

Magic Kingdom®

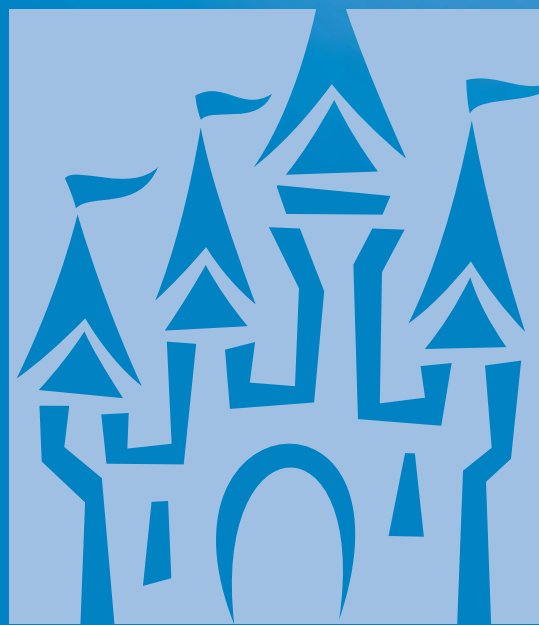
WALT DISNEY World.®



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MAGIC KINGDOM®

# GUIDE BOOK 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 *Magic Kingdom*® Park! This Guidebook provides an overview of services and facilities available for Guests with disabilities who are visiting the *Magic Kingdom*® Park. This booklet is intended to supplement the weekly *Magic Kingdom*® Park Guidemap that contains additional information and an entertainment schedule.

## Guest Relations

 Guest Relations located inside City Hall on Main Street, U.S.A. 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 *Magic Kingdom*® 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.

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

## Shops and Restaurants

Most food and merchandise locations in the *Magic Kingdom*® 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 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 *Magic Kingdom*® Park First Aid Station is located adjacent to The Crystal Palace off Main Street, U.S.A.

## Companion Restrooms



At the *Magic Kingdom*® Park, Companion-assisted restroom facilities are located at First Aid as well as:

- The lower level of Cinderella's Royal Table
- Splash Mountain
- Mickey's Toontown Fair
- Ursa's Major Minor Mart in Tomorrowland
- Transportation and Ticket Center East Gate

## 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 at the *Magic Kingdom*® Park is permitted in designated areas only. Please refer to Park guidemaps or signage for designated smoking location, 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:

- The Magic Carpets of Aladdin
- The Enchanted Tiki Room
- Pirates of the Caribbean
- Splash Mountain
- The Hall of Presidents
- The Haunted Mansion
- The Many Adventures of Winnie the Pooh
- Minnie's Country House
- The Barnstormer at Goofy's Wiseacre Farm
- Donald's Boat
- Toontown Hall of Fame
- Mickey's Country House
- The ExtraTERRORestrial Alien Encounter
- The Timekeeper
- Buzz Lightyear's Space Ranger Spin
- Walt Disney's Carousel of Progress
- Astro Orbiter
- Space Mountain
- Tomorrowland Indy Speedway

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.

## 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.

In the Magic Kingdom, Disney's FASTPASS® service is currently available at:

- Jungle Cruise
- Splash Mountain
- Big Thunder Mountain
- The Haunted Mansion
- Peter Pan's Flight
- The Many Adventures of Winnie the Pooh
- Buzz Lightyear's Space Ranger Spin
- Space Mountain

# VISUAL DISABILITIES

## Braille Guides

Braille guidebooks are available at City Hall in the *Magic Kingdom*® Park. A refundable \$25 deposit is required (must return item on the same day for refund).

## Audio Tape Guides

The *Magic Kingdom*® Park 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 City Hall. 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 *Magic Kingdom*® 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

The *Magic Kingdom*® 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:

- Backstage behind the gates next to Tony's Town Square Restaurant
- Backstage behind the gates next to Pirates of the Caribbean
- Backstage behind the parade gates near Splash Mountain
- Backstage through the gate next to the restrooms at Pete's Garage in Mickey's Toontown Fair
- Backstage between Walt Disney's Carousel of Progress and Ursa's Major Minor Mart

## Service Animal Restrictions

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

- The Magic Carpets of Aladdin
- Splash Mountain
- Big Thunder Mountain Railroad
- Peter Pan's Flight
- Dumbo The Flying Elephant
- Mad Tea Party
- The Barnstormer at Goofy's Wiseacre Farm
- Astro Orbiter
- Space Mountain

**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:**

- Cinderella's Golden Carrousel
- Snow White's Adventures
- The Many Adventures of Winnie the Pooh
- The ExtraTERRORestrial Alien Encounter

# 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 City Hall in the *Magic Kingdom*® Park. A \$25 refundable deposit is required (must return item on the same day for refund).

Assistive Listening Systems are operating at the following attractions:

- The Enchanted Tiki Room Under New Management
- Country Bear Jamboree
- "The Diamond Horseshoe Saloon Revue"
- The Hall of Presidents
- Castle Forecourt Stage
- Mickey's Toontown Fair – Judges Tent
- The ExtraTERRORestrial Alien Encounter
- The Timekeeper
- Walt Disney's Carousel of Progress
- Galaxy Palace Theater
- Sunny Eclipse at Cosmic Ray's Starlight Cafe
- Tomorrowland Stage

# HEARING DISABILITIES

## Telephones



Pay phones equipped with amplified handsets are available throughout the *Walt Disney World*® Resort. Consult the *Magic Kingdom*® Park map for locations.

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

- Transportation and Ticket Center – East Gate
- Park Entrance Plaza – East Gate
- Main St. Railroad Station Lower Level
- First Aid
- Frontierland/Adventureland Breezeway (between The Diamond Horseshoe and Island Supply)
- Splash Mountain
- Peter Pan’s Flight
- Enchanted Grove
- Ursa’s Major Minor Mart

A TTY is also available at Guest Relations in City Hall.

## 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*® 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 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.

## 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/hostess at the attraction for assistance.

## Handheld Captioning



This portable captioning system uses a wireless handheld receiver to display text in locations where fixed captioning systems are impractical, such as moving attractions. Receivers are available through Guest Relations and may require a \$100 refundable deposit (must return item on the same day for refund).

Handheld Captioning is currently being tested at the following locations:

- Walt Disney World® Railroad
- Pirates of the Caribbean
- The Enchanted Tiki Room Under New Management
- The Haunted Mansion
- Peter Pan’s Flight
- Snow White’s Scary Adventures
- “it’s a small world”
- The Many Adventures of Winnie the Pooh
- The ExtraTERRORestrial Alien Encounter
- Tomorrowland Transit Authority
- Buzz Lightyear’s Space Ranger Spin
- Walt Disney’s Carousel of Progress

## 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:

- Country Bear Jamboree
- The Hall of Presidents
- The Timekeeper

## 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 City Hall and require a \$25 refundable deposit (must return item on the same day for refund).

Video captioning is currently available at:

- Mickey’s Toontown Fair – Judges Tent
- The ExtraTERRORestrial Alien Encounter (pre-show only)
- The Timekeeper (pre-show only)
- Walt Disney’s Carousel of Progress (pre-show only)
- Space Mountain (pre-show 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

- Entrance of the Park on the right

## Wheelchair Replacement Locations

- Tinker Bell's Treasures
- Frontier Trading Post
- Tomorrowland Arcade

Guests who are unable to reach the *Magic Kingdom*® Park without the aid of a wheelchair from the Transportation and Ticket Center may rent a wheelchair at Mickey's Gift Station to the right of the ticket booths. Please note there are limited numbers available.

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.

**NOTE:** Electric Convenience Vehicles are not available at the Transportation and Ticket Center.

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.



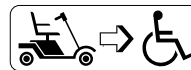
Guests must be ambulatory to experience this attraction.



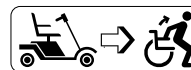
Guests may remain in their wheelchair to experience the attraction.



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



Handheld Captioning is available at this attraction. Please visit Guest Relations to obtain a receiver.



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.

## MAIN STREET, U.S.A.

### City Hall

 (Guest Relations)  
Guests using wheelchairs should access the side door by using the ramp located to the right, near the restrooms.

### Main Street Vehicles (Presented by National Car Rental)

 (Fire engine, horseless carriage, horsedrawn trolley, jitney, omnibus)  
(Trip time – 3 min.)

Boarding locations may be found throughout Town Square and in front of Cinderella Castle. Folding wheelchairs may be placed in the vehicles for the one-way trip.

**NOTE:** The Jitney cannot accommodate a folding wheelchair.


### WALT DISNEY WORLD® Railroad

   (Authentic Steam Train)  
(Trip time – 21 min. round trip)  
Guests using wheelchairs should


proceed up the ramp located next to the Main Street Gallery. A host or hostess will direct boarding.

**NOTE:** The *Walt Disney World*® Railroad cannot accommodate Electric Convenience Vehicles.

### Shops


 All shops are wheelchair accessible.

### Restaurants and Snacks




- 
- Tony's Town Square Restaurant (Table service) – Ramp located on the far right by Main Street Train Station tunnel. Priority Seating suggested. (Presented by Buitoni)
  - The Plaza Restaurant (Table service)
  - The Crystal Palace (Buffet) – Ramp located to the left of the main entrance. Priority Seating suggested.
  - Main Street Bakery (Counter service)  
(Presented by Nestlé Toll House)
  - Plaza Ice Cream Parlor (Counter service)  
(Presented by Nestlé Ice Cream)
  - Casey's Corner (Counter service) – Use the first register on the left. (Presented by Coca-Cola)

## ADVENTURELAND


### Swiss Family Treehouse

 (Walk-through)  
This attraction requires negotiating a continuous series of walkways and approximately 128 stairs.

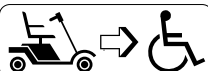

### Jungle Cruise

   (Boat ride)  
(Trip time – 10 min.)  
Guests using wheelchairs should proceed down the ramped pathway to the right of the Swiss Family Treehouse exit. 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 see a host or hostess at the entrance to the attraction for additional boarding options. Guests with the ability will be asked to transfer to a standard boat. Guests who remain in their wheelchair may wait for an accessible boat. Because of the bobbing nature of the boat at dockside, a member of the party may need to help Guests step down to embark and step up to disembark.




### Shrunkened Ned's Junior Jungle Boats

 (Remote-controlled miniature boats)

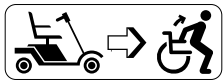
### The Magic Carpets of Aladdin

  (Revolving ride with elevated vehicles)  
(Trip time-2 min.)  
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.

### The Enchanted Tiki Room

   (Theater presentation)  
(Show time – 9 min.)  
Guests using wheelchairs should wait by the designated gate on the right side of the turnstiles to enter the pre-show area. A host or hostess will then direct your party.

## Pirates of the Caribbean


**HC**

(Boat ride with short drop)  
(Trip time – 10 min.)

Proceed through the standard queue area. A host or hostess will assist your party at the turnstiles. You then proceed through a winding “cave” to the loading area. Folding wheelchairs may be lifted into the boat; non-folding wheelchairs and Electric Convenience Vehicles may be exchanged for folding wheelchairs at the entrance. A limited number of wheelchairs are available, so a wait may be necessary. A member of the party may need to assist the Guest to negotiate two steps as they board the boat and disembark.

**NOTE:** Guests should be aware that ride vehicles accelerate rapidly down a short, steep waterfall during this ride. An elevator is available at the unload area for Guests using wheelchairs to exit the attraction.

## Shops



All shops are wheelchair accessible.

## Restaurants and Snacks



- **El Pirata Y el Perico Restaurante**  
(Counter service)
- **Aloha Isle** (Counter service) (Presented by Dole)
- **Sunshine Tree Terrace** (Counter service)

## FRONTIERLAND

### Country Bear Jamboree


**RC**

(Theater presentation)  
(Show time – 18 min.)

Guests using wheelchairs should enter the attraction through the designated door located to the left side of the building from the main entrance. Notify a host or hostess for assistance.

### Frontierland Shootin' Arcade



Locate the ramp to the left of the arcade and proceed to the counter. Two gun positions can accommodate Guests using wheelchairs.

### Splash Mountain



(Water flume adventure with sharp turns, high speeds, heights, and sudden drops and stops)

(Trip time – 12 min.)

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 (stand-by) queue until your party reaches the designated access gate. A host or hostess will direct boarding at that point. If emergency evacuation from 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.

**NOTE:** There is a minimum height requirement of 40 inches to ride 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.

### Mike Fink Keelboats (Seasonal)



(Slow boat ride)  
(Trip time – 10 min.)

Guests should proceed through the standard queue.

A host or hostess will direct boarding.

**NOTE:** Guests must be able to negotiate a short series of stairs to board and disembark the boat.

## Tom Sawyer Island

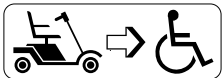


(Raft ride; island with fort)  
(Operating times vary)

Guests using wheelchairs should enter through the entrance and follow the designated signs to the loading area.

**NOTE:** Tom Sawyer Island rafts are not recommended for Guests using ECVs. To fully experience Tom Sawyer Island, Guests must negotiate stairs, bridges, steep inclines and narrow caves. As an alternative, Guests using wheelchairs are invited to take a round-trip raft ride to the dock. Guests can disembark at Tom Sawyer Island and wait there for their party.

## WALT DISNEY WORLD® Railroad



(Authentic steam train)  
(Trip time – 21 min. round trip)  
Guests using wheelchairs should

proceed up the exit ramp on the right side of the entrance to the platform. Stay close to the gate and notify a host or hostess to board.

**NOTE:** The *Walt Disney World*® Railroad cannot accommodate Electric Convenience Vehicles.

## Big Thunder Mountain Railroad



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

(Trip time – 5 min.)

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 see a host or hostess at the entrance to the attraction for additional boarding options. In the event evacuation from this attraction 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 adventure. 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.

## Shops



All shops are wheelchair accessible.

## Restaurants and Snacks



- **Aunt Polly's Dockside Inn** (Counter service)
- **Pecos Bill Cafe** (Counter service) – Use either of the middle registers.
- **Frontierland Fries** (Counter service)  
(Presented by McDonald's)

# LIBERTY SQUARE

## The Diamond Horseshoe Saloon Revue



(Live Entertainment)  
(Show time – 45 min.)

Guests using wheelchairs should use the ramp by the Trail Creek Hat Shop to the right of The Diamond Horseshoe Saloon to reach the entrance doors.

## The Hall of Presidents



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

Guests using wheelchairs should enter the lobby through the door on the right side of the turnstiles and notify a host or hostess for direction.

## Liberty Belle Riverboat



(Authentic stern-wheeler)  
(Trip time – 20 min.)

Guests using wheelchairs should locate the exit ramp on the far left or right side of the Riverboat landing and proceed to the dock area. Notify a host or hostess for direction in boarding the boat.

**NOTE:** There is limited seating available on the Riverboat.

## The Haunted Mansion



(Slow-moving vehicle that turns and tilts in the dark)  
(Show time – 8 min.)

Guest 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 see a host or hostess at the entrance to the attraction for additional boarding options.

**NOTE:** The special effects of this attraction may be too intense for some Guests.

## Shops



The Yankee Trader – Use ramp entrance near breezeway across from the Columbia Harbour House.

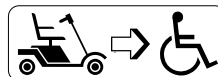
## Restaurants and Snacks



- **Liberty Tree Tavern** (Table service) – Wheelchair access via an outdoor ramp to the left of the lobby entrance. See host or hostess in lobby area. Priority Seating suggested. (Presented by Stouffer's)
- **Columbia Harbour House** (Counter service) – Use first register on the left.
- **Sleepy Hollow** (Counter service)

## FANTASYLAND

### "it's a small world"



(Slow boat ride)  
(Trip time – 11 min.)

Guests using wheelchairs should contact the attraction greeter for information on boarding options. Boats that accommodate Guests using wheelchairs are available at this attraction.

### Peter Pan's Flight



(Moderately fast-moving, suspended vehicle)  
(Trip time – 3 min.)

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 see a host or hostess at the entrance to the attraction for additional boarding options. Guests must be able to step onto a moving walkway and board the moving vehicle traveling at the same speed. The moving walkway cannot be stopped at this attraction.

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

### Castle Forecourt Stage



(Live entertainment)

### Cinderella's Golden Carrousel



(Revolving carrousel horses)  
(Trip time – 2 min.)

Guests using wheelchairs should wait at the exit gate located to the right of the entrance and notify a host or hostess for direction. Guests must be seated on one of the carrousel horses or in the non-moving chariot to experience this attraction.

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

## Dumbo the Flying Elephant



(Revolving ride with elevated vehicles)  
(Trip time – 2 min.)

Guests using wheelchairs should proceed through the designated entrance gate next to the attraction entrance. A host or hostess will provide entry to the attraction. Guests may need the assistance of a member of their party to board. **NOTE:** Due to the nature of the experience, service animals are not permitted on this attraction.

## Ariel's Grotto



(Character greeting)  
Enter through the standard queue to meet Ariel, the Little Mermaid.

## Snow White's Scary Adventures

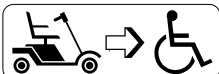


(Rapidly moving vehicle with sharp turns)  
(Trip time – 3 min.)

Guests using wheelchairs should proceed to the designated entrance gate at the far right of the attraction. A host or hostess will direct your party in boarding.

**NOTE:** Due to the nature of the experience, Guests with service animals should check with a host or hostess at this attraction. Also, the special effects of this attraction may be too intense for some Guests.

## The Many Adventures of Winnie the Pooh



(Moderately fast moving vehicle)  
(Trip time – 3 min.)

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 (stand-by) queue. Guests with the ability will be asked to transfer to a standard vehicle. Guests who remain in their wheelchairs may wait for an accessible vehicle.

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

## Fantasyland Character Festival



(Character greeting)  
Enter through the standard queue to meet with some of your favorite characters.

## Mad Tea Party



(Revolving ride with spinning tea cups)  
(Trip time – 2 min.)

Guests using wheelchairs should wait at the exit located on the right of the operator's control booth. A host or hostess will direct boarding once the ride stops. **NOTE:** Due to the centrifugal force produced by the spinning tea cups, individuals with difficulty maintaining an upright-sitting posture should not ride this attraction. Due to the nature of the experience, service animals are not permitted on this attraction.

## Shops



All shops are wheelchair accessible.

## Restaurants and Snacks



- **Cinderella's Royal Table** (Table service) – Use elevator to reach restaurant on the 2nd floor. See host or hostess in lobby area. Priority Seating is recommended.
- **The Pinocchio Village Haus** (Counter service) – Use third register from left
- **Scuttle's Landing** (Counter service)
- **Enchanted Grove** (Counter service)  
(Presented by Minute Maid)
- **Mrs. Potts' Cupboard** (Counter service)

## MICKEY'S TOONTOWN FAIR

### Minnie's Country House

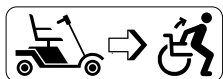


(Exhibit)

All Guests proceed through the standard queue.

### The Barnstormer at Goofy's Wiseacre Farm

(Presented by Friskie's)



(Roller coaster-type ride)

Guests using wheelchairs should contact the host or hostess at the

attraction entrance for direction on boarding options. A host or hostess will direct Guests in boarding. For safety and comfort, Guests should be in good health and free from conditions that may be aggravated by this ride. Expectant mothers should not ride.

**NOTE:** There is a minimum height requirement of 35 inches to ride this attraction. Due to the nature of the experience, service animals are not permitted on this attraction.

### Donald's Boat



(Interactive water fountain)

All Guests proceed through the standard queue.

### Toontown Hall of Fame



(Character greeting/merchandise)

All Guests enter through the standard queue to meet some of your favorite characters.

### Mickey's Country House



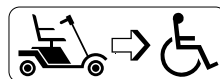
(Exhibit and meet Mickey Mouse)

All Guests proceed through the standard queue.

Proceed through Mickey's home to the

Judge's Tent to meet Mickey Mouse.

### WALT DISNEY WORLD® Railroad



(Authentic steam train)

(Trip time – 21 min. round trip)

Guests using wheelchairs

should proceed to the boarding area located on the far right of the station. Stay close to the gate and notify the host or hostess to board the train.

**NOTE:** The *Walt Disney World*® Railroad cannot accommodate Electric Convenience Vehicles.

### Shops



All shops are wheelchair accessible.

### Snacks



• **Toontown Farmer's Market** (Counter service)

## TOMORROWLAND

## The ExtraTERRORestrial Alien Encounter



(Sensory-thriller theater presentation)

(Show time – 20 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 the presentation. This attraction contains loud sounds, bright lights and segments in total darkness. Guests will be confined by a restraint system that applies pressure to the head and shoulders. Persons who develop anxiety in dark places or those with neck or shoulder conditions should not experience this attraction. Certain special effects may be too intense for some Guests.

**NOTE:** There is a minimum height requirement of 44 inches to experience this attraction. Due to the nature of the experience, Guests with service animals should check with a host or hostess at this attraction.

## The Timekeeper (Seasonal)



(360-degree film presentation)

(Show time – 20 min.)

A host or hostess will admit Guests past the photocells and advise on the best placement of their wheelchairs for maximum view and comfort during the presentation.

## Buzz Lightyear's Space Ranger Spin



(Slow moving, spinning vehicle)

(Trip time – 5 min.)

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 (stand-by) queue.

## Walt Disney's Carousel of Progress (Seasonal)



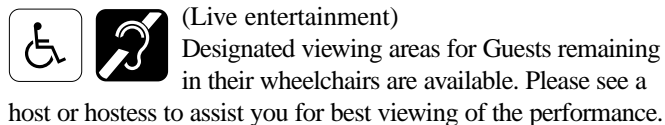
(Theater presentation)

(Show time – 21 min.)

Proceed to the entrance of the attraction where a host or hostess will direct the party further. Ramps are located at both the entrance and exit of the attraction.

**NOTE:** The theaters rotate around the center of the building.

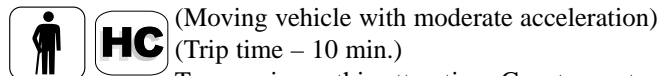
## Galaxy Palace Theater



(Live entertainment)

Designated viewing areas for Guests remaining in their wheelchairs are available. Please see a host or hostess to assist you for best viewing of the performance.

## Tomorrowland Transit Authority

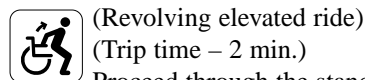


(Moving vehicle with moderate acceleration)

(Trip time – 10 min.)

To experience this attraction, Guests must first walk from a steeply-ascending moving ramp to a moving turntable. Guests then board a moving vehicle from a walkway traveling at the same speed.

## Astro Orbiter



(Revolving elevated ride)

(Trip time – 2 min.)

Proceed through the standard queue. A host or hostess will admit you past the turnstiles and direct your party in boarding the elevator. On the upper level, a member of your party may need to assist you with boarding.

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

## Space Mountain (Presented by FedEx)



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

(Trip time – 3 min.)

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 see a host or hostess at the entrance to the attraction for additional boarding options. Be advised that Guests must be able to step down into the ride vehicle.

Guests wishing to remain in their wheelchairs may enjoy the pre-show and post-show sections of this attraction and bypass the ride. In the event that emergency evacuation from this ride is necessary Guests must maneuver across catwalks and down a series of ladders or wait until they can 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.

**NOTE:** There is a minimum height requirement of 44 inches to ride Space Mountain. A member of the party may need to help with exiting, via a steeply-inclined moving belt. Due to the nature of the experience, service animals are not permitted on this attraction.

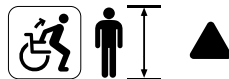
## Tomorrowland Arcade



(Video arcade)

Some games are accessible to Guests in wheelchairs.

## Tomorrowland Indy Speedway (Presented by the Indy Racing League)



(Miniature racing cars)

(Trip time – 5 min.)

Guests using wheelchairs should

proceed through the standard queue area until your party reaches the designated entrance gate. A host or hostess will then direct your party in boarding. Your car may be bumped from behind. For safety and comfort, Guests should be in good health and free from heart, back and neck problems, motion sickness, or other conditions that could be aggravated by this adventure. Expectant mothers should not ride. To ride this attraction, Guests must have the ability to step up into the race cars. To drive a vehicle, Guests must have adequate vision and ability to steer and depress the gas pedal.

**NOTE:** There is a minimum height requirement of 52 inches for Guests driving Speedway race cars.

## Shops

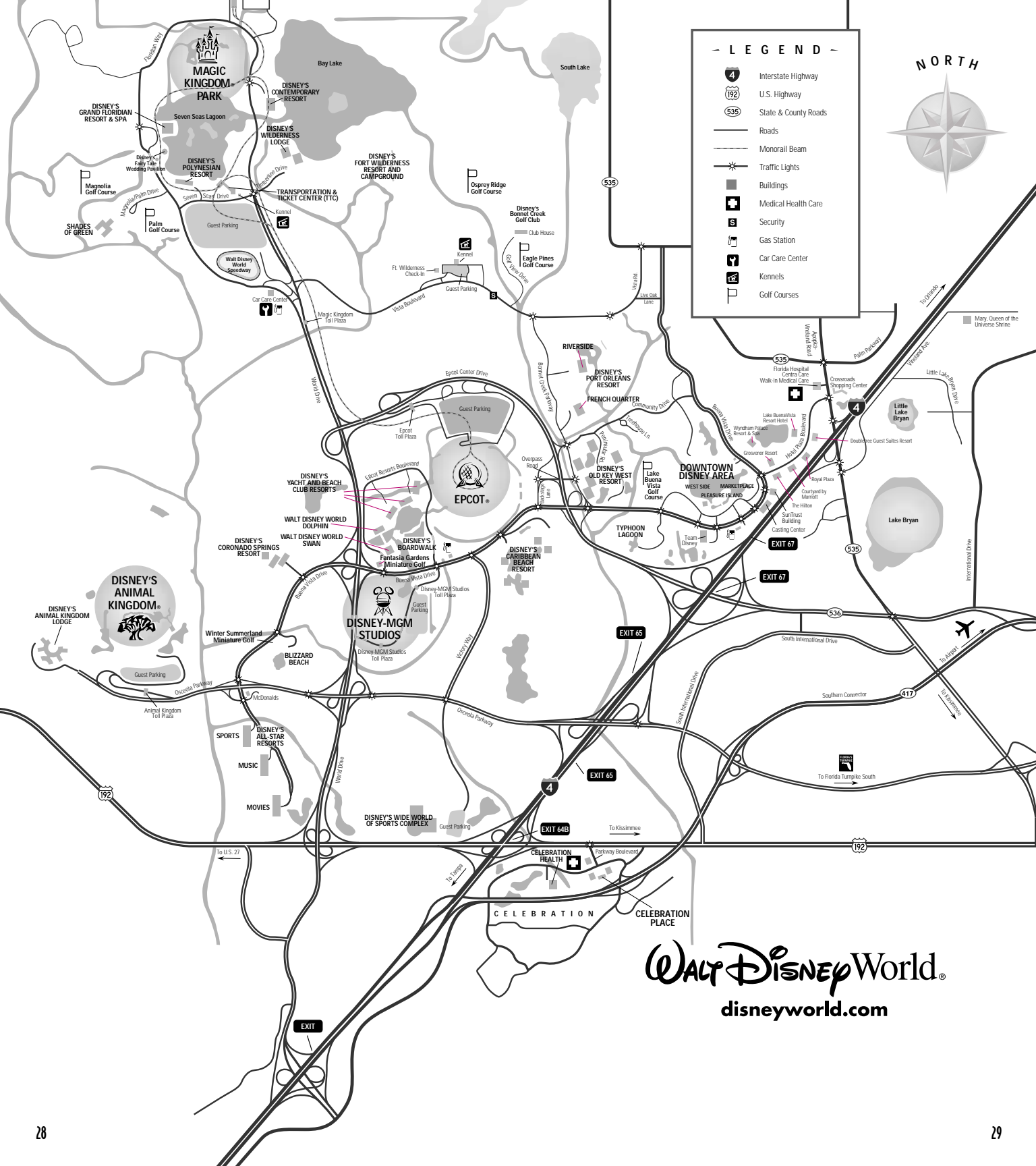


All shops are wheelchair accessible.

## Restaurants and Snacks



- **Cosmic Ray's Starlight Cafe** (Counter service) – Use the first register on the left on the Blast-Off Burgers and Starlight Soup-Salad-Sandwich sides. Use the first register on the right on the Cosmic Chicken side. (Presented by Coca-Cola)
- **Auntie Gravity's Galactic Goodies** (Counter service)
- **The Lunching Pad at Rockettower Plaza** (Counter service) – Use the left register.
- **The Plaza Pavilion** (Counter service) – Use the first register on the left.
- **Cool Ship** (Counter service)



**- LEGEND -**

- 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



**WALT DISNEY World**  
 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*® Resorts 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

### Rooms Communication Kits

- Door knock and phone alerts
- Bed shaker alarm
- Text Typewriter (TTY)
- Strobe light fire alarm
- Phone amplifier

### Other Features

- Buses with wheelchair lifts
- Double peep holes in doors
- Refrigerators (may include an extra charge)
- Closed Captioned televisions
- Braille on signage and elevators

## 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*® Resorts 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 Water Park*, *Disney's Typhoon Lagoon Water Park*, *Disney's River Country 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*® Resorts have facilities designed for access by Guests using wheelchairs.

## 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.

## 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, 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.