions.<br><b>Video Captioning</b> 🗣️ Caption-ready monitors designated with a "CC" symbol can be activated by remote control.<br><br>Amenities available for \$25 refundable deposit.   |
| Rental Locations   | Disneyland® Resort Stroller Shop located in the main entrance plaza adjacent to the Disneyland® Kennel.   | <b>Guest Relations</b> ⓘ See map inside for location.   | <b>Guest Relations</b> ⓘ See map inside for location.  |
| Complimentary Amenities and Services for use at the Park     | <b>Companion Restrooms</b><br>See map inside for locations indicated with 🚻.  | <b>Stationary Braille Maps</b> Large print maps with Braille overlay and some additional raised graphics to highlight key landmarks and attractions. Located next to Oswald's Filling Station on Buena Vista Street and near the Guest Information Board in Carthay Circle.   | <b>Reflective Captioning</b> 🗣️ Available at select theater-type attractions, utilizing LED display to project desired captions onto a panel positioned in front of you. See a Cast Member at the attraction for assistance.<br><br><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><br>Limited number available on a first-come, first-served basis at the rental location.<br><br>Must be 18 years of age or older to rent ECVs.<br><br>RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis.<br><br>Rental fee and refundable deposit required.  | 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 <b>407-827-7935</b> .   | Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.<br><b>Sign Language Interpretation</b> 🗣️ 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.<br><br>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   | <b>Mobility Scooters/ECVs</b><br>Please keep your speed to the walking speed of those around you.<br><br>Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.<br><br>Park your device in safe locations clear from walkways and stairs.<br><br><b>Evacuation</b><br>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.<br><br><b>Transfers</b><br>Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer. | <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><br/>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>• Incredicoaster</li><li>• Goofy's Sky School</li><li>• Grizzly River Run</li><li>• Jumpin' Jellyfish</li><li>• Luigi's Rollickin' Roadsters</li><li>• Mater's Junkyard Jamboree</li></ul> <p><b>Service Animal Relief Areas</b> 🚽</p> <ul style="list-style-type: none"><li>• Radiator Springs Racers</li><li>• Silly Symphony Swings</li><li>• Soarin' Around the World</li><li>• Guardians of the Galaxy – Mission: BREAKOUT!</li></ul> <p><b>Service Animal Relief Areas</b> 🚽</p> <ul style="list-style-type: none"><li>• Able to use any planter with a gate</li><li>• Main Entrance: Esplanade near Disneyland® Kennel Club</li><li>• Grizzly Peak: Grizzly River Run area (near "Grizzly Peak Pass" sign)</li><li>• Paradise Gardens Park: Access gate between Seaside Souvenirs &amp; The Little Mermaid–Ariel's Undersea Adventure extended queue</li></ul> <p><b>Kennels</b> For information, call 714-781-7662.</p> |  |
| Please contact a Cast Member for information and assistance. |   |   |  |

**Specialty Lighting Effects/Photosensitivity** Specialty lighting and other visual effects are used extensively throughout Disney California Adventure® Park. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.

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.

**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.



**Disney's Wild About Safety** ©Disney  
**Safety Tip:** No stampeding, keep your arms and legs inside, stay seated on rides, and keep your paws behind the yellow line.



Buena Vista Street

- ATTRACTIONS**
- 1 **Red Car Trolley** *Mobility Access:* Wheelchair accessible vehicle available.
- DISNEY DINING**
- A Mortimers Market** Fresh fruit, bottled beverages and juices.
- B Clarabelle's Hand-Scooped Ice Cream** Hosted by Dreyer's™.
- C Fiddler, Fifer & Practical Cafe** STARBUCKS® Espresso and Specialty Beverages, Artisan breakfast sandwiches and wraps, salads and gourmet sandwiches.
- D Carthay Circle Restaurant** Southern California modern cuisine, wine and cocktails. (See World of Color Viewing options)
- E Carthay Circle Lounge** Cocktails, non-alcoholic specialties and appetizers.

Hollywood Land

- ATTRACTIONS**
- 2 **Disney Junior Dance Party** presented by Pull-Ups®. (See Times Guide for show times) *Mobility Access:* Enter through standard queue.
- 3 **Sunset Showcase Theater** *Mobility Access:* Enter through standard queue.
- Disney Animation**
- 4 **Sorcerer's Workshop**
- 5 **Anna & Elsa's Royal Welcome**
- 6 **Animation Academy** (Shows every 30 minutes; last show begins 30 minutes before Park closing)
- 7 **Turtle Talk with Crush**
- 8 **Red Car Trolley**
- 9 **The Hollywood Backlot Stage** (See Times Guide for show times and days)
- 10 **Monsters, Inc. Mike & Sulley to the Rescue!** *Mobility Access:* Enter through standard queue. Wheelchair accessible vehicle available.

- 11 **Frozen - Live at the Hyperion** (See Times Guide for show times and days) *Mobility Access:* Enter through standard queue. For upper-level access, Guests using wheelchairs/ECVs should proceed through the main entrance.
- 12 **Guardians of the Galaxy - Mission: BREAKOUT!** (Minimum height 40"/102cm)

- DISNEY DINING**
- F Award Wieners** Street-style hot dogs and sausages.
- G Schmoozies** Epic doughnuts and fruit smoothies.
- H Fairfax Market** Healthy snacks and bottled beverages.
- I Studio Catering Co.** hosted by Coca-Cola® Street Tacos and nachos
- J Hollywood Lounge** Beer and snacks.

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Monsters, Inc. Mike & Sulley to the Rescue! is inspired by Disney•Pixar's Monsters, Inc. Toy Story Midway Mania! is inspired by Disney•Pixar's Toy Story films. Turtle Talk with Crush is inspired by Disney•Pixar's Finding Nemo. Attractions and entertainment may be seasonal and are subject to change without notice.

Cars Land

- ATTRACTIONS**
- 13 **Mater's Junkyard Jamboree** *Mobility Access:* Enter through standard queue. Transfer access vehicle available.
- 14 **Luigi's Rollickin' Roadsters** presented by Alamo. *Mobility Access:* Enter through standard queue. Transfer access vehicle available.
- 15 **Radiator Springs Racers** (minimum height 40"/102 cm) *Mobility Access:* Enter through standard queue. Separate loading area available.
- DISNEY DINING**
- K Fillmore's Taste-In** Fresh fruit, bottled beverages and juices.
- L Cozy Cone Motel** Flavored popcorn, frozen beverages, soft-serve ice cream and chili cone queso.
- M Flo's V8 Café** Classic diner comfort food.

Grizzly Peak

- ATTRACTIONS**
- 16 **Redwood Creek Challenge Trail** *Mobility Access:* Enter through standard queue. The Challenge Trail map indicates accessible routes.
- 17 **Grizzly River Run** *Mobility Access:* Enter through standard queue. Proceed through access gate. Guests must navigate steps when boarding and disembarking the raft. Separate loading area and transfer device available.
- 18 **Soarin' Around the World**
- DISNEY DINING**
- N Smokejumpers Grill** Burgers, chicken sandwiches, chicken tenders and drinks.
- O Refreshment Point** Hosted by Coca-Cola®
- P Storytellers Cafe** at Disney's Grand Californian Hotel & Spa; Mickey's Tales of Adventure Breakfast Buffet, hearty home-style favorites for lunch and choice of a la carte or buffet dinner.

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!

Visit [Disneyland.com/Play](http://Disneyland.com/Play) to download.

Pacific Wharf

- ATTRACTIONS**
- 19 **Walt Disney Imagineering Blue Sky Cellar**
- 20 **The Bakery Tour** hosted by Boudin Bakery. *Mobility Access:* Enter through standard queue.
- DISNEY DINING**
- Q Pacific Wharf Distribution Co.** featuring Karl Strauss handcrafted beers.
- R Cocina Cucamonga Mexican Grill** Tacos, fire-grilled chicken and more!
- S Lucky Fortune Cookery** Stir-fry flavors from Asia.
- T Rita's Baja Blenders** Frozen margaritas and blended non-alcoholic specialties.
- U Pacific Wharf Café** Salads, soups and sandwiches featuring Boudin Bread.
- V Ghirardelli® Soda Fountain and Chocolate Shop** Chocolatey goodness and incredible ice cream!
- W Alfresco Tasting Terrace** Featuring the Disney Family of Wines® and appetizers.
- X Mendocino Terrace** Wine and snacks.
- Y Wine Country Trattoria** Italian favorites with California Wine Country influences.
- Z Sonoma Terrace** California Craft beer and wine.

Pixar Pier

- ATTRACTIONS**
- 21 **Incredicoaster** *Mobility Access:* Enter through standard queue. Transfer access vehicle available. (Minimum height 48"/122 cm)
- 22 **Jessie's Critter Carousel** *Mobility Access:* Enter through access queue. Wheelchair accessible bench available. *Coming Soon*
- 23 **Toy Story Midway Mania!** *Mobility Access:* Enter through standard queue. Separate loading area and Wheelchair accessible vehicle available.
- 24 **Games of Pixar Pier**
- 25 **Pixar Pal-A-Round** *Mobility Access:* Enter standard queue for swinging gondolas. For non-swinging gondolas, enter through exit. Wheelchair accessible vehicle available.
- 26 **Inside Out Emotional Whirlwind** *Coming Soon*
- DISNEY DINING**
- AA Lamplight Lounge** Craft cocktails, beer, wine, appetizers, and lounge fare.
- BB Adorable Snowman Frosted Treats** Soft serve and frozen parfait.
- CC Jack-Jack Cookie Num Nums** Cookies and milk.
- DD Poultry Palace** Turkey legs, chicken legs, and corn.
- EE Señor Buzz Churros** Churros.
- FF Angry Dogs** Hot dogs and a spicy dog.

Paradise Gardens Park

- ATTRACTIONS**
- 27 **Silly Symphony Swings** *Mobility Access:* Enter through entrance to the RIGHT of standard queue. Take elevator to second level.
- 28 **Goofy's Sky School** *Mobility Access:* Enter through standard queue.
- 29 **Jumpin' Jellyfish** *Mobility Access:* Enter through standard queue.
- 30 **Golden Zephyr** *Mobility Access:* Enter through standard queue. Transfer access vehicle available.
- 31 **The Little Mermaid~Ariel's Undersea Adventure** *Mobility Access:* Viewing area for Guests with disabilities available (valid FASTPASS® required). (See Times Guide for show times and days)
- 32 **World of Color - Season of Light** *Mobility Access:* Viewing area for Guests with disabilities available (valid FASTPASS® required). (See Times Guide for show times and days)
- GG Bayside Brews** Pretzels and beer.
- HH Boardwalk Pizza & Pasta** Pizza, pasta and salads.
- II Paradise Garden Grill** Seasonal menu options.
- JJ Corn Dog Castle** Corn dogs.



- Assistive Listening: Device Available at Guest Relations
- ATMs Presented by Chase
- Audio Description: Device Available at Guest Relations
- Automated External Defibrillators
- Baby Care Center Hosted by Huggies®
- Closed Captioning: Activators Available at Guest Relations and location
- Companion Restroom
- Disney Characters See Times Guide for hours
- Disney FASTPASS® Service (Subject to availability)
- Disney Vacation Club® Kiosk
- First Aid\*
- Guest May Remain in Wheelchair/ECV
- Guest Must be Ambulatory
- Guest Must Transfer from ECV to Wheelchair
- Guest Must Transfer from Wheelchair/ECV
- Handheld Captioning: Device Available at Guest Relations
- Height Requirement
- Information Center Guest Relations
- Kennel
- Locker Rentals
- Mobile Food & Beverage Ordering
- Package Check Service
- Parade Route
- Physical Considerations (See reverse side)
- Picnic Area
- Pre-charged Battery Kiosk
- 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 riding
- This attraction may be frightening for children
- Wheelchair Rentals
- Wi-Fi Hotspot

\*Show Tickets and dining packages are limited.

\*Emergency services available by calling 911.