# sistive Listening: Device ailable at Guest Relations ATMs Presented by Chase

dio Description: Device

Automated External Defibrillator

aby Care Center

Companion Restroom

Disney Characters
See Times Guide for hours

**DVC** Disney Vacation Club® Kiosk

Guest May Remain in Wheelchair/ECV

Guest Must be Ambulatory

HC Handheld Captioning: Device available at Guest Relations

nformation Center

12:3

cker Rentals

Mobile Food & Beverage

Package Check Service

<del>'77'</del>

RC Reflective Captioning Reservations Accepted

gn Language on Mon. & Sat. hedule in Times Guide and at lest Relations

ction may prohibit Guests rtain body shapes or sizes





Wheelchair Rentals

## Wi-Fi Hotspot

# **TIPS AND INFORMATION**



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

 If you have purchased Disney MaxPass service, you can or reserve digital Disney FASTPASS® selections on your mobile device.

Come 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.



**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 on the northeast end of Main Street, U.S.A.



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: 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.

Lockers Rentals available both inside and outside the Parks.

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 and bags are subject to screening
- . Proper attire is required. Costumes may not be worn by Guests 14 years of age or older
- . No smoking, including vaping, allowed in the Theme Parks and Downtown Disney. Designated smoking areas are located outside the screening areas.
- The following are strictly prohibited:
  - Firearms, ammunition, knives and weapons, or objects that appear
  - 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 Disneyland.com/Rules or at Guest Relations.

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 ( ), 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 Disnev*® 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* ® 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® 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

### 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 or neck problems, motion sickness, or other conditions For your safety while on attractions, remain seated that could be aggravated by this adventure. Expectant with hands, arms, feet and legs inside the vehicle. mothers should not ride.



**Recycling** Be Green! Recycling containers throughout the Parks now accept plastic, paper, cans & glass. Information subject to change without notice.

# GUIDEMAP



### **MOBILITY** Disabilities

## Guest Amenities Available for Rent

Kennel

Companion Restrooms

basis at the rental location.

Available on a same-day basis.

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

Disnevland® Resort Stroller Shop located in the

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

main entrance plaza adjacent to the Disneyland®

## **VISUAL Disabilities**

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

Device to amplify sound through headphones or induction Audio Description Disney's Handheld neck loop at specific attractions. **Device** to provide supplemental audio information Handheld Captioning (HC) Utilizes Disney's Handheld and narration at specific attractions and outdoor Device to display text at select attractions. locations via an interactive audio menu. Video Captioning CC Caption-ready monitors designated

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.

next to City Hall and near the Guest Information

and options, please visit Guest Relations. You may

Board on Main Street, U.S.A.®.

407-827-7935

Guest Relations i See map inside for

Amenities available for \$25 refundable deposit.

**HEARING** 

Assistive Listening 2 Utilizes Disney's Handheld

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

Disabilities

Guest Relations i See map inside for location.

**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.

> 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.

also obtain information, including parade & show Sign Language Interpretation 4 Available at times and details about restaurant menus, by calling Disnevland® 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

or Deposit

Rental Locations

Complimentary

Amenities and

at the Park

More Options

Services for use

### 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 Service Animal Relief Areas &

### attractions, service animals may not be permitted to ride. • Able to use any planter with a gate 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 Bobsleds
- Space Mountain Splash Mountain Star Tours—The Adventures Continue
- small world" Fantasyland/Hub: Planter on right leading from Central Hub towards Matterhorn Bobsleds
  - on right near Train Station and Haunted

New Orleans Square: Fountain area planter

Fantasyland: Planter across from "it's a

Kennels For information, call 714-781-7662.

Main Entrance: Esplanade near

Disneyland® Kennel Club

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 a Guest Relations Cast Member for details.



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



Soliday Soliday Man Angel Soliday Soli Amblin Entertainment, Inc. Finding Nemo Submarine Voyage is inspired by Disney Pixar's Finding Nemo. Indiana Jones Madventure and Star Tours: The Adventures Continue @Disney/Lucasfilm Ltd. & The Lucasfilm Ltd. Buzz Lightyear Astro Blasters is inspired

## Main Street, U.S.A.

### ATTRACTIONS

Disneyland® Railroad HC (19) **Nain Street Vehicles** 

- One-way transportation only)
- 2 Horseless Carriage 🕏
- 3 Fire Engine 🖍
- 4 Horse-Drawn Streetcars 🕅
- 5 Omnibus 🕅

### pera House

- 6 Disney Gallery &
- 7 The *Disneyland*® Story presenting Great Moments with Mr. Lincoln HC RC CC D)
- Main Street Cinema

# DISNEY DINING

- A Carnation Café R
- B Gibson Girl Ice Cream Parlor 🖟 Refreshment Corner
- D Market House
- Main Street Fruit Cart hosted by Cuties®
- Little Red Wagon G Plaza Inn (R)
- H Jolly Holiday Bakery Cafe 🖟

### **Adventureland** P Harbour Gallev

### ATTRACTIONS

- **Walt Disney's Enchanted Tiki Room** & MI HC → Line | bresented by DOLE® PACKAGED FOODS (Continuous shows) Mobility Access: Enter through main entrance.
- O Jungle Cruise ( HCLA ( ) Mobility Access: Enter through exit.
- Wheelchair/ECV accessible boat available Indiana Jones™ Adventure

(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 🖟
- The Tropical Hideaway
- K Bengal Barbecue

and music!

Visit Disneyland.com/Play to download.

## ATTRACTIONS

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

### 14 *Disneyland*® Railroad (♣) HC(♣)) Mobility Access: Proceed up the exit ramp near

Haunted Mansion, Wheelchair/ECV accessible

Mobility Access: Enter through accessible gueue.

Critter Country

🛚 Splash Mountain 🌈 🚰 🛦 🔃 🥳

Mobility Access: Enter through exit, across from

The Many Adventures of Winnie the

Pooh (♣) → (♣) Mobility Access: Enter

through standard queue. Wheelchair accessible vehicle

**Star Wars:** Galaxy's Edge

ATTRACTIONS

Pooh Corner, Transfer seat available.

O Hungry Bear Restaurant

ATTRACTIONS

Opens later this year.

(Minimum height 38"/97 cm)

19 Star Wars: Rise of the Resistance

20 Millennium Falcon: Smugglers Run

Mobility Access: Enter through standard queue.

(Minimum height 40"/102 cm)

Haunted Mansion 77 (3 HC 19)

Transfer access vehicle available.

DISNEY DINING

N Café Orléans R

Roval Street Veranda

M Blue Bayou Restaurant ®

O French Market Restaurant

vehicle available.

### Tom Sawyer Island\* ⓑ 🖍 Mobility Access: Enter through standard queue. Many pathways are accessible for Wheelchairs/ECVs.

Fantasmic! (A) (FICE)

The Golden Horseshoe Stage & 3 (See Times Guide for show times)

Mobility Access: Enter through main entrance.

Frontierland Shootin' Exposition & Mobility Access: Gun positions on the LEFT

Mark Twain Riverboat\* (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.

Davy Crockett's Explorer Canoes (4) (19) (Operates weekends and selec't seasons only) Mobility Access: Enter via exit ramp next to lower vehicle available. level stairs of Hungry Bear Restaurant.

## **DISNEY DINING**

- Stage Door Café 🖟
  - The Golden Horseshoe

# **Fantasyland**

Mobility Access: Enter through exit.

Mobility Access: Enter through exit.

Sleeping Beauty Castle Walkthrough\*

Snow White's Scarv Adventures\*

Transfer access vehicle available.

Transfer access vehicle available.

Bibbidi Bobbidi Boutique &

King Arthur Carrousel\* &

Wheelchair accessible bench available.

(Alternate experience (A. CC) (Alternate experience

Mobility Access: Enter through standard gueue.

Mobility Access: Enter through access queue.

Guests must navigate a continuous series of narrow,

winding stairs or an accessible experience is available.

## TTRACTIONS

ntasy Faire

30 Royal Hall & 31 Royal Theatre & A

Savi's Workshop – Handbuilt Lightsabers Pinocchio's Daring Journey\*

22 Droid Depot

# DISNEY DINING

- **Docking Bay 7 Food and Cargo**
- U Oga's Cantina
- Milk Stand

visits between May 31 and June 23, 2019. Access to the land and its experiences may be unavailable based on Guest demand and other factors.

## **Frontierland**

## ATTRACTIONS

- Pirates Lair on
- (See Times Guide for show times)

accommodate Guests using Wheelchairs/ECVs.

**Big Thunder Mountain Railroad** // (Minimum height 40"/102 cm) Mobility Access: Enter through exit. Transfer access

## ISNEY DINING

- River Belle Terrace (R)
- Rancho del Zocalo Restaurante
- AA Ship to Shore Marketplace

### DISNEY DINING B Maurice's Treats

C Red Rose Taverne 🗔

boat available.

- Troubadour Tavern
- FF Edelweiss Snacks

37 Casey Jr. Circus Train 🕙

Transfer access vehicle available.

to the RIGHT of entrance.

access vehicle available.

transfer seat available.

vehicle available.

through standard queue.

Transfer seat available.

"it's a small world" **がたまからHC**®

(**3** HC **1**4 €))

Matterhorn Bobsleds

(Minimum height 42"/107 cm)

**Storybook Land Canal Boats** 

Mobility Access: Enter through exit.

Mobility Access: Enter through standard gueue.

Mobility Access: Enter through the access gate

Mobility Access: Enter through exit. Transfer

Mad Tea Party (5) Mobility Access: Enter

using the exit ramp. Transfer access vehicle and

Alice in Wonderland\* (3) HC (3)

RIGHT of standard queue. Transfer access

Mobility Access: Enter through the exit to the

Pixie Hollow & Mobility Access: Enter

Mobility Access: Enter through standard gueue.

(Disnev FASTPASS® distribution at Matterhorn

Fantasyland Theatre & HC 7 19 19

Bobsled's Disney FASTPASS® distribution

location.) Mobility Access: Enter through

standard queue. Wheelchair accessible

(See Times Guide for days and times)

Mr. Toad's Wild Ride\* ( HC )

Peter Pan's Flight\* (3) HC (3)

\*Select Fantasyland attractions may close early due to fireworks. Please visit an Information Center for operating hours.

# Mickey's Toontown

# ATTRACTIONS

- 8 Disneyland® Railroad (♣)HC(→)
- Mobility Access: Enter through standard queue.
- Donald's Boat 🖍
- Gadget's Go Coaster 🗖 🍕 (Minimum height 35"/89 cm. expectant mothers should not ride) Mobility Access: Enter through exit.
- Chip 'n Dale Treehouse 🖍
- Mobility Access: Enter using the ramp to the RIGHT of Mickey's House and proceed through standard queue.

# Dumbo the Flying Elephant 💰

- Minnie's House & Mobility Access: Enter using the ramp to the RIGHT of the front yard and proceed through standard queue.
- Roger Rabbit's Car Toon Spin /72 Mobility Access: Enter through standard gueue.

# ISNEY DINING

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

## Tomorrowland

### ATTRACTIONS

Finding Nemo Submarine Voyage

(Alternate experience HC (A) (A) (CC) Mobility Access: Enter through accessible queue. Guests must navigate a narrow stairway when boarding and disembarking or an accessible experience is available.

7 Disneyland® Monorail & HC >>> Mobility Access: Enter through standard queue. Elevator is available.

Autopia A T 8 powered by Honda, (Minimum height 32"/81 cm and 54"/137 cm to drive alone) Bumping may occur.

Disneyland® Railroad (A) HC (D) Mobility Access: Proceed to the top of the exit ramp. Wheelchair/ECV accessible vehicle available.

**Star Wars** Launch Bay

presented by Hewlett Packard Enterprise

(Minimum height 40"/102 cm) Mobility Access: Enter through exit and follow the arrows to the left. A transfer seat and separate loading area is available.

**Tomorrowland Theater** 

₽ HC RC CO D

Mobility Access: Enter through standard queue. 3 Star Tours — The Adventur

Continue /// I I K HC CC (Minimum height 40"/102 cm) Mobility Access: Enter through standard gueue. Transfer access vehicle available.

Astro Orbitor

Mobility Access: Manual wheelchairs enter through standard queue, ECVs enter through the exit ramp.

**Buzz Lightvear Astro Blasters** HC D)

Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.

# Mickey's House and Meet Mickey (5) DISNEY DINING

The Spirit of Refreshment

Galactic Grill 🖟

Alien Pizza Planet - "A Better Place"

### Transfer access vehicle available. (See Times Guide for show times)

- R Kat Saka's Kettle

# **New Orleans Square**

Reservations required for Star Wars: Galaxy's Edge

- S Ronto Roasters 🖟