













TIPS AND INFORMATION

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

- 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.

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.
-  **Stroller** 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** 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: 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 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 to be weapons
 - Alcohol, marijuana (including marijuana-enriched products) and any illegal substances
 - Strollers larger than 31" x 52" and any types of wagons
 - Pets or other animals, except service animals (i.e., dogs and miniature horses)

Additional details and a complete listing of park rules are available for viewing at 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:

- 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 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.



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

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

©Disney — DCA-090619-GWD

MOBILITY 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.

Rental Locations

Disneyland® Resort Stroller Shop located in the main entrance plaza adjacent to the Disneyland® Kennel.

Complimentary Amenities and Services for use at the Park

Companion Restrooms

See map inside for locations indicated with .

More Options

Electric Conveyance Vehicles (ECVs)

Limited number available on a first-come, first-served basis at the rental location.

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

RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis.

Rental fee and refundable deposit required.

Safety in the Park

Mobility Scooters/ECVs

Please keep your speed to the walking speed of those around you.

Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.

Park your device in safe locations clear from walkways and stairs.

Evacuation

In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance.

Transfers

Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.

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.*

VISUAL Disabilities

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

Audio Description  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.

Guest Relations  See map inside for location.

Stationary Braille Maps


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.

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.


HEARING Disabilities

Assistive Listening  Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions.

Handheld Captioning  Utilizes Disney's Handheld Device to display text at select attractions.

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

Amenities available for \$25 refundable deposit.

Guest Relations  See map inside for location.

Reflective Captioning  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.

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 with the appropriate language pin on their nametag.

Sign Language Interpretation

 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 O.

SERVICE ANIMALS

Service animals, defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual with a disability, must be under the control of the owner at all times and should remain on a leash or in a harness. Cast Members are not able to take control of service animals.

Service Animal Restrictions

Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please inquire with a Cast Member about available options, including a rider switch with a member of your party or a portable kennel.

- Incredicoaster
- Goofy's Sky School
- Grizzly River Run
- Jumpin' Jellyfish
- Luigi's Honkin' Haul-O-Ween
- Mater's Graveyard JamBOOree
- Radiator Springs Racers

- Silly Symphony Swings
- Soarin'
- Guardians of the Galaxy – Mission: BREAKOUT!

Service Animal Relief Areas

- Able to use any planter with a gate
- Main Entrance: Esplanade near Disneyland® Kennel Club
- Grizzly Peak: Grizzly River Run area (near "Grizzly Peak Pass" sign)
- Paradise Gardens Park: Access gate between Seaside Souvenirs & The Little Mermaid–Ariel's Undersea Adventure extended queue

Kennels *For information, call 714-781-7662.*



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

DISNEY DINING

- A Mortimers Market** hosted by Cuties®
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

- 1 Disney Junior Dance Party** presented by Pull-Ups®. (See Times Guide for show times)
Mobility Access: Enter through standard queue.
- 2 Mickey's PhilharMagic**
- Disney Animation**
- 3 Sorcerer's Workshop**
- 4 Anna & Elsa's Royal Welcome**
- 5 Animation Academy** (Shows every 30 minutes; last show begins 30 minutes before park closing)
- 6 Turtle Talk with Crush**
- 7 The Hollywood Backlot Stage** (See Times Guide for show times and days)
- 8 Monsters, Inc. Mike & Sulley to the Rescue!**
Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.
- 9 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.
- 10 Guardians of the Galaxy - Mission: BREAKOUT!**
(Minimum height 40"/102 cm) Guardians of the Galaxy - Mission: BREAKOUT! will convert to Guardians of the Galaxy - Monsters After Dark between 3pm and 5pm each day. Please check with a Cast Member at the attraction that day for actual time.

DISNEY DINING

- F Award Wieners**
Street-style hot dogs and sausages.
- G Schmoozies!**
Epic donuts 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 alcoholic specialties.

Cars Land

ATTRACTIONS

- 11 Mater's Junkyard Jamboree**
Mobility Access: Enter through standard queue. Transfer access vehicle available.
- 12 Luigi's Honkin' Haul-O-Ween**
presented by Alamo®. Mobility Access: Enter through standard queue. Transfer access vehicle available.
- 13 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 Cafe**
Classic diner comfort food.

Grizzly Peak

ATTRACTIONS

- 14 Redwood Creek Challenge Trail**
Mobility Access: Enter through standard queue. The Challenge Trail map indicates accessible routes.
- 15 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.
- 16 Soarin'**
(Minimum height 40"/102 cm)
- DISNEY DINING**
- N Smokejumpers Grill**
Burgers, chicken sandwiches, chicken tenders, and drinks.
- O Refreshment Point**
hosted by Coca-Cola®.
- P Storytellers Café**
At Disney's Grand Californian Hotel & Spa; Mickey's Tales of Adventure buffet for breakfast or brunch, and savory dinner buffet celebrating the art of storytelling.

play
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 to download.

Pacific Wharf

ATTRACTIONS

- 17 Walt Disney Imagineering Blue Sky Cellar**
- 18 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, asada chicken and more!
- S Lucky Fortune Cookery**
Stir-fry flavors from Asia.
- T Rita's Baja Blenders**
Frozen margaritas & 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

- 19 Incredicoaster**
(Minimum height 48"/122 cm) Mobility Access: Enter through standard queue. Transfer access vehicle available.
- 20 Jessie's Critter Carousel**
Mobility Access: Enter through access queue. Wheelchair accessible bench available.
- 21 Toy Story Midway Mania!**
Mobility Access: Enter through standard queue. Separate loading area and Wheelchair accessible vehicle available.
- 22 Games of Pixar Pier**
- 23 Pixar Pal-A-Round**
Mobility Access: Enter standard queue for swinging gondolas. For non-swinging gondolas, enter through exit. Wheelchair accessible vehicle available.
- 24 Inside Out Emotional Whirlwind**

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

- 25 Silly Symphony Swings**
Mobility Access: Enter through entrance to the RIGHT of standard queue. Take elevator to second level.
- 26 Goofy's Sky School**
Mobility Access: Enter through standard queue.
- 27 Jumpin' Jellyfish**
Mobility Access: Enter through standard queue.
- 28 Golden Zephyr**
Mobility Access: Enter through standard queue. Transfer access vehicle available.
- 29 The Little Mermaid ~ Ariel's Undersea Adventure**
Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.
- 30 World of Color**
Mobility Access: Viewing area for Guests with disabilities available (valid FASTPASS® required). (See Times Guide for show times and days)

DISNEY DINING

- GG Bayside Brews** Pretzels and beer.
- HH Boardwalk Pizza & Pasta** Pizza, pasta, and salads.
- II Paradise Garden Grill** Seasonal menu offerings.
- JJ Corn Dog Castle** Original and hot-link corn dogs.

Map of Disneyland Resort showing Buena Vista Street, Hollywood Land, Grizzly Peak, Pacific Wharf, Pixar Pier, and Paradise Gardens Park. Includes a compass rose and a red dotted line indicating the parade route. Arrows point to shuttle buses to Buzz, Woody, Bullseye, and Jessie lots; to Mickey & Friends and Pixar Pals Parking; and to Downtown Disney District and Hotels of the Disneyland Resort.

- 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 Fri. & Sun. Schedule and Times Guides at Guest Relations
- Single Rider Service (Subject to availability)
- 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.