

WALT DISNEY World[®]

GUIDEBOOK

FOR GUESTS WITH DISABILITIES

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WELCOME

Welcome to the *Walt Disney World*® Resort! This Guidebook provides an overview of services and facilities available for Guests with disabilities. Park specific Guidebooks which outline specific information for each attraction are available at each Disney Theme Park.

Guest Relations

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

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* Water Park, *Disney's Typhoon Lagoon* Water Park, *Disney's River Country* Water Park, *Downtown Disney* Pleasure Island and *Disney's Wide World of Sports*.

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.

Resorts/Special Reservations

Walt Disney World® Resorts offer special accommodations 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
- TTYs
- Braille on signs and elevators
- Portable commodes
- Lower-level kitchen appliances and cupboards (where applicable)

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.

MAGIC KINGDOM® RESORT AREA

- MAGIC KINGDOM® PARK
- DISNEY'S GRAND FLORIDIAN RESORT & SPA - A MONORAIL RESORT
- DISNEY'S CONTEMPORARY RESORT - A MONORAIL RESORT
- DISNEY'S POLYNESIAN RESORT - A MONORAIL RESORT
- DISNEY'S WILDERNESS LODGE
- SHADES OF GREEN
- MAGNOLIA GOLF COURSE
- PALM GOLF COURSE
- OAK TRAIL GOLF COURSE
- DISNEY'S FORT WILDERNESS RESORT & CAMPGROUND
- RIVER COUNTRY

DOWNTOWN DISNEY RESORT AREA

- DOWNTOWN DISNEY MARKETPLACE
- DOWNTOWN DISNEY PLEASURE ISLAND
- DOWNTOWN DISNEY WEST SIDE
- TYPHOON LAGOON
- LAKE BUENA VISTA GOLF CLUB
- BONNET CREEK GOLF CLUB
- EAGLE PINES GOLF COURSE
- OSPREY RIDGE GOLF COURSE
- DISNEY INSTITUTE
- DISNEY'S PORT ORLEANS RESORT
- DISNEY'S DIXIE LANDINGS RESORT
- DISNEY'S OLD KEY WEST RESORT
- DOWNTOWN DISNEY AREA HOTELS
- WYNDHAM PALACE RESORT & SPA
- GROSVENOR RESORT
- TRAVELODGE HOTEL
- DOUBLETREE GUEST SUITES RESORT
- HOTEL ROYAL PLAZA
- COURTYARD MARRIOTT
- THE HILTON

EPCOT® RESORT AREA

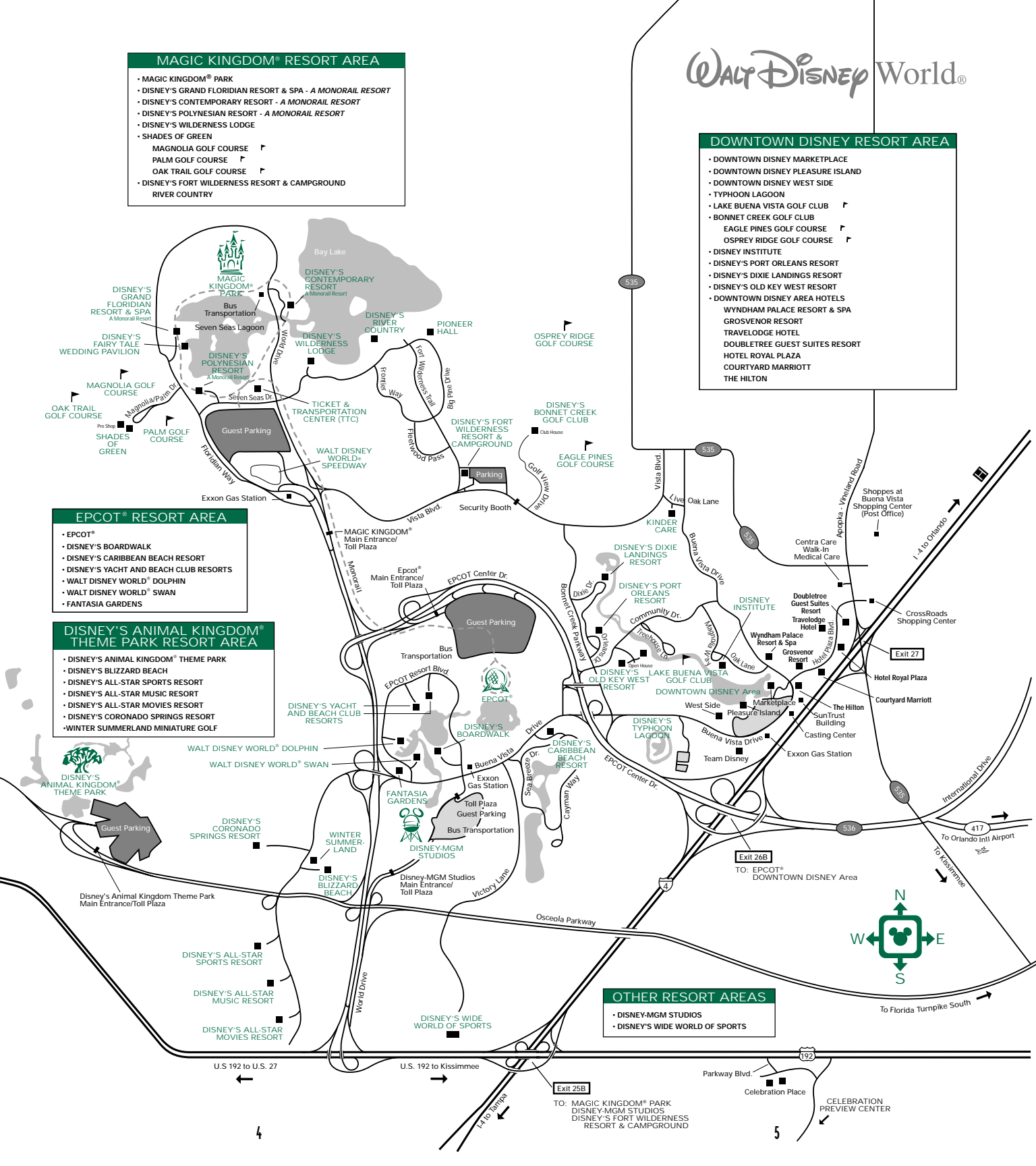
- EPCOT®
- DISNEY'S BOARDWALK
- DISNEY'S CARIBBEAN BEACH RESORT
- DISNEY'S YACHT AND BEACH CLUB RESORTS
- WALT DISNEY WORLD® DOLPHIN
- WALT DISNEY WORLD® SWAN
- FANTASIA GARDENS

DISNEY'S ANIMAL KINGDOM® THEME PARK RESORT AREA

- DISNEY'S ANIMAL KINGDOM® THEME PARK
- DISNEY'S BLIZZARD BEACH
- DISNEY'S ALL-STAR SPORTS RESORT
- DISNEY'S ALL-STAR MUSIC RESORT
- DISNEY'S ALL-STAR MOVIES RESORT
- DISNEY'S CORONADO SPRINGS RESORT
- WINTER SUMMERLAND MINIATURE GOLF

OTHER RESORT AREAS

- DISNEY-MGM STUDIOS
- DISNEY'S WIDE WORLD OF SPORTS



GENERAL INFORMATION

First Aid

First Aid stations are located in the following Theme Park locations:

- *Magic Kingdom*® Park – Adjacent to The Crystal Palace off Main Street, U.S.A.
- *Epcot*® – Odyssey Center in Future World
- Disney-MGM Studios – Adjacent to the Guest Relations Building just past the Main Entrance
- *Disney's Animal Kingdom*® Theme Park – Behind Creature Comforts in Safari Village

These locations provide a place to store medications or receive assistance.

Accessible Parking

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

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 lots of the *Magic Kingdom*® Park, *Epcot*®, Disney-MGM Studios, or *Disney's Animal Kingdom*® Theme Park. 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.

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.

Restrooms

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

Companion Restrooms



At *Disney's Animal Kingdom*® Theme Park, companion-assisted restroom facilities are located at First Aid as well as:

- Safari Village opposite Flame Tree Barbecue
- Harambe Village in the Mombasa Marketplace

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, and *Disney's Polynesian* Resort.

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.

Shops and Restaurants

Most food and merchandise locations in the Theme Parks 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.

Smoking Restrictions

Smoking is prohibited in any building, dining area, queue or waiting area.

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.

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.

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.

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

Each Theme Park has cassette tapes that give the 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 *Walt Disney World*® Resort. 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

Disney Theme Parks allow Guests to use backstage locations for service animal relief areas. Please contact a host or hostess for directions and assistance:

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).

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.

Telephones



Pay phones equipped with amplified handsets are available throughout the *Walt Disney World*® Resort. Consult the individual Theme Park guidemaps for locations.

Pay phones equipped with a Text Typewriter (TTY) are available at selected telephones throughout the Parks.

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*® Information at (407) 824-4321 [voice] or (407) 824-5141 [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.

Please contact Guest Relations for further information on Sign Language services.

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, Guests should contact a host or hostess at the attraction. This technology is currently available at:

- *It's Tough To Be A Bug*

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 requires a \$25.00 refundable deposit (must return item on the same day for refund).

Video captioning is currently available at:

- Countdown to Extinction (Pre-show only)
- Conservation Station Interactive Area
- Kilimanjaro Safaris (Queue area only)
- Pangani Forest Exploration Trail (Hippo viewing area)

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.

ECVs

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® Resort hotels also offer wheelchair rentals to their Guests. Quantities may be limited. Please contact the Front Desk for assistance.