

Notes to Customers

Trained guide dogs are welcome in all Food and Beverage locations in the Park and Resort Hotels. Starting from July 9, 2026, guide dogs-in-training and service dogs are welcome in the designated areas of the following Food and Beverage locations: -

Hong Kong Disneyland Park

- Royal Banquet Hall

Disney Explorers Lodge

- Chart Room Cafe
- Dragon Wind
- World of Color Restaurant

Disney's Hollywood Hotel

- The Archivist
- Ink & Plate

For guidelines on visiting Hong Kong Disneyland Resort and the above Food and Beverage locations with guide dogs, guide dogs-in-training and service dogs, please see GUIDE DOGS AND SERVICE DOGS. <https://www.hongkongdisneyland.com/guest-services/service-animals/> and Guidelines on Good Behaviour for Customers Bringing Dogs issued by Food and Environmental Hygiene Department of the Hong Kong SAR Government on its official website for further information.

https://www.fehd.gov.hk/english/licensing/dog_restaurants/guide_customer_with_dogs.html

For visiting our Food and Beverage locations with guide dogs, guide dogs-in-training and service dogs (collectively, “Dogs”), guests are required to comply with the following:

1. **Certification and Documentation:** Guests may only bring “Dogs” which have been accredited by recognized organizations or their accredited members listed in our website (<https://www.hongkongdisneyland.com/guest-services/service-animals/>) into the above Food and Beverage locations.
2. **Advance Reservation and Verification Required:** Guests visiting with “Dogs” must make reservation and contact our Guest Relations at least 7 days in advance to provide (1) a copy of the valid dog license or Special Permit issued by the Agriculture, Fisheries and Conservation Department of the Hong Kong SAR Government and (2) a copy of the valid certificate of the “Dogs” issued by one of the recognized accredited organizations mentioned above for inspection. A confirmation email will be issued by our Guest Relations once we have verified the documentation provided. We reserve our rights to deny admission of “Dogs” which have not been accredited by a recognized organization mentioned above.

3. **Upon Arrival:** Guest must present the verified documentation of the “Dogs” and the confirmation email issued by our Guest Relations for verification.
4. **Capacity Limits Apply:** Each guest may bring no more than two “Dogs”. A maximum of four “Dogs” are permitted in an Food and Beverage location at any one time.
5. **Designated Areas Only:** “Dogs” are only permitted to enter and stay in the designated dog-friendly zones in the Food and Beverage locations.
6. **Leash and Supervision:** While on the premises, “Dogs” must remain on a leash of not more than 1.5 metres at all times. The leash must either be held by an adult or securely tied to the designated fixture as assigned by our cast members in the premises. Guests should not allow their “Dogs” to be leashed by a minor in all circumstances. In case guests need to leave their seats temporarily, they should ensure that their “Dogs” are securely tied to the designated fixture and shall not leave their “Dogs” unattended. Our cast members shall not be responsible to look after the “Dogs”.
7. **Dining Area Restrictions:** “Dogs” must stay on the ground beside the dining table where their owners are seated, or be placed in a dog carrier bag or stroller beside the dining table where their owners are seated. “Dogs” are not allowed on any dining table or stay on chairs or benches at any time.
8. **Food and Supplies:** The Food and Beverage location does not provide dog food, water, feeding containers, utensils, and will not assist to store or reheat dog food. Guests must bring their own supplies. “Dogs” must not use any utensils provided on the premises.
9. **Hygiene Responsibility:** In case of fouling of the premises by dog excrement, guests are required to take care of the disposal themselves immediately. Guests are responsible for immediate cleaning and properly disposing of any waste, stains, or contamination caused by their “Dogs”. Guest should wrap the excrement in a plastic bag and seal it tightly before disposing of it properly in a dog-specific trash bin.
10. **Right of Refusal:** The Food and Beverage locations reserves the right to refuse admission or require the removal of any “Dogs”, together with their owners, if they pose a safety, hygiene, or operational concern, or fails to comply with these guidelines or the instructions of our cast member.
11. **Operating Hours:** Operating hours of our Food and Beverage locations are subject to change. Please refer to the latest Park and Resort Information.

顧客須知

已完成訓練的導盲犬可進入樂園及度假區酒店內所有餐飲地點。由 2026 年 7 月 9 日起，訓練中導盲犬及輔助犬可進入以下餐飲地點的指定區域：

- **香港迪士尼樂園**
 - 皇室宴會廳
- **迪士尼探索家度假酒店**
 - 星航圖咖啡廳
 - 雲龍軒
 - 芊彩餐廳
- **迪士尼好萊塢酒店**
 - 留映廳
 - 藝彩廚

如需了解攜同導盲犬、訓練中導盲犬及輔助犬前往香港迪士尼度假區及上述餐飲地點的指引，請參閱《導盲犬及輔助犬》<https://www.hongkongdisneyland.com/zh-hk/guest-services/service-animals/> 及香港特別行政區政府食物環境衛生署於其官方網站發布的《攜狗顧客良好行為指引》https://www.fehd.gov.hk/tc_chi/licensing/dog_restaurants/guide_customer_with_dogs.html

攜同導盲犬、訓練中導盲犬及輔助犬 (統稱「犬隻」) 前往餐飲地點時，賓客須遵守以下規定：

1. **認可資格及證明文件：**賓客僅可攜同於度假區官方網站中列出的指定機構或其認可的會員機構所認證的「犬隻」 (<https://www.hongkongdisneyland.com/zh-hk/guest-services/service-animals/>) 進入上述餐飲地點。
2. **須預先安排及核實：**攜同「犬隻」的賓客須於到訪前 7 天先行預約及聯絡賓客服務中心，並提交以下文件副本供我們核實：(1) 由香港特別行政區政府漁農自然護理署簽發的有效狗隻牌照或特別許可證；及 (2) 由上述認可機構簽發的「犬隻」之有效證明文件。完成核實後，賓客服務中心將向賓客發出確認電郵。我們保留拒絕任何未獲上述認可機構認證的「犬隻」進入餐飲地點的權利。
3. **到訪時：**賓客須出示所攜同「犬隻」的已核實文件，以及由賓客服務中心發出的確認電郵，以供查驗。
4. **名額限制適用：**每位賓客最多可攜同兩隻「犬隻」。每個餐飲地點同一時間最多允許四隻「犬隻」同時在場。
5. **只限指定區域：**「犬隻」只可進入及停留在餐飲地點內指定的犬隻友善區域。
6. **牽引帶與管控：**於餐飲地點範圍內，「犬隻」須全程繫上長度不超過 1.5 米的牽引帶，牽引帶必須由成人持握，或穩妥地縛在場內指定固定裝置 (由演藝人員指派)。賓客不得在任何情況下讓「犬隻」的牽引帶由未成年賓客牽引。如賓客需暫時離開座位，應確保其「犬隻」已穩妥地縛在指定固定裝置上，且不得在無人看管下留下「犬隻」。演藝人員不能代為看管「犬隻」。

7. **餐飲區域限制：**「犬隻」必須留在其主人餐桌旁的地面位置，或安置於主人餐桌旁的寵物袋或寵物車內。「犬隻」於任何時間均不得置於任何餐桌上或停留於椅子或長凳上。
8. **食物及用品：**餐飲地點不會向「犬隻」提供犬用食物、水、餵食容器及餐具，亦不會協助儲存或加熱犬糧。賓客必須自備所需用品。「犬隻」不得使用場內提供的任何餐具。
9. **衛生責任：**如場地因「犬隻」排泄物而造成污染，賓客須立即自行處理。賓客須即時清理場地，並妥善處理任何由其「犬隻」排泄物造成的污漬或污染。賓客應以塑膠袋包好犬隻排泄物，將其密封，並丟棄於犬隻專用垃圾桶。
10. **拒絕入場權利：**若「犬隻」對餐飲地點的安全、衛生或運作構成影響，或未能遵守本指引或遵從演藝人員指示，餐飲地點保留拒絕該「犬隻」及其主人進場或要求該「犬隻」及其主人離場的權利。
11. **營業時間：**餐飲地點的營業時間或會變更。請參閱最新的樂園及度假區資訊。