

TIPS & INFORMATION



Magical Perks & Rewards
The *Walt Disney World*® Resort accepts Visa®, MasterCard®, American Express®, Discover®, Diners Club® and JCB®.

Guest Relations Located near Spaceship Earth. Headquarters for services for international Guests, ticket upgrades, dining assistance, separated Guest assistance, Lost & Found and information on services for Guests with disabilities.

Package Pickup Located at Gift Shop at Main Entrance and at World Traveler at International Gateway. Your package may be picked up three hours after purchase as you exit the Park or delivered to your *Walt Disney World*® Resort hotel.

Kennels For information on kennels, check with Guest Relations.

Readmission Policy If you leave the Park and plan to return today, you must present your valid ticket or Resort ID with ticket entitlement and utilize the Ticket Tag system.

Travel Tips Should your vehicle become disabled during your visit, complimentary towing is provided by AAA during Park hours.

Shopping Throughout *Future World*, at shops like Club Cool Hosted by Coca-Cola® with exclusive Coca-Cola® merchandise and complimentary beverage samples from around the world; The Art of Disney; Gateway Gifts; Mouse Gear; the premier shopping experience at *Epcot*®; and in every country of *World Showcase*, you'll find shopping experiences that are as amazing as the Park itself. There's no easier way to take a bit of the wonder, a piece of the culture and a lot of the magic home with you.

MOBILITY DISABILITIES

Please feel free to contact a host regarding accessibility prior to boarding a particular attraction. 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 are not permitted to physically lift Guests in transferring from their wheelchairs. At attractions equipped with wheelchair access vehicles, please follow Cast Member instructions when boarding or disembarking.

Wheelchairs You may bring your own wheelchair 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

- Gift Stop (outside the Main Entrance – limited quantities and no ECVs)
- Stroller & Wheelchair Rental Shop to the left of Spaceship Earth
- International Gateway

Wheelchair Replacement Locations

- Germany – Glas und Porzellan

Electric Convenience Vehicles (ECVs) A limited number are available on a first-come, first-served basis at the Stroller & Wheelchair Rental Shop. You must be 18 years of age or older to rent ECVs. NO RESERVATIONS ACCEPTED. ECVs are available on a same-day basis and may only be used in the Park where they are rented. ECVs will be held if you wish to leave and return to the same Park.

Park Hopping Guidelines for Rental Wheelchairs and ECVs If you are planning to visit more than one Park on the same day, you should retain your wheelchair deposit ticket from the first Park you visit. This will enable you to obtain a replacement wheelchair or ECV the same day, if available, at the next Park with no additional charge. Wheelchairs or ECVs may not be available at the second Park.

VISUAL DISABILITIES

Braille Guides Available at Guest Relations and requires a \$25 refundable deposit (must return item on the same day for refund).

Audio Guides Gives you a sense of direction and a brief description of the attractions. Audio Guides are available at Guest Relations and require a \$25 refundable deposit (must return item on the same day for refund).

Stationary Braille Maps Use large print with a clear Braille overlay and some additional raised graphics to highlight key landmarks and attractions. Located near the Guest Relations Lobby in *Future World* and International Gateway, near the Tip Board in *Future World*, and near the entrance to *World Showcase*.

Audio Description Utilizes *Disney's Handheld Device* to provide supplemental audio information and narration for Guests with visual disabilities at specific attractions as well as outdoor locations via an interactive audio menu. Devices are available at Guest Relations and require a \$25 refundable deposit (must return item on same day for refund).

HEARING DISABILITIES

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

Sign Language Interpretation Sign Language schedules are available at Guest Relations that list specific interpreted show times and locations. The *Walt Disney World*® Resort provides Sign Language interpretation for our Guests at specific live Theme Park shows on a rotating basis as follows:

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

For future visits, you should request confirmation of our interpreted performance schedule a minimum of 7 days in advance by calling *Walt Disney World*® Resort Information at (407) 824-4321 [voice] or (407) 827-5141 [TTY]. You will be contacted prior to your visit with an appropriate show schedule that lists the names, dates, and times of our interpreted performances.

Sign Language interpretation can also be requested for other special events and shows, with a minimum of 14 days advance notice. These requests can be made by calling *Walt Disney World*® Resort Information at (407) 824-4321 [voice] or (407) 827-5141 [TTY]. You will be contacted prior to your visit to verify arrangements.

Assistive Listening Utilizes *Disney's Handheld Device* to amplify sound through headphones or induction loop at specific attractions. Devices are recommended for Guests with mild to moderate hearing loss. Available at Guest Relations and requires a \$25 refundable deposit (must return item on the same day for a refund).

Reflective Captioning Available at many theater-type attractions utilizing an LED display to project desired captions onto an acrylic panel positioned in front of you. Contact a host at the attraction to use this system. Not all portions of the attraction may be captioned.

Handheld Captioning Utilizes *Disney's Handheld Device* to display text in locations such as moving attractions. Available at Guest Relations and requires a \$25 refundable deposit (must return item on the same day for refund). Not all portions of the attractions may be captioned.

Video Captioning Caption-ready monitors are designated with a "CC" symbol and can only be activated by remote control. Video Captioning activation is also incorporated into *Disney's Handheld Device* which requires a \$25 refundable deposit (must return item on the same day for the refund). Not all portions of the attractions may be captioned.

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. Contact a host at the attraction for assistance.

Telephones Pay phones equipped with Text Typewriters (TTYs) are available at designated locations throughout *Epcot*®.

SERVICE ANIMALS

Trained service animals are welcome in most locations throughout *Epcot*®. All service animals must remain on a leash or in a harness at all times. Guests with service animals 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 your party must remain with the animal.

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

- Mission: SPACE – Mission: SPACE
- Test Track – Test Track
- The Land – Soarin'

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

- Spaceship Earth – Spaceship Earth
- Innoventions
- Imagination! – "Captain EO"

Designated "Break" Areas for Service Animals Contact a host near the following backstage areas for directions and assistance:

- Behind the gate to the left of the Universe of Energy in Future World East
- Behind the gate to the right of Imagination! in Future World West
- Behind the gate to the left of the Stave Church in Norway
- Behind the gate to the left of Germany
- Behind the gate to the left of Morocco
- International Gateway behind the World Traveler



GUIDE FOR GUESTS WITH DISABILITIES

Epcot

DISCOVER THE WONDER



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

Cut the wait time in 3 easy steps:
Disney's FASTPASS

FP

Look for this symbol on the map to locate Disney's FASTPASS attractions.

Tip: Look on the bottom of your current FASTPASS ticket to find out when you can get one for another attraction.



1 Each member of your party inserts his or her Park ticket into the FASTPASS kiosk.



2 You'll receive a FASTPASS ticket with a return time so you can go play in the Park instead of waiting in line.



3 Come back during your return time and hop on the attraction with little or no waiting.

Guests with any mobility- or queue-related assistance needs are encouraged to use the *Disney's FASTPASS*® option wherever possible.

ADDITIONAL INFORMATION

Resorts/Special Reservations *Walt Disney World*® Resorts offer special equipment and facilities for Guests with disabilities. Features vary depending upon your selected Resort. Accommodations for Guests with disabilities may include: wheelchairs, wheelchair accessible bathrooms, bed accessories, strobe-light smoke detectors, in-room TTYs and other features. For information specific to individual Resorts, please call *Walt Disney World*® Resort Special Reservations at (407) 939-7807 [voice] or (407) 939-7670 [TTY].

Water Parks Information about water park accessibility and accommodations for Guests with disabilities is available at the Guest Services locations at *Disney's Typhoon Lagoon* and *Disney's Blizzard Beach*.

Downtown Disney Information about facilities and services, including wheelchair and ECV rentals, is available at Guest Relations locations at *Downtown Disney® Marketplace* and *Downtown Disney® West Side*.

ACCESSIBILITY AND MOBILITY INFORMATION

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*) If you have the ability to walk short distances and step up onto the courtesy tram, you should park in the main parking lot. The courtesy tram will transport you to the Entrance Complex.

Parking for Guests with mobility disabilities, or who are traveling with personal wheelchairs, is available adjacent to the Entrance Complex. **There is no tram service from this parking area.** Inquire at the Auto Plaza for directions and parking options.

Courtesy Wheelchairs Complimentary wheelchairs are available for Guests with limited mobility to travel to and from the accessible parking lot and the nearest wheelchair rental location. These wheelchairs can be easily identified by their blue seats, backrests and blue flags. Courtesy wheelchairs are not permitted for use inside the Theme Parks.

Restrooms Most restrooms throughout the *Walt Disney World*® Resort have facilities designed for access by Guests using wheelchairs. Companion-assisted restroom facilities are also available.

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.

Stamina or Endurance Concerns If you are concerned that you do not have the stamina to wait in our queues, we strongly suggest you consider using a wheelchair or ECV, as the distance between our attractions is much greater than the length of our queues.

Viewing Areas Parade routes and some show areas have designated viewing areas for Guests with disabilities. These areas are provided for Guest comfort and are filled on a first-come, first-served basis. Plan to arrive early, as space is limited. Be advised that most areas along our parade routes are accessible to Guests with disabilities. Due to Guest demand, viewing spaces cannot be reserved or guaranteed. Parties larger than six may be asked to separate and reunite afterwards.

Special Considerations

SAFETY: Please abide by all safety warnings and notices.

- Supervise children at all times.
- For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle. Supervise children.

Physical considerations on designated attractions:

- WARNING!** For safety, you should be in good health and free from high blood pressure, heart, back and/or neck problems, motion sickness, or other conditions that could be aggravated by this adventure. Expectant mothers should not ride.

Courtesy We work hard to offer a comfortable, safe and enjoyable experience for all 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. Proper attire, including shoes and shirts, must be worn at all times.

ESPN Wide World of Sports® Complex Accessibility information and assistance is available at the Sports Information Booth near the entrance to *ESPN Wide World of Sports® Complex*. Information about upcoming sporting events is available at www.disneyworldsports.com or by calling (407) 828-3267.

Recreation and Activities A variety of recreational opportunities exist for Guests with disabilities at the *Walt Disney World*® Resort. Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a host at the location.

Golf Single-rider, adaptive golf carts and clubhouse accommodations are available for Guests with disabilities at all *Walt Disney World*® Resort Golf courses. For additional information and tee times, please call (407) WDW-GOLF [voice] or (407) 939-7670 [TTY].

Dining Most dining locations are accessible to Guests with disabilities. Hosts are available to assist you when necessary.

Some counter-service 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 host for assistance.

Special Dietary Requests All full-service food locations throughout the *Walt Disney World*® Resort can accommodate most special dietary requests with advanced notice. Contact (407) 939-3463 [voice], (407) 939-7670 [TTY] or visit any Guest Relations location for additional information.

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 can accommodate various types of wheelchairs and ECVs. The standard lift size is 32" 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.

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

You 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*.

Environmentality
Please look for the recycling containers throughout the Park, and join us in our commitment to the environment.



Entertainment and attraction availability subject to change without notice.
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