DISNEW-MGM STUDIOS



GUIDEBOOK FOR GUESTS WITH DISABILITIES

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Notice

The information in this Guidebook is subject to change. Please feel free to contact a Cast Member regarding accessibility prior to boarding a particular attraction. You may also wish to visit Guest Relations for current information on accessibility and services.

WELCOME

Welcome to the *Disney-MGM Studios*! This Guidebook provides an overview of services and facilities available for Guests with disabilities who are visiting the *Disney-MGM Studios*. This booklet is intended to supplement the weekly *Disney-MGM Studios* Guidemap that contains additional information and an entertainment schedule.

Guest Relations

Guest Relations, located inside the *Disney-MGM Studios*, provides a variety of services including: general information, Priority Seating for restaurants, ticket media information, Park guidemaps and entertainment schedules, and information on services for Guests with disabilities.

Theme Park Parking (Standard parking rates apply)

Guests with the ability to walk short distances and step up onto the courtesy trams should park in the main parking lot of the *Disney-MGM Studios*. The courtesy tram will transport Guests to the Entrance Complex. Parking for Guests with mobility disabilities, or who are traveling with personal wheelchairs, is available adjacent to the Entrance Complex at each of the four Parks.

Guests should inquire at the Auto Plaza for directions on parking options.

Shops and Restaurants

Most food and merchandise locations in the *Disney-MGM Studios* are accessible to Guests with disabilities. Cast Members are available to assist Guests when necessary. Some counter-service locations have narrow queues formed by railings which may be difficult for Guests using wheelchairs. At these locations, we suggest that a member of the party order and transport the food, or contact a host or hostess for assistance.

First Aid

The *Disney-MGM Studios* First Aid Station is located adjacent to the Guest Relations Building just past the Main Entrance.

Companion Restrooms



At the *Disney-MGM Studios*, companion-assisted restroom facilities are located at First Aid as well as:

- Opposite "The Twilight Zone Tower of Terror™"
- Opposite Star Tours
- Fantasmic!
- · Rock 'N' Roller Coaster Starring Aerosmith

Stamina or Endurance Concerns

Some Guests may be concerned that they do not have the stamina to wait in our queues. We strongly suggest these Guests consider using a wheelchair or ECV, as the distance between our attractions is much greater than the length of our queues.

Smoking Restrictions

For the comfort and safety of all our Guests, smoking is prohibited in all waiting areas, attractions, stores, dining areas, restrooms, and locations designated for parade and show viewing.

ATTRACTION ACCESS

Methods of accessibility vary from attraction to attraction within our Parks. The *Guidebook for Guests with Disabilities* and Park guidemaps use symbols to indicate boarding procedures for each attraction. In addition, Guests should contact a host or hostess at each attraction before entering.

Attractions that provide access through the main queue include:

- Jim Henson's Muppet*Vision 3D
- "The Twilight Zone Tower of Terror"
- The Great Movie Ride
- Star Tours
- Disney-MGM Studios Backlot Tour
- BACKSTAGE PASS
- · The Magic of Disney Animation
- Voyage of The Little Mermaid
- Fantasmic!
- Rock 'N' Roller Coaster Starring Aerosmith

Certain attractions require Guests to transfer from their wheelchairs to a ride system either by themselves or with the assistance of a member of their party. *Walt Disney World®* Resort hosts and hostesses are not permitted to physically assist Guests in transferring from their wheelchairs.

Auxiliary Entrance Limitations

Some attractions have auxiliary entrances for Guests with disabilities. These are intended to offer Guests in wheelchairs or with service animals a more convenient entrance to the attraction. Auxiliary 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 main entrance.

Parade Route and Show Areas

Due to Guest demand, viewing spaces cannot be reserved or guaranteed. Parties larger than six will be asked to separate and reunite afterwards. Guest Relations can provide information on show times and other special events on the day of each visit.

VISUAL DISABILITIES

Braille Guides

Braille guidebooks are available at the Guest Relations lobby. A refundable \$25 deposit is required (must return item on the same day for refund).

Audio Tape Guides

The *Disney-MGM Studios* has cassette tapes that give Guests a sense of direction and a brief description of the attractions. Audio cassettes and portable tape players are available at the Guest Relations lobby. A refundable \$25 deposit is required (must return item on the same day for refund).

SERVICE ANIMALS

Service animals are welcome in most locations throughout the *Disney-MGM Studios*. All service animals must remain on a leash or in a harness at all times. Guests should follow the same attraction entrance procedures as described for Guests using wheelchairs. Due to the nature of some attractions, service animals may not be permitted to ride. In those instances, a member of the Guest's party must remain with the animal.

Designated "Break" Areas for Service Animals

The *Disney-MGM Studios* allows Guests to use backstage locations for service animal relief areas. Please contact a host or hostess near the following areas for directions and assistance:

- Main Entrance at the Kennel
- Backstage gate next to Star Tours
- Backstage between the Backlot Theater and the Courthouse
- · Backstage behind Theater of the Stars

Service Animal Restrictions

Due to the nature of the experience, service animals are not permitted on the following attractions:

- · Star Tours
- "The Twilight Zone Tower of Terror"
- Rock 'N' Roller Coaster Starring Aerosmith

Due to the nature of the experience, Guests with service animals should check with a host or hostess for attraction and boarding information at the following attractions:

· The Great Movie Ride

HEARING DISABILITIES

A pad of paper and pens/pencils are readily accessible at each location for Cast Members to utilize, if necessary, to communicate with Guests. Cast Members with abilities in Sign Language can be identified with the appropriate language pin.

Assistive Listening Devices



Assistive Listening Systems utilize a lightweight wireless device that receives an infra-red signal (an invisible beam of light) from overhead transmitters at certain locations in

order to amplify sound. These are recommended for Guests with mild to moderate hearing loss. Receivers are available at the Guest Relations lobby. A \$25 refundable deposit is required (must return item on the same day for refund).

Assistive Listening Systems are operating at the following attractions:

- Theater of the Stars
- The Magic of Disney Animation
- Voyage of The Little Mermaid
- **Backlot Theater**
- Jim Henson's Muppet*Vision 3D
- Indiana Jones™ Epic Stunt Spectacular!
- ABC Sound Studio
- Sci-Fi Dine-In Theater Restaurant
- Fantasmic!
- Disney's Doug Live!
- The Great Movie Ride (pre-show only)

Telephones



Pay phones equipped with amplified handsets are available throughout the Walt Disney World® Resort. Consult the Disney-MGM Studios map for locations.

Pay phones equipped with a Text Typewriter (TTY) are available at:

- The Hollywood Brown Derby
- **Opposite Star Tours**
- Kennel
- First Aid
- Opposite Studio Catering Company
- Opposite "The Twilight Zone Tower of Terror™"

A TTY is also available at the Guest Relations lobby.

Written Aids

Guest Assistance Packets containing dialogue, narrations, flashlights, and pen and paper are available at or near the performance areas or entrances for most shows and attractions. Guests should contact a host or hostess at the attraction for assistance.

Sign Language

If requested, the Walt Disney World® Resort provides Sign Language interpretation for our Guests at live Theme Park shows with a minimum of seven days notice. Currently, interpreted performances will be available on a rotating basis as follows:

Disney-MGM Studios – Sundays, Wednesdays Magic Kingdom® Park – Mondays, Thursdays **Epcot®** - Tuesdays, Fridays Disney's Animal Kingdom® Theme Park – Saturdays

Guests can request this service by calling Walt Disney World® Resort Information at (407) 824-4321 (voice) or (407) 827-5141 (TTY). Guests who request this service will be contacted prior to their visit with an appropriate show schedule.

Additionally, Sign Language interpretation will be provided, if requested, for special shows or programs where communication is integral to the experience. Arrangements can be made for a specific performance with a minimum of two weeks notice. There is no cost to our Guests for this service.

Reflective Captioning



Reflective captioning is available at many theater-type attractions at the *Walt Disney World*® Resort. This innovative technology utilizes an LED display to

project desired captions onto an acrylic panel positioned in front of the Guests.

To utilize this system, please contact a host or hostess at the attraction. This service is currently available at:

- Jim Henson's Muppet*Vision 3D
- · Voyage of The Little Mermaid
- The Magic of Disney Animation
- Fantasmic!

Video Captioning



Caption-ready monitors are available at many attractions. These monitors are designated with a "CC" symbol and can only be activated by remote

control. Activators are available at the Guest Relations lobby and require a \$25 refundable deposit (must return item on the same day for refund).

Video captioning is currently available at:

- The American Film Institute Showcase
- "The Twilight Zone Tower of Terror™" (Pre-show only)
- Disney-MGM Studios Backlot Tour (Prop Warehouse-Shuttles queue only)
- Jim Henson's Muppet*Vision 3D (Pre-show only)
- Star Tours (Boarding area only)
- ABC Commissary
- Disney's Doug Live! (Pre-show only)
- Backstage Pass
- The Magic of Disney Animation (Video wall only)

NOTE: NOT ALL PORTIONS OF AN ATTRACTION EXPERIENCE MAY BE CAPTIONED

MOBILITY DISABILITIES

Wheelchairs

Guests may bring their own wheelchairs or rent one at any of the four Parks. Wheelchair rentals are available on a first-come, first-served basis. Rental wheelchairs may not be transferred from Park to Park.

Wheelchair Rentals

• Oscar's Super Service inside Main Entrance

Wheelchair Replacement Locations

Tatooine Traders

A limited number of Electric Convenience Vehicles (ECVs) are also available on a first-come, first-served basis. Guests must be 18 years of age or older to rent ECVs, and quantities are limited. NO RESERVATIONS ACCEPTED. Guests should plan to arrive early. ECVs are available only on a same-day basis and may only be used in the Park where they are rented. ECVs will be held if Guests wish to leave and return to the same Park.

Guests planning to visit more than one Park on the same day should retain their wheelchair deposit ticket from the first Park they visit. This will enable them to obtain a replacement wheelchair on the same day, if available, at the next Park with no additional charge.

NOTE: Wheelchairs or ECVs may not be available at the second Park.

Walt Disney World® Resorts also offer wheelchair rentals to their Guests. Quantities may be limited. Please contact the Front Desk for assistance.

SYMBOL DESCRIPTIONS

Below is a listing of symbols which appear before some of the attraction descriptions on the following pages. Please refer to this list for information regarding these symbols.



Guests may remain in their wheelchair to experience the attraction.



Guests must transfer from their wheelchair to board the attraction.



Guests must transfer from their ECV to an available wheelchair to experience the attraction.



Assistive listening devices which amplify the audio may be used at this location and are available at Guest Relations.



Reflective Captioning system is available. Contact a host or hostess at the attraction for assistance.



Guest activated captioning is available on selected video monitors in this attraction. Please visit Guest Relations to obtain an activator.



For safety and comfort, Guests should be in good health and free from heart, back or neck problems, motion sickness, or other conditions that could be aggravated by this adventure. Expectant mothers should not ride. Young children should be accompanied by an adult.



Persons who do not meet the minimum height requirement may not ride.

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Guest Information Board at Hollywood Junction



Here you are able to get an idea of the attraction wait times, arrange Priority Seating at a Walt Disney World® Resort restaurant, and receive general information.

The Great Movie Ride



(Slow-moving vehicle) (Trip time – 22 min.)

Proceed through the standard queue.

A host or hostess will direct Guests in the pre-show area. Guests using Electric Convenience Vehicles will need to transfer to the ride vehicle or a standard wheelchair that will be provided upon request by the host/hostess at the boarding area. **NOTE:** Portions of this attraction may be too intense for some Guests. Due to the nature of the experience, Guests with service animals should check with a host or hostess at this attraction.

Indiana Jones™ Epic Stunt Spectacular!



(Theater presentation) (Show time – 30 min.)

Contact a host or hostess before entering

the attraction or waiting in line. Recommended arrival time is at least 20 minutes before the scheduled start of the show.

ABC Sound Studio





(Audio Sensory Theater presentation) (Show time – 15 min.)

Proceed through the standard queue. A host

or hostess will advise Guests on the best placement of their wheelchairs for maximum view and comfort during this presentation. This attraction contains segments in total darkness and requires Guests to wear headphones to fully experience the binaural audio effects. Certain special effects may be too intense for some Guests.

Disney's Doug Live!







(Theater presentation) (Show time -30 min.) Guests using wheelchairs should

proceed along the ramp at the left side of the theater entrance to the turnstiles. Contact a host or hostess for additional assistance.

Star Tours



Presented by Energizer (Turbulent simulator-type thrill ride) (Trip time -5 min.)

Proceed through the standard queue. Wheelchairs may be brought into the Star Tours vehicle where Guests will be required to make a diagonal transfer to the vehicle seat. Guests using ECVs will need to transfer to a standard wheelchair that will be provided upon request by the host/hostess at the beginning of the queue. For safety and comfort, Guests should be in good health and free from heart, back or neck problems, motion sickness, or other conditions that could be aggravated by this ride. Expectant mothers should not ride.

NOTE: There is a minimum height requirement of 40 inches to ride this attraction. Due to the nature of the experience, service animals are not permitted on this attraction.

Restaurants and Snacks



- Peevy's Polar Pipeline (Counter service)
- Min and Bill's Dockside Diner (Counter service) Use the first register on the left
- Hollywood & Vine (Buffet) (Hosted by Smuckers)
- Tune-In Lounge(Counter service)
- 50's Prime Time Cafe (Table service)
- Dinosaur Gertie's Ice Cream of Extinction (Counter service)
- Backlot Express (Counter service) (Hosted by Coca-Cola)
- The Hollywood Brown Derby (Table service)
- Starring Rolls Bakery (Counter service) Use the first register on the left (Hosted by Nestlé Toll House)

Jim Henson's Muppet*Vision 3D







Presented by Kodak (Theater presentation) (Show time – 30 min.)

Proceed through the standard queue. A host or hostess will admit Guests past the turnstiles.

Disney's Toy Story Pizza Planet Arcade



(Video arcade pizza parlor)

Backlot Theater



(Live theater presentation) (Show time – 35 min.)

Contact a host/hostess at the right side of the theater entrance for instructions. Recommended arrival time is at least 20 minutes before the scheduled start of the show.

"Honey, I Shrunk the Kids" Movie Set Adventure



(Playground)

Guests using wheelchairs should follow the standard queue to the designated access gate. The rough

surface of this attraction floor may make maneuvering challenging for Guests using wheelchairs. The upper level and many of the play pieces are available to those Guests who are able to leave their wheelchairs. This attraction is not recommended for Guests using Electric Convenience Vehicles.

The American Film Institute Showcase





(Exhibit)

Disney-MGM Studios Backlot Tour





(Tram-like vehicle with rocking motion) (Trip time -40 min.)

Proceed through the standard queue.

Guests using wheelchairs should stay to the right when entering the attraction and proceed to the designated entrance gate. Notify a host or hostess for boarding instructions. Guests may leave their wheelchairs (which will be folded and loaded onto the shuttle) or ride in a wheelchair-accessible vehicle. Guests should be in good health and free from motion sickness or other conditions that could be aggravated by this ride.

NOTE: Guests may get wet when passing through Catastrophe Canyon.

BACKSTAGE PASS



(Tour) (Tour time – 25 min.)

Proceed through the standard queue.

Guests using wheelchairs should stay to the right while entering the attraction. Due to the nature of the experience, this attraction can only accommodate a limited number of Guests using wheelchairs per tour. Contact a host or hostess for additional assistance.

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Restaurants and Snacks



- Toy Story Pizza Planet (Counter service) Use first register on the right
- Mama Melrose's Ristorante Italiano (Table service)
- Studio Catering Co. (Counter service) Use first register on the right (Presented by Coca-Cola)
- The Writer's Stop (Counter service)
- Sci-Fi Dine-In Theater Restaurant (Table service)
- ABC Commissary (Counter service) © Use the first register on the left (Presented by Kikkoman)

Bear in the Big Blue House™





(Theater presentation)

(Show time – 15 min.)
Proceed through the standard queue.

Contact a host or hostess for additional assistance.

Voyage of The Little Mermaid







(Theater presentation) (Show time -20 min.)

Proceed through the standard

queue. Contact a host or hostess for additional assistance.

The Magic of Disney Animation







(Theater presentation and tour)

(Show time -45 min.)

Guests should enter through the standard queue. Guests utilizing Electric Convenience Vehicles will need to transfer to a standard wheelchair that will be provided upon request by the host or hostess at the building entrance.

"The Twilight Zone Tower of Terror™"









(Rapid-dropping ride) (Trip time -3 min.) Proceed through the

standard queue. Contact a host or hostess for additional assistance. For safety and comfort, Guests should be in good health and free from heart, back or neck problems, motion sickness, or other conditions that could be aggravated by this ride. Expectant mothers should not ride.

NOTE: There is a minimum height requirement of 40 inches to ride this attraction. Due to the nature of the experience, service animals are not permitted on this attraction.

Theater of the Stars





(Live theater presentation) (Show time -25 min.)

Guests using wheelchairs should access

the theater via the ramp located on the left of the attraction. Contact a host or hostess for additional assistance. Recommended arrival time is at least 20 minutes before the scheduled start of the show.

FANTASMIC!







(Nighttime entertainment spectacular) (Show time -20 min.)

Proceed through the standard queue keeping to the far right side. Contact a host or hostess for additional assistance.

Rock 'N' Roller Coaster Starring Aerosmith



(Loud, high-speed roller coaster-type ride with upside-down loops) (Trip time -3 min.)

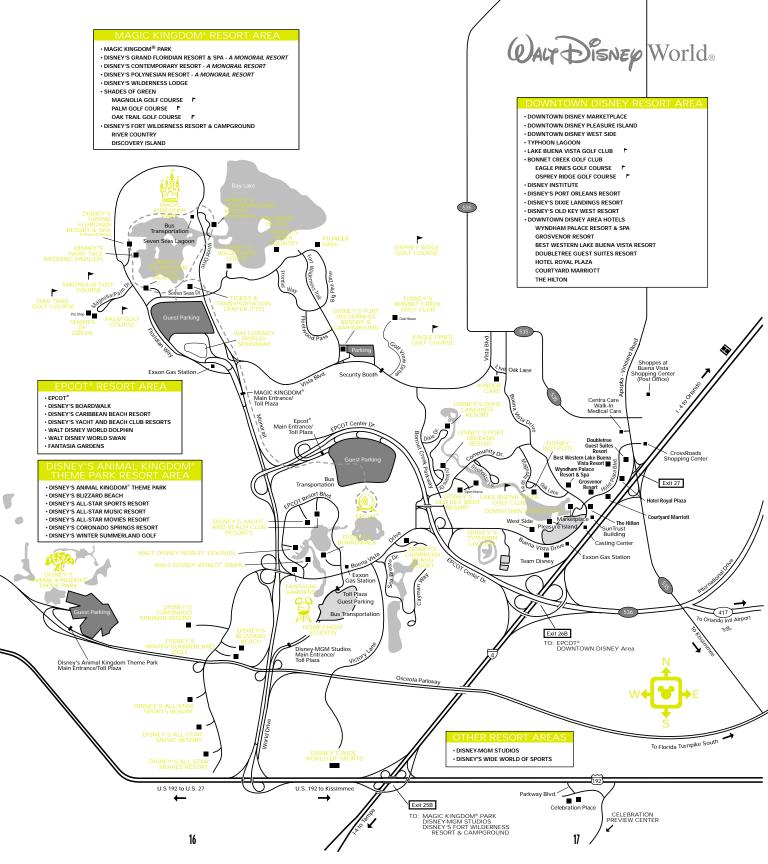
All Guests proceed through the standard queue. A host or hostess will direct Guests in boarding. Guests using EVCs will need to transfer to an available standard wheelchair that will be provided upon request by the host/hostess at the attraction entrance. If emergency evacuation of this ride is needed, Guests must negotiate stairs and walk through narrow passages or wait to be evacuated. For safety and comfort, Guests should be in good health and free from heart, back or neck problems, motion sickness, or other conditions that could be aggravated by this adventure. Expectant mothers should not ride. Guests using wheelchairs will be required to transfer to the ride vehicle within a 30 second timeframe.

NOTE: There is a minimum height requirement of 48 inches to experience Rock 'N' Roller Coaster Starring Aerosmith. Also, the safety restraints on this attraction may not fit all body shapes or sizes. Due to the nature of the experience, service animals are not permitted on this attraction.

Restaurants and Snacks



- The Catwalk Bar (Counter service)
- Anaheim Produce (Counter service)
- Rosie's All-American Cafe (Counter service) Use first register on the right
- Catalina Eddie's (Counter service)
- Sunset Ranch Turkey Legs (Counter service)



GENERAL INFORMATION

Resorts/Special Reservations

Walt Disney World® Resorts offer special equipment and facilities for Guests with disabilities. Features vary depending upon your selected Resort. For information specific to individual Resorts, please call Walt Disney World® Resort Special Reservations at (407) 939-7807 [voice] or (407) 939-7670 [TTY].

Accommodations for Guests with disabilities may include the following:

- · Wheelchairs
- · Buses with wheelchair lifts
- · Bed and bathroom rails
- · Wider bath doors
- Roll-in showers
- · Shower benches
- · Hand-held shower heads
- · Accessible vanities
- · Rubber bed pads
- Lower beds
- · Refrigerators
- · Closed-captioned televisions
- · Knock and phone alerts
- Strobe-light smoke detectors
- Double peep holes in doors
- TTY
- · Braille on phones and elevators
- Portable commodes
- Lower-level kitchen appliances and cupboards (where applicable)

Accessible Parking

Designated parking areas for Guests with disabilities are available throughout the *Walt Disney World*® Resort. A valid disability parking permit is required.

Transportation

Many of the transportation systems at the Walt Disney World® Resort are accessible to Guests with disabilities.

All bus routes are serviced by buses which are equipped to accommodate various types of wheelchairs within the following guidelines: The wheelchair must fit the wheelchair lift without being forced (some motorized chairs and ECVs are too wide or too long for the bus lift), and the wheelchair must be securely fastened in the wheelchair restraints.

Watercraft access varies depending on the type of watercraft and the existing water levels and conditions. Please contact a host or hostess at the watercraft dock for information and assistance.

Guests may access the Monorail system by proceeding up the entrance ramps, or using the elevators provided at *Epcot*®, *Disney's Grand Floridian* Resort & Spa, *Disney's Polynesian* Resort, and *Disney's Contemporary* Resort.

Park-Hopping Ticket Values

See the World and save! Money-saving, multi-day passes are the best way to see the Theme Parks. Stop by Guest Relations and ask about upgrading your tickets to get the most value during your visit. Also ask about ticket packages that may include admission to Disney's Blizzard Beach, Disney's Typhoon Lagoon, Disney's River Country, and Downtown Disney Pleasure Island. For the ultimate savings, ask about our Annual Passport.

Access

Most attractions, restaurants, shops and shows are accessible to all our Guests. In some cases, however, Guests may need the assistance of a member of their party to fully utilize these areas. Also, at some attractions Guests using wheelchairs may need to transfer from their wheelchairs onto a ride system. Hosts and hostesses are not permitted to physically transfer Guests from wheelchairs. We therefore recommend that Guests plan to visit with someone who can physically assist them, when necessary.

Restrooms

Most restrooms throughout the Walt Disney World® Resort have facilities designed for access by Guests using wheelchairs.

Drinking Fountains

Guests can find accessible drinking fountains throughout the Walt Disney World® Resort. Guests may also request cups from the nearest restaurant or refreshment facility.

Package Pick-Up/Shipping

This service is available at any of the Theme Parks. Purchases may be picked up as you exit the Park or delivered to your *Walt Disney World*® Resort. This free service is available from 12:00 noon until Park closing. You may also wish to inquire about shipping purchases directly to your home.

Safety Considerations

We work hard to offer a comfortable, safe and enjoyable experience for all of our Guests. Please assist us by showing common courtesy to fellow Park Guests. Please be respectful of others. Do not use profanity or engage in unsafe, illegal or offensive behavior. Please abide by all safety warnings and notices. Proper attire – including shoes and shirts – must be worn at all times.

For your safety while on attractions, please keep your hands, arms and legs inside the vehicle at all times. Young children should be accompanied by an adult.

Please honor designated viewing areas and crosswalks. Also, for the comfort of those around you, we request that there be no flash photography, eating, or drinking in any attraction.