

Disney's
**ANIMAL
KINGDOM®**

**GUIDE
BOOK**
FOR GUESTS WITH
DISABILITIES



Walt Disney World®



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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 *Disney's Animal Kingdom*® Theme Park! This Guidebook provides an overview of services and facilities available for Guests with disabilities who are visiting *Disney's Animal Kingdom*® Theme Park. This booklet is intended to supplement the *Disney's Animal Kingdom*® Theme Park Guidemap and show schedules that contain additional information and an entertainment schedule.

Guest Relations



Guest Relations, located inside the Theme Park, 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.

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 *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.

Shops and Restaurants

Most food and merchandise locations in *Disney's Animal Kingdom*® Theme Park 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 that 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's Animal Kingdom*® First Aid Station is located behind Creature Comforts in Discovery Island.

Companion Restrooms



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

- Discovery Island opposite Flame Tree Barbecue
- Harambe Village in the Mombasa Marketplace
- Chester and Hester's Dinosaur Treasures in Dinoland
- Asia near Maharajah Jungle Trek

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 Guests, smoking at *Disney's Animal Kingdom*® Theme Park is permitted in designated areas only. Please refer to Park guidemaps or signage for designated smoking locations, or ask a Cast Member for assistance.

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:

- *It's Tough To Be a Bug*
- Grandmother Willow's Grove
- Lion King Theater
- DINOSAUR
- The Boneyard
- Theater in the Wild
- TriceraTop Spin
- Primeval Whirl
- Kilimanjaro Safaris
- Caravan Stage
- Kali River Rapids

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 standard 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.

ATTRACTION ACCESS

DISNEY'S FASTPASS®



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

Disney's FASTPASS® service lets Guests spend less time waiting in line and more time enjoying the Parks. This free service allows you to get a designated window of time to visit some of our most popular attractions.

During this process, you will be provided with a FASTPASS® ticket for an attraction, enabling you to visit other locations and return to the queue at a later time. To help you make this decision, there will be a clock indicating the window of time during which you can return to the attraction with no further wait if you choose the FASTPASS® option, and another clock showing the current wait time for the stand-by line.

To utilize FASTPASS®, just insert your Park entrance ticket into the FASTPASS® turnstile at participating attractions and receive a FASTPASS® ticket imprinted with a designated window of time during which you can return. When your ride or show time arrives, proceed directly to the FASTPASS® return area.

At *Disney's Animal Kingdom*® Theme Park, Disney's FASTPASS® service is currently available at:

- *It's Tough To Be A Bug*
- DINOSAUR
- Primeval Whirl
- Kali River Rapids
- Kilimanjaro Safaris

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

Disney's Animal Kingdom® 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 *Disney's Animal Kingdom*® Theme Park. 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's Animal Kingdom® Theme Park 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 Kennel Area
- Backstage behind the gates near Restaurantosaurus
- Backstage behind the gates near Kilimanjaro Safaris
- Backstage behind the gates between Pizzafari and Creature Comforts
- Backstage behind the gates to the right of Conservation Station
- Backstage behind the gates near Maharajah Jungle Trek

Service Animal Restrictions

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

- DINOSAUR
- TriceraTop Spin
- Primeval Whirl
- Affection Section at Rafiki's Planet Watch
- The aviary area of Pangani Forest Exploration Trail
- The aviary area of Maharajah Jungle Trek
- Kali River Rapids

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:

- *It's Tough To Be A Bug*
- Kilimanjaro Safaris

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:

- *It's Tough To Be A Bug*
- Lion King Theater
- Grandmother Willow's Grove
- DINOSAUR (Pre-show only)
- Theater in the Wild
- Kali River Rapids (Queue only)
- Caravan Stage
- Kilimanjaro Safaris
- Wildlife Express
- Conservation Station

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 *Disney's Animal Kingdom*® Theme Park guidemap for locations.

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



- Main Entrance next to Guest Relations
- Discovery Island opposite Flame Tree Barbecue
- Restaurantosaurus
- Asia area restrooms
- Harambe Village in Tusker House
- Conservation Station

A TTY is also available at the Guest Relations lobby.



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. However, interpreted performances are currently available on a rotating basis as follows:

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

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

Arrangements can be requested for other events and shows 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, Guests should contact a host or hostess at the attraction. This service 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 require a \$25 refundable deposit (must return item on the same day for refund).

Video captioning is currently available at:

- DINOSAUR (Pre-show only)
- Kilimanjaro Safaris (Queue area only)
- Pangani Forest Exploration Trail (Designated exhibits)
- Conservation Station Interactive 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.

Wheelchair Rentals

- Garden Gate Gifts
- Outpost

Wheelchair Replacement Locations

- Creature Comforts
- Mombasa Marketplace

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. 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.

SYMBOL DESCRIPTIONS

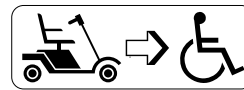
Below is a listing of symbols that appear before some of the attraction descriptions on the following pages. Please refer to this list for information regarding these symbols.



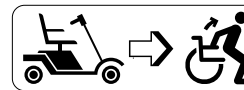
Guests may remain in their wheelchair to experience the attraction.



Guests must transfer from their wheelchair to board the attraction.



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



Guests must transfer from their ECV to an available wheelchair and then from the wheelchair to board the attraction.



Assistive listening devices that 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.



Disney's FASTPASS® System.



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.



This attraction may be too intense for children and some adults.

DISCOVERY ISLAND

Discovery Island Trails



(Self-paced Nature Observation)
Guests proceed through the main pathway.

It's Tough To Be A Bug!



(3D Film Presentation)

(Show Time - 8 mins.)

Guests with any mobility or queue-related assistance needs are recommended to use the Disney's FASTPASS® option at this attraction. Guests choosing not to use the FASTPASS® option should proceed through the standard (standby) queue. Upon exiting the theater, Guests using wheelchairs will need to turn left to reach the exit ramp.

NOTE: The special effects in this presentation 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.

Restaurants and Snacks



- **Flame Tree Barbecue** (Counter service)(seasonal)
- **Pizzafari** (Counter service)
- **Safari Pretzel** (Counter service)

CAMP MINNIE-MICKEY

Grandmother Willow's Grove



(Live Entertainment)
(Show Time - 10 mins.)

Guests should proceed through the main queue.

Lion King Theater



(Live Entertainment)
(Show Time - 28 mins.)

Guests should proceed through the main queue.

Character Greeting Areas



Guests should proceed through the main queue to meet some of their favorite characters.

Restaurants and Snacks



- **Chip 'n Dale's Cookie Cabin** (Counter service)

DINOLAND U.S.A.

DINOSAUR



(Highly turbulent, thrilling ride adventure that includes sharp turns and sudden stops)

(Trip time - 3 1/2 mins.)

Guests with any mobility or queue-related assistance needs are recommended to use the Disney's FASTPASS® option at this attraction. Guests choosing not to use the FASTPASS® option should proceed through the standard (standby) queue. A host or hostess in the pre-show area will direct boarding.

In the event emergency evacuation from this ride is necessary, Guests must walk short distances, negotiate stairs and inclines, 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 ride. Expectant mothers should not ride.

NOTE: There is a minimum height requirement of 40 inches to experience this attraction. Due to the nature of the experience, service animals are not permitted on this attraction. Also, the special effects of this attraction may be too intense for some Guests.

The Boneyard



(Play Adventure)

Enter through 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.

Cretaceous Trail



(Self-paced Nature Observation)

Guests proceed through the main pathway.

Theater in the Wild

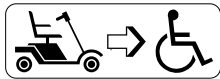


(Live Entertainment)
(Show Time - 30 mins.)

Guests should proceed through the main queue.

A host or hostess will direct you to the designated viewing area.

TriceraTop Spin



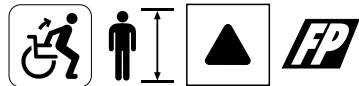
(Revolving ride with elevated vehicles)
(Trip Time - 2 mins.)

Proceed through the standard queue.

A host or hostess will direct boarding. Guests with the ability will be asked to transfer to a standard vehicle. Guests who remain in their wheelchair may wait for an accessible vehicle.

NOTE: Due to the nature of the experience, service animals are not permitted on this attraction.

Primeval Whirl



(High-speed roller coaster-type ride that includes sharp turns and sudden drops and stops)

(Trip Time - 5 mins.)

Guests with any mobility or queue-related assistance needs are recommended to use the Disney's FASTPASS® option at this attraction. Guests choosing not to use the FASTPASS® option should proceed through the standard (standby) queue. In the event emergency evacuation from this attraction is necessary, Guests must walk short distances, negotiate stairs and inclines, 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 ride. Expectant mothers should not ride.

NOTE: There is a minimum height requirement of 48 inches to experience this attraction. Due to the nature of the experience, service animals are not permitted on this attraction.

Fossil Fun Games



Guests using wheelchairs should see a host or hostess at each game location for placement.

NOTE: Cost for games is not included in park admission.

Restaurants and Snacks



- **Restaurantosaurus** (Counter service)
- **Dino Bite Snacks** (Counter service)
- **PetriFries** (Counter service) (Hosted by McDonald's)

ASIA

Maharajah Jungle Trek



(Self-paced Nature Observation)

Guests should proceed through the main queue.

NOTE: Due to the nature of the experience, service animals are not permitted in the aviary section, but may use the bypass trail to further their experience.

Kali River Rapids



(High speed, white water raft adventure with sharp turns and sudden drops)

(Trip Time - 6 mins.)

Guests with any mobility or queue-related assistance needs are recommended to use the Disney's FASTPASS® option at this attraction. Guests choosing not to use the FASTPASS® option should proceed through the standard (standby) queue. A host or hostess will direct Guests to the appropriate boarding dock just before the turntable. In the event emergency evacuation from this ride is necessary, Guests must walk short distances 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 ride. Expectant mothers should not ride. **NOTE:** There is a minimum height requirement of 38 inches to experience this attraction. Please be advised that Guests may get very wet during the ride. Due to the nature of the experience, service animals are not permitted on this attraction.

Caravan Stage



(Live Entertainment)
(Show Time - 20 mins.)

Guests should proceed through the main queue and continue down the far left aisle to the designated viewing area.

Restaurants and Snacks



- **Chakranadi Chicken Shop** (Counter service)
- **Anandapur Ice Cream** (Counter service)
- **Sunaulo Toran Fries** (Counter service)

AFRICA

Kilimanjaro Safaris



(Fast-moving, safari adventure over rough and rugged terrain that includes bumps and sudden jolts)

(Trip time - 18 mins.)

Guests with any mobility or queue-related assistance needs are recommended to use the Disney's FASTPASS® option at this attraction. Guests choosing not to use the FASTPASS® option should proceed through the standard (standby) queue. Follow the directional signs to the designated load area. A host or hostess at the load area will direct boarding. Guests using ECVs will need to transfer to a ride vehicle seat or to an available attraction wheelchair. In the event emergency evacuation from this ride is necessary, Guests must walk short distances 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 ride. Expectant mothers should not ride.

NOTE: Due to the nature of the experience, Guests with service animals should check with a host or hostess at this attraction.



Pangani Forest Exploration Trail

(Self-paced Nature Observation)

Guests proceed through the main pathway.

NOTE: Due to the nature of the experience, service animals are not permitted in the aviary. Please contact a host or hostess at the attraction entrance for information and assistance.



Wildlife Express to Rafiki's Planet Watch

(Slow-moving Train Ride)

(Trip Time - 6 mins.)

Guests should proceed through the main queue. A host or hostess at the load platform will direct boarding.

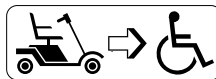


Restaurants and Snacks

- **Tusker House Restaurant** (Counter service)
- **Harambe Fruit Market** (Counter service)
- **Tamu Tamu Refreshments** (Counter service)
- **Dawa Bar** (Counter service)

- **Kusafiri Coffee Shop and Bakery** (Counter service)

RAFIKI'S PLANET WATCH



Affection Section

(Live Animal Exhibit)

Guests proceed through the main queue.

NOTE: Service animals are not permitted in this exhibit.



Conservation Station Pavilion

(Interactive Exhibits)



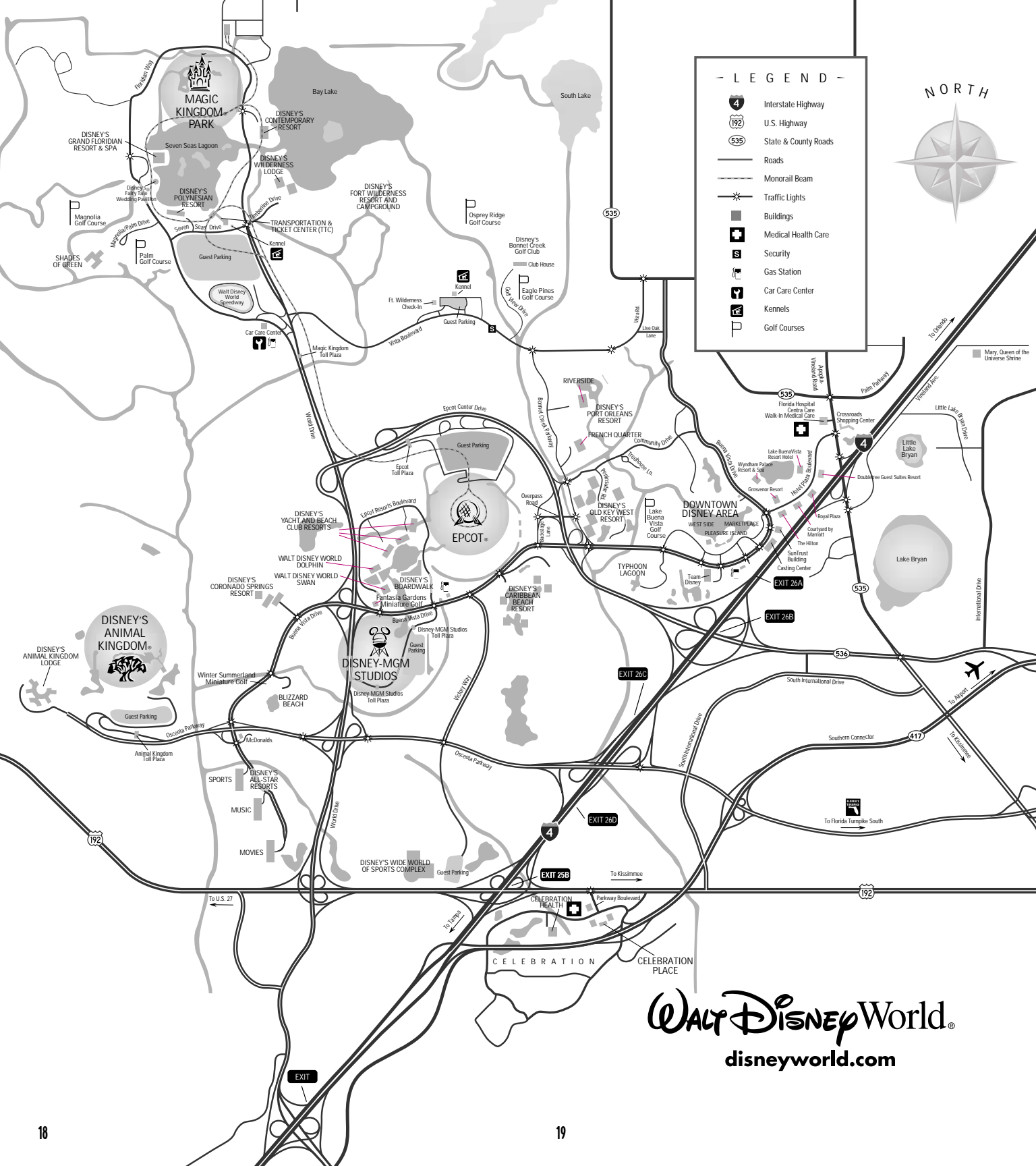
Wildlife Express to Africa

(Slow-moving Train Ride)














(Trip Time - 6 mins.)

Guests should proceed through the designated entrance area to the right of the main entrance.

A host or hostess at the load platform will direct boarding.



- L E G E N D -

-  Interstate Highway
-  U.S. Highway
-  State & County Roads
-  Roads
-  Monorail Beam
-  Traffic Lights
-  Buildings
-  Medical Health Care
-  Security
-  Gas Station
-  Car Care Center
-  Kennels
-  Golf Courses




disneyworld.com

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:

Bathrooms

- Wider bathroom doors
- Roll-in showers
- Shower benches
- Hand-held shower heads
- Accessible vanities
- Portable commodes
- Bathroom rails

Bed Accessories

- Bed rails
- Adjustable beds, lower beds, and rubber bed pads
- Open frame beds

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 that 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 by 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 Water Park*, *Disney's Typhoon Lagoon Water Park* 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.

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.

Special Dietary Requests

All full-service food locations throughout the *Walt Disney World*® Resort can accommodate most special dietary requests with advance notice. Guests should contact 407 WDW-DINE or visit any Guest Relations location for additional information and further assistance.

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, feet and legs inside the vehicle at all times. Supervise children at all times.

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.