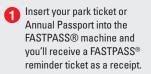
## **TIPS AND INFORMATION**





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

Enjoy popular attractions with minimal wait.



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

2 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.



Lockers Rentals available both inside and outside the Parks and outside the Parks.

Smoking For the comfort of 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.





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

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.

Guests have the opportunity to swap or

**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 (4) 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



**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

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

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

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.

# **GUIDE FOR GUESTS** WITH DISABILITIES Guest Amenities Available for Rent or Deposit Rental Locations Enhance your Disneyland Resort visit! Get the Disneyland app at disneyland.com/maps. Chat with us! @DisneylandToday | Facebook.com/DisneylandToday ©Disney - DLP-021819-GWD

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

#### **MOBILITY** Disabilities

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

Disneyland® Resort Stroller Shop located in the

main entrance plaza adjacent to the Disneyland®

## **VISUAL** Disabilities

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

Audio Description (D) Utilizes 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. Portable Tactile Maps Provides a tactile

**Video Captioning ©** Caption-ready monitors designated with a "CC" symbol can be activated by remote control. 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.

Amenities available for \$25 refundable deposit

Guest Relations i See map inside for

Guest Relations i See map inside for

at the attraction for assistance.

**HEARING** 

Assistive Listening Utilizes Disney's Handheld

Device to amplify sound through headphones or induction

Disabilities

Complimentary Amenities and Services for use at the Park

## **Companion Restrooms**

See map inside for locations indicated with

Stationary Braille Maps Large print maps with Braille overlay and some additional raised graphics to highlight key landmarks and attractions. Located 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.

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.

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 407-827-7935.

Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.

**Reflective Captioning RC** 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

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

#### 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.

# **SERVICE ANIMALS**

Service animals, defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an ndividual 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.

- Big Thunder Mountain Railroad Gadget's Go Coaster
- Indiana Jones<sup>™</sup> Adventure Matterhorn Bobsleds
- Space Mountain Splash Mountain
- Star Tours—The Adventures Continue

#### Service Animal Relief Areas 🔊 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

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 a Guest Relations Cast Member for details



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

## Main Street, U.S.A.

Disnevland® Railroad HC (19)

Main Street Vehicles

(One-way transportation only) 2 Horseless Carriage (\*)

> 3 Fire Engine 🕅 4 Horse-Drawn Streetcars 🕏

5 Omnibus 🕅

era House 6 Disney Gallery &

> 7 The Disneyland® Story presenting **Great Moments with Mr. Lincoln** L M RC CC D

Main Street Cinema

#### **DISNEY DINING**

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

B Gibson Girl Ice Cream Parlor hosted by Dreyer's M.

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

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

Little Red Wagon Hand-dipped corn dogs. Plaza Inn @"Minnie & Friends— Breakfast in the Park." Lunch and dinner featuring

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

## **Adventureland**

9 Walt Disney's Enchanted Tiki Room presented by DOLE® PACKAGED FOODS (Continuous shows) Mobility Access: Enter through main entrance.

O Jungle Cruise 🕹 🎢 🗝 🔄 🗐 Mobility Access: Enter through exit. Wheelchair/ECV accessible boat available

1 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**

H Tiki Juice Bar hosted by DOLE® PACKAGED FOODS.

The Tropical Hideaway coming soon Bengal Barbecue Barbecue kabobs

information. Entertainment may vary and is subject to

change. Please see Times Guide for days and times.

Tarzan's Treehouse™ TARZAN™ Owned by Edgar Rice Burroughs, Inc. and

and coffee drinks. Frontierland Shootin' Exposition & \*Attraction operating hours may vary from Park hours. Please see location or Information Centers for more

Mark Twain Riverboat\* (₺) 🖜 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.

13 Pirates of the Caribbean 💰 🗝 🔊 Mobility Access: Enter through exit to the LEFT of Blue Bayou Restaurant. Proceed to the designated

**New Orleans Square** 

Mobility Access: Proceed up the exit ramp near Haunted

Mansion. Wheelchair/ECV accessible vehicle available.

Mobility Access: Enter through accessible queue.

Royal Street Veranda Chowder and gumbo in

bread boules and New Orleans style fritters.

Blue Bayou Restaurant ® Table-service -

seafood, chicken and beef dinners, plus

the famous Monte Cristo sandwich at lunch.

M Café Orléans R Table service – lunch and dinner.

chicken, jambalaya, Cajun meatloaf, French dip,

**Critter Country** 

Splash Mountain 🌃 🗗 🛦 🗓 💰 (Minimum

The Many Adventures of Winnie the Pooh

Mobility Access: Enter through

8 Davy Crockett's Explorer Canoes 🕳

stairs of Hungry Bear Restaurant.

**DISNEY DINING** 

P Hungry Bear Restaurant

Burgers, chicken and salads.

rolls, salads and drinks.

height 40"/102 cm.) Mobility Access: Enter through

exit, across from Pooh Corner, Transfer seat available.

standard queue. Wheelchair accessible vehicle available.

(Operates weekends and select seasons only)

Mobility Access: Enter via exit ramp next to lower level

Harbour Galley 6 Soup in bread boules, lobster

soups, salads, and Monte Cristo sandwiches.

N French Market Restaurant French guarter

hand tossed salads, and desserts.

access gate on the LEFT.

4 Disneyland® Railroad 🔊 HC 🖜

15 Haunted Mansion **12** (4) HC (10)

Transfer access vehicle available.

**DISNEY DINING** 

27 Royal Theatre & 2 6 (See Times Guide for show times)

ntasy Faire

26 Royal Hall

Pinocchio's Daring Journey\* (K) HC (D) Mobility Access: Enter through exit. Transfer access vehicle available.

Snow White's Scary Adventures\* 🛠 🛏 🖘 Mobility Access: Enter through exit. Transfer access vehicle available.

Bibbidi Bobbidi Boutique &

Sleeping Beauty Castle Walkthrough (Alternate experience & CC (Alternate experience & CC) 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.

3 Casev Jr. Circus Train Mobility Access: Enter through exit.

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

Critter Country

# **Frontierland**

Pirates Lair on Tom Sawyer Island\* (5) Mobility Access: Enter through standard queue. Many pathways are accessible for Wheelchairs/ECVs.

Fantasmic! ( Figure 1) (See Times Guide for show times)

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

Mobility Access: Gun positions on the LEFT accommodate Guests using Wheelchairs/ECVs.

Mobility Access: Enter through access gate to the

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. S The Golden Horseshoe

Chicken wings and loaded spuds. Rancho del Zocalo Restaurante Salads, tacos, and burritos.

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

1 Storybook Land Canal Boats 💰 🗝 🔊 Mobility Access: Enter through exit.

**Fantasyland** 

// E IN HC D Mobility Access: Enter through standard queue. Wheelchair accessible boat available.

B Fantasyland Theatre 👃 HC 🌠 🔄 🔊 (See Times Guide for days and times).

Access: Enter through the exit to the RIGHT of standard queue. Transfer access vehicle available. Pixie Hollow & Mobility Access: Enter through

Adventureland

Matterhorn Bobsleds / SAIT (Minimum height 42"/107 cm.) Mobility Access Enter through standard queue. Transfer seat

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

the RIGHT of entrance.

seat available.

standard gueue.

**New Orleans Square** 

plau

**Turn Wait Time into Play Time** 

new way with Play Disney Parks,

a mobile app that connects to the

o download.

parks with fun games, activities,

and trivia!

Interact with the parks in a whole

Mobility Access: Enter through the access gate to

Peter Pan's Flight\* (Access:

Mad Tea Party Mobility Access: Enter using

the exit ramp. Transfer access vehicle and transfer

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

Enter through exit. Transfer access vehicle available.

DISNEY DINING

Shuttle buses to Buzz,

Woody & Jessie Lots

A I

Main Street, U.S.A

0000000

6 **11** 

**Tram to Mickey & Friends Parking** 

**Downtown Disney® District and** 

Hotels of the Disneyland® Resort

V Maurice's Treats Sweet and savory twists and Boysen Apple Freeze. W Red Rose Taverne

Breakfast, burgers, flatbread pizzas, and veggie options.

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

lickey's Toontown

through standard queue. 6 Donald's Boat 🖍

> Mickey's Toontown may close early due to fireworks. Please visit an Information

5 Goofy's Playhouse 🕒 Mobility Access: Enter

Turkey legs, corn on the cob, chimichangas and

14 Disneyland® Railroad 👃 🗝 🖜

elect Fantasyland attractions may close early due to firework

Y Edelweiss Snacks 🖟

frozen beverages.

Mobility Access: Enter through accessible queue Guests must navigate a narrow stairway when boarding and disembarking or an accessible experience is

53 Disneyland® Monorail ( MC ) Mobility Access: Enter through standard queue. Elevator is available.

(Minimum height 32"/81 cm and 54"/137 cm to drive alone.) Mobility Access: Enter through standard queue. Hand-held accelerator and transfer seat available.

presented by Hewlett Packard Enterprise

Space Mountain

(Minimum height 40"/102 cm.) arrows to the left. A transfer seat and separate loading area is available

Galaxies Far, Far Away.

hosted by Coca-Cola®.

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

RIGHT of Mickey's House and proceed through Please visit an Information Center for operating hours. standard queue. Mickey's Toontown

6.**†** 

using the ramp to the RIGHT of the front yard and proceed through standard queue. Roger Rabbit's Car Toon Spin 22 Mobility Access: Enter through standard queue.

Mobility Access: Enter using the ramp to the

Mobility Access: Enter through exit.

35"/89 cm; expectant mothers should not ride.)

r 🔃 💰 (Minimum heiaht

Mobility Access: Enter

#### DISNEY DINING

Toontown Dining Hot dogs, salads, sandwiches, pizza, frozen yogurt and ice cream treats.

## Tomorrowland

52 Finding Nemo Submarine Voyage

(Alternate experience (& CC) (HC) (D)

Autopia powered by Honda. 🛕 🗓 🥳

55 Disneyland® Railroad (5, HC) Mobility Access: Proceed to the top of the exit ramp. Wheelchair/ECV accessible vehicle available

56 Star Wars Launch Bay 🕭 🎜 🔀 🖽 🗐

Mobility Access: Enter through exit and follow the 58 Tomorrowland Theater ! 👃 🚿 🗝 RC CC

(a) Mobility Access: Enter through standard queue.

Star Tours—The Adventures Continue Minimum height 40"/102 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.

61 Buzz Lightyear Astro Blasters 177 HC (D)) Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.

## DISNEY DONING

Galactic Grill Breakfast, sandwiches, burgers, salads, desserts and drinks from

**BB** The Spirit of Refreshment

Assistive Listening: Device
Available at Guest Relations

ATMs Presented by Chase

Audio Description: Device

Available at Guest Relations Automated External Debfibril

Baby Care Center Hosted by Huggies®

Closed Cantioning: Activators

Available at Guest Relations and location

Companion Restroom

Disney Characters

Disney FASTPASS® Service (Subject to availability) DVC 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 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. at Guest Relations

Single Rider Sercice

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

\*Emergency services available by calling 911.

used by Permission. COPYRIGHT ©1999 Edgar Rice Burroughs, Inc. and Disney Enterprises. Inc. All Rights Reserved Roger Rabbit's Car Toon Spin ROGER RABBIT haracter ©Disney/Amblin Entertainment, Inc. Finding Nemo Submarine Voyage is inspired by Disney

Pixar's Finding Nemo, Indiana Jones™ Adventure and Sta Tours: The Adventures Continue ©Disney/Lucasfilm Ltd. & ™ Lucasfilm Ltd. Buz Lightyear Astro Blasters is inspired by Disney Pixar's Toy Story 2. Attractions and tainment may be seasonal and are subject to change without notice

Shuttle buses to 781-DINE (3463) or by stopping by the restaurant. satellite parking lots

first come, first serve basis.

Non-ticketed Viewing

**Show Ticket Distribution** 

viewing.

viewing area.

Available near Frontier Landing

Hungry Bear Restaurant \* \*

On-the-Go meals include access to the

Available along the Rivers of America on a

\*Show Tickets and dining packages are limited.

\* \*Make reservations at Disnevland.com. 714-

Blue Bayou and River Belle Terrace\*\*

Dinner packages include access to reserved