Cips & Information

Guest Relations

Please visit Guest Relations, located in City Hall for:

- Questions and Concerns
- Ticket Upgrades
- Separated Guest Assistance
- Lost and Found Services for Guests
- with Disabilities



Services for International Guests are available at Guest Relations.

Los Servicios para huéspedes internacionales están disponibles en la oficina de Guest Relations.

Des services pour les visiteurs internationaux sont disponibles au Guest Relations.

Serviços para visitantes internacionais estão disponíveis no Guest Relations.

Dienste für internationale Gäste sind bei der Gästebetreuung erhältlich.

ゲストリレーションにて世界各国からの ゲストの皆様向けのサービスをご案内し ております。

Shopping

Throughout Magic Kingdom® Park, you'll find unique shopping experiences from apparel and toys, to embroidered Mickey Ear hats, to Cinderella Castle and Monorail play sets, you can always remember the magic.

Merchandise Package Delivery and Pickup

Instead of carrying your purchases all day, have them delivered to the Main Street Chamber of Commerce near the Park entrance and pick them up as you exit the Park. Please allow three hours for delivery to the front of the Park. If you prefer, have your purchases delivered directly to your Disney Resort hotel. See a Merchandise Cast Member for more details

Dining

Dining Reservations Table-Service restaurants book quickly so please make reservations at www.disneyworld.com/dine, by calling 407-WDW-DINE (939-3463), or by visiting any Guest Relations location Reservations must be canceled at least one day prior or a per person cancellation charge may be incurred (charge varies by location).

Mickey Check Look for the Mickey Check on menus throughout the Walt Disney *World*[®] Resort for kids' meals and other tems that meet Disney Nutrition Guidelines. For more information, please visit www.disneymickeycheck.com. For special dietary needs, please see a restaurant manager or chef.

Payment Options

Walt Disney World Resort accepts Disney Visa[®] Cards, *Disney* Rewards® Redemption Card, Disney Gift Card, Visa[®], MasterCard[®], Discover®, American Express®, Diners Club®, JCB®, traveler's checks, cash and Disney Dollars.

Park Rules

To provide a comfortable, safe, and enjoyable experience for our Guests, please comply with Park rules, signs and instructions including:

- All bags are subject to inspection prior to admission.
- Proper attire is required.
- Smoking is allowed only in designated areas.
- Weapons are strictly prohibited.

Additional details and a complete listing of Park rules are available at Guest Relations or www.disneyworld.com/parkrules.

Leaving the Park? All Guests who wish to leave the Park and return later in the day may do so by presenting their original admission media.

- To get to the *Magic Kingdom* Park parking lot, take a Monorail or Ferryboat to the Transportation and Ticket Center and then a Parking Tram.
- To get to **Epcot**[®], take a Monorail or Ferryboat to the Transportation and Ticket Center and then a Monorail to Epcot.
- To get to Disney's Hollywood Studios® or Disney's Animal Kingdom® Theme Park, take a Bus located outside the front of the Park.
- To get to the *Downtown Disney*[®] Area, take Resort Transportation to any *Disney Resort* hotel, and then another Bus to the Downtown Disney Area.
- To get to Disney's Typhoon Lagoon Water Park before 2:00pm, take Resort Transportation to any Disney Resort hotel, and then a Bus to the Downtown Disney Area and Disney's Typhoon Lagoon Water Park. After 2:00pm, take a Monorail or Ferryboat to the Transportation and Ticket Center and then a Monorail to Epcot. Once at Epcot, take a Bus to Disney's Typhoon Lagoon Water Park
- To get to **Disney's Blizzard Beach Water Park**, take Resort Transportation to any Disney Resort hotel, and then a Bus to Disney's Blizzard Beach Water Park.
- To get to Disney's Polynesian Village Resort or Disney's Grand Floridian Resort & Spa, take the Resort Monorail or Watercraft Service.
- To get to **Disney's Contemporary Resort**, take the Resort Monorail or the designated walking path.
- For Disney's Wilderness Lodge, take Watercraft Service or a Bus. For Disney's Fort Wilderness Resort & Campground, take Watercraft Service.
- For all other **Disney Resort hotels**, take a Bus located outside the front of the Park.



Accessibility & Mobility

Accessible Transportation Following are

Watercraft access varies depending

Buses can accommodate various

condition

on the type of watercraft and existing

types of wheelchairs and ECVs. The

standard lift size is 30" x 48". The

wheelchair or ECV must fit the lift

fastened in the restraints. We

Monorail system can be accessed

by elevators and/or ramps, at

Grand Floridian Resort & Spa.

Dining and Shopping Locations

Some counter-service and merchandise

railings that may be difficult for Guests

locations have narrow queues formed by

using wheelchairs. At these locations, we

and transport the food, or contact a Cast

Member for assistance.

suggest that a member of your party order

Transportation and Ticket Center,

Disney's Polynesian Village Resort

and Disney's Contemporary Resort.

Magic Kingdom Park, Epcot, Disney's

without being forced and be securely

recommend that Guests using ECVs

transfer to a Bus seat while onboard.

Courtesy Wheelchairs Complimentary

options available for Guests in wheelchairs wheelchairs are available for travel to and from the accessible parking lot and the nearest wheelchair or ECVs: rental location. These courtesy blue wheelchairs are not permitted for use inside the Theme Parks.

Companion Restrooms & II Companion-assisted restroom facilities are available in addition to facilities designed for access by Guests with mobility disabilities. These restrooms are located at:

Pirates of the Caribbean[®], Adventureland[®]

- Splash Mountain[®], Frontierland[®]
- Near "it's a small world"[®]. Fantasvland[®]
- Near Pinocchio Village Haus, Fantasyland
- Next to Gaston's Tavern, Fantasyland
- Near Casey Jr. Splash 'N' Soak Station, Fantasyland
- Space Mountain[®], Tomorrowland[®]

Auxiliary Entrance Limitations Some attractions have auxiliary entrances for Guests in wheelchairs or with service animals. These 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 queue.

Viewing Areas (P &) Parade routes and some show areas have designated viewing areas for Guests with disabilities. These areas are filled on a first-come, first-served basis. Plan to arrive early, as space is limited. Viewing spaces cannot be reserved or guaranteed. Parties larger than six may be asked to separate and reunite afterwards.

Don't Forget Your Times Guide! Pick up the weekly Times Guide to get additional information regarding shows, entertainment, operating hours and even character appearances!

- Entertainment, outdoor shows and other Guest offerings are subject to change without notice.
- Theater venues have limited capacity and may fill up before show time. Please ensure your entire
- party is together prior to entering the facility.

Some walkways in the Park may close periodically.

Beyond Magic Kingdom[®] Park

Resorts/Special Reservations *Disney Resort* hotels offer special equipment and facilities for Guests with disabilities. For information specific to individual Resorts, please call Walt Disney World Resort Special Reservations at 407-939-7807 [voice] or 407-939-7670 [TTY].

Accessibility information and accommodations for the following locations:

- Water Parks Guest Services locations at Disney's Typhoon Lagoon Water Park and Disney's Blizzard Beach Water Park.
- Downtown Disney[®] Area Guest Relations locations at Downtown Disney[®] Marketplace and Downtown Disnev® West Side.

Select, Reserve, Go, Repeat!

Save time with DisNEØFastPass+

With Disney FastPass+* service, you can reserve access to some must-do fun and even make changes on the go with the My Disney Experience app**.

I the My Disney Experience app for free or look for this icon on the map and go! FP_4

You can also visit MyDisneyExperience.com on your mobile browser. Wi-Fi is available in most areas. Some attractions and shows may have limited availability.

Valid Theme Park admission and online registration reguired. Disney FastPass + attractions and entertainment experiences, the number of selection you can make and available arrival windows are limited. **Availability subject to handset limitations and features may vary by handset or service provider. Message, data and roaming rates may apply. Coverage not available everywhere. If you're under 18, get your parent's permission first.

GUIDE FOR GUESTS WITH DISABILITIES

Magic Kingdom.



Show the world your Disney Side #DISNEYSIDE

©Disney 5/15

+. **••		441 6	11
	Mobility	Visual	Hearing
	Disabilities	Disabilities	Disabilities
Guest Amenities Available for Rent or Deposit	 Wheelchairs and Electric Conveyance Vehicles (ECVs) are available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Park to Park. Park Hopping Options If you plan to visit more than one Park on the same day, retain your deposit ticket from the first Park. You will be able to obtain a replacement wheelchair or ECV the same day, if available, at the next Park at no additional charge. 	 Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park. Portable Tactile Maps Provides a tactile representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format. Audio Description D Utilizes Disney's Handheld Device to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. Amenities available for \$25 refundable deposit. 	 Assistive Listening D Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions. Handheld Captioning C Utilizes Disney's Handheld Device to display text at select attractions. Video Captioning C Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into Disney's Handheld Device. Amenities available for \$25 refundable deposit.
Rental Locations	 Mickey's Gift Station at the Transportation and Ticket Center (limited quantities and no ECVs) Wheelchair Rental Shop inside the Main Entrance 	Guest Relations 🚺 See map inside for location.	Guest Relations 1 See map inside for location.
Complimentary Amenities and Services for use at the Park	 Wheelchair Replacement Locations Castle Couture in Fantasyland[®] Frontier Trading Post Buzz Lightyear's Space Ranger Spin[®] Photos Companion Restrooms See map inside for locations indicated with with 	Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest Relations Lobby and near the Plaza Ice Cream Parlor.	Reflective Captioning C Available at many theater-type attractions, utilizing LED display to project desired captions onto a panel positioned in front of you. See a Cast Member at the attraction for assistance. Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served basis at the rental locations. Must be 18 years of age or older to rent ECVs. RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis and may only be used in the Park where they are rented. Your ECV will be held if you wish to leave and return to the same Park.	For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including parade and show times and details about restaurant menus, by calling 407-827-7935.	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag. Sign Language Interpretation ⁶⁻³ Available at <i>Magic</i> <i>Kingdom</i> [®] Park on Mondays and Thursdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i> [®] Theme Parks. For future visits to request confirmation of our interpreted performance schedule OR to request interpretation for other special events and shows, call a minimum of 14 days in advance at 407-824-4321 [voice] or 407-827-5141 [TTY].
Safety in the Park	Mobility Scooters/ECVs Please keep your speed to the walking speed of those around you.	Service Animals Service animals must be under the control of the owner at all times and should remain on a leash or in a harness. Cast Members are not able to take control of the service animal. Guests with service animals should follow the same entrance procedures as Guests using wheelchairs.	
	Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.		
	Park your device in safe locations clear from walkways and stairs. Evacuation In the event of an evacuation, Guests may be required to walk certain distances and navigate stairs or narrow walkways. In this case, please have a member of your party assist you, or wait in a vehicle for assistance. Transfers Some attractions require Guests to transfer from their wheelchairs to the attraction. Cast Members are not permitted to physically lift Guests in the transfer.	 Service Animal Restrictions Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please inquire with a Cast Member about available options including a Rider Switch with a member of your party or a portable kennel. The Barnstormer Big Thunder Mountain Railroad[®] Peter Pan's Flight[®] Seven Dwarfs Mine Train Space Mountain[®] Splash Mountain[®] 	Guests with service animals should check with a host for attraction and boarding information at the following attractions: • Prince Charming Regal Carrousel • Stitch's Great Escape!™ Service Animal Relief Areas • Adventureland [®] : Adjacent to Pirates of the Caribbean [®] • Frontierland [®] : Adjacent to Pirates of the Caribbean [®] • Frontierland [®] : Adjacent to Tom Savyer Island • Liberty Square : Behind Liberty Tree Tavern • Fantasyland : Behind The Barnstormer • Tomorrowland [®] : By Space Mountain Restrooms Kennel For information and reservations, call 877-493-9738.
Please contact a Cast Member for information and assistance.			

Specialty Lighting Effects/Photosensitivity Specialty lighting and other visual effects are used extensively throughout the Walt Disney World Resort. These effects include strobe

lights and other effects such as simulated lightning, explosions and chaser lights.

Magnetic Fields Common equipment, such as electric motors and radios, that produce electric and magnetic fields are utilized extensively throughout the world and also within our Resorts. These fields are generally no greater than you would experience in any urban environment or may be exposed through common household appliances such as vacuum cleaners and hair dryers.

NOTE: If you or any member of your party have questions regarding the above, you may speak with a Guest Relations Cast Member for details.

DISNEY WILD ABOUT SAFETY® TIPS

As Timon and Pumbaa say, "Don't wait too late to hydrate!" Download the Disney Wild About Safety mobile app or visit www.disneywildaboutsafety.com for more safety tips and fun games.

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



- **40 Aloha Isle Hosted by Dole® S \$** Frozen Dole Whip and fresh pineapple.
- **22** Tortuga Tavern L **\$** Tex Mex menu. Open seasonally.
- 23 The Pirates League Transform into a pirate. Ages 3 and up. Call to make an appointment. 407-939-2739. Separately priced experience.

FRONTIERLAND

- 24 Splash Mountain® FP+▲ 1 40″/102 cm. ③ ₱ Enjoy a thrilling log flume ride based on "Song of the South." Mobility Access: See a Cast Member for direction.
- 25 Walt Disney World Railroad Store, U.S.A.
- 26 Tom Sawyer Island 🚯 🍋 Brave this Mark Twaininspired hideaway. Mobility Access: Raft portion accessible for Guests using wheelchairs.
- 27 Big Thunder Mountain Railroad® FP+▲ ↑ 102 cm. ④ ↓ Pide through a gold-mining town on a runaway train. Mobility Access: See a Cast Member for options. Transfer Access Vehicle available
- 28 Country Bear Jamboree & 🕅 📧 Have a knee-slappin' time with these singing bears. Mobility Access: Enter through door on LEFT.
- **Golden Oak Outpost LDS \$** Specialty waffle fries and sweet potato nuggets. *Open seasonally.*
- **Y** 30 Pecos Bill Tall Tale Inn and Cafe LD \$ Burgers, sandwiches and salads.
- **131** Westward Ho S \$ Snacks and frozen lemonade.
 132 Frontier Trading Post Disney Trading Pins
- and accessories.

Liberty Square

- 33 Liberty Square Riverboat & Cruise the Rivers of America aboard the Liberty Belle. Mobility Access: Enter through exit on RIGHT or LEFT.
- 34 The Hall of Presidents (₺) 20 (₽€) Behold all the U.S. Presidents on stage together. 22 minutes. Mobility Access: Enter through door on RIGHT.
- 35 Haunted Mansion® FP+ (M) (HC) (D) (AP) Take a spine-tingling tour of this dark, haunted estate. Mobility Access: Transfer Access Vehicle available. Contact a Cast Member for additional information.
- **1136** The Diamond Horseshoe L **\$** Sandwiches and salads. *Open seasonally.*
- 137 Liberty Tree Tavern Hosted by Ocean Spray[®] Craisins[®] brand O LD \$\$ Roast turkey, carved beef, sandwiches, salads and stuffing. Mobility Access: Enter using ramp on LEFT.
- **Sleepy Hollow LS \$** Funnel cakes, ice cream and waffle sandwiches.
- 139 Liberty Square Market Hosted by Ocean Spray® Craisins® brand S \$ Frozen beverages, fruit and snacks.
- **Columbia Harbour House LD \$** Fish, shrimp, chicken, salads and sandwiches.

Fantasyland

- 42 Peter Pan's Flight[®] FP+ ⚠ ⊡ ⊕) Fly with Peter Pan aboard a magical ship. Mobility Access: See a Cast Member for options.
- 44 Prince Charming Regal Carrousel Ride this classic attraction. Mobility Access: See a Cast Member for options.
- 45 Enchanted Tales with Belle FP+ (▲→ 5) E Enjoy an interactive story adventure featuring Belle, Lumiere and possibly even you. Mobility Access: See a Cast Member for transfer information.
- 46 Princess Fairytale Hall FP+ & Meet Anna, Elsa, Cinderella and Rapunzel!
- **47** Fairytale Garden (b) Encounter a fairytale friend in this garden setting.
- 48 The Many Adventures of Winnie the Pooh FP+ Solution in an oversized Hunny Pot. Mobility Access: See a Cast Member for options and transfer information.
- 49 Mad Tea Party FP+ S Spin around and around in a giant teacup. Mobility Access: Transfer Access Vehicle available.
- 51 Under the Sea~Journey of The Little Mermaid FP+ 美心人他 创 神 Descend below the waves for a splashy musical adventure.
- **52** Ariel's Grotto FP+ & Meet The Little Mermaid in her retreat under the sea.
- 53 Dumbo the Flying Elephant® FP+ Ride your favorite flying elephant. Mobility Access: Transfer Access Vehicle available
- 54 Casey Jr. Splash 'N' Soak Station & Cool off in this whimsical water play area.
- 55 Pete's Silly Sideshow & Meet Donald, Daisy, Goofy & Minnie!
- 56 Walt Disney World Railroad & to Main Street, U.S.A. and Frontierland.
- **57** The Barnstormer **FP+ †** 35″/89 cm. ⊗ Take flight on this thrilling junior roller coaster. Expectant mothers should not ride.
- **¥1 58 Pinocchio Village Haus LD \$** Flatbreads, chicken breast nuggets and salads.
- 59 Cinderella's Royal Table ^① BLD \$\$\$ Character dining with Disney Princesses. American cuisine. Mobility Access: Accessible by elevator.
- **1 60** The Friar's Nook LS **\$** Artisan macaroni & cheese, hot dogs, potato chips and frozen beverages.
- **61** Storybook Treats S \$ Ice cream.

- Be Our Guest Restaurant
 BL \$ D \$\$
 B: Open-faced bacon and egg sandwich and croissant doughnut. LD: Sandwiches, entrées, French onion soup and salads.
- 63 Gaston's Tavern S \$ Cinnamon rolls, pork shanks, carrots and celery, fruit and hummus.
- 64 Cheshire Café Hosted by Minute Maid[®] S \$ lced coffee, frozen lemonade and snacks.
- Prince Eric's Village Market S \$ Healthy options including fruit, hummus and snacks. Shaved ice is also available.
- 66 Bibbidi Bobbidi Boutique A Transform into a Disney Princess or a Valiant Knight. Ages 3-12. Call 407-939-7895 to make an appointment. Separately priced experience.
- 67 Big Top Souvenirs Handmade sweet treats, Disney Character gifts and Park souvenirs.

Tomorrowlande

- 68 Tomorrowland Speedway FP+▲ 1 32"/81 cm.; 54"/137 cm. to ride alone ⊛ Take a ride in your very own hot rod.
- 69 Space Mountain[®] FP+ ▲ 1 44"/112 cm. (♣ 2 - 3) ♣ Blast off on this coaster ride in the dark. Mobility Access: See a Cast Member for options.
- 70 Astro Orbiter® A Pilot your own spaceship high above *Tomorrowland*. Mobility Access: See a Cast Member for access to elevator.
- 71 Tomorrowland Transit Authority PeopleMover Presented by Alamo[®] (∱) HC (⊇)) Ride this emission-free mass transit system of the future.
- 72 Walt Disney's Carousel of Progress & file co) Travel through the 20th century to see how technology has improved our way of life.
- 74 Monsters, Inc. Laugh Floor® FP+ 💩 🕅 CO 🔄 🕸 Discover the power of laughter in this live comedy show.
- 76 Cosmic Ray's Starlight Café Hosted by Coca-Cola® LD \$ Burgers, chicken breast nuggets, rotisserie chicken, sandwiches and salads.
 - 7 Auntie Gravity's Galactic Goodies S \$ lce cream, smoothies, sundaes and iced coffee.
- **78** Cool Ship Hosted by Coca-Cola[®] LS Jumbo turkey legs, snacks and beverages.
- **The Lunching Pad LDS \$** Gourmet hot dogs, pretzels and frozen Coca-Cola[®].
- **180 Tomorrowland Terrace Restaurant L \$** Burgers, sandwiches and salads.

Parade Route

Parade Viewing for Guests with Disabilities *MyMagic*+ service center

FastPass+ kiosks available in English, Spanish and Portuguese

* Emergency services available by calling 911.

Symbols in List

- Attraction/Show Considerations
 Guest Relations
- FP+ FastPass+ experience
- Physical Considerations
- Image: Minimum Height Requirement
 May remain in wheelchair/ECV
- Must transfer from wheelchair/ECV
- ₩.→& Must transfer to standard wheelchair
- Must transfer to standard wheelchair, and then to ride vehicle

Sh

- Must be ambulatory May be frightening for children
- Automated External Defibrillators
- RC Reflective Captioning
- Sign Language
- **Devices Available at Guest Relations**
- Assistive Listening
- Handheld Captioning CC Video Captioning
- Audio Description
- Shopping
- Onopping

- **T** Dining
- All dining locations listed accept the Disney Dining plans.
- Reservations recommended. Call 407-WDW-DINE (939-3463).
- B Breakfast L Lunch
- D Dinner S Snack
- \$ = \$14.99 and less per adult
- **\$\$** = \$15–\$29.99 per adult
- **\$\$\$** = \$30–\$59.99 per adult See *www.disneydiningpricinginfo.com*
- for pricing details.