

# Accessibility Planning Guide & Recommendations

WALT DISNEY World®





Welcome to Walt Disney World® Resort, the Most Magical Place on Earth for all Guests! This guide is designed to assist people with disabilities and their families in planning a trip to Walt Disney World® Resort.

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Additional information about Walt Disney World® Resort, including our services for Guests with disabilities, can be found by visiting our website at [www.disneyworld.com](http://www.disneyworld.com) or by downloading the **My Disney Experience** app.

All four Theme Park-specific **Guide Maps for Guests with Disabilities** are also available for download from this website. These guides outline specific information about each attraction, including height requirements and health restrictions.





## FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

### **When should I purchase tickets and make park reservations?**

It is recommended that Guests purchase their park tickets in advance online at [www.disneyworld.com](http://www.disneyworld.com), downloading the **My Disney Experience** app, or by calling (407) 939-5277. We highly recommend that you make your park reservation as soon as you complete your ticket purchase, as availability can change until the reservation is finalized. If you have a multi-day ticket, you may be required to make a park reservation for each date of your visit.

### **What are some tips to prepare a person who is neurodivergent for a trip to Walt Disney World® Resort?**

Advanced planning is strongly recommended for all Guests with disabilities visiting Walt Disney World® Resort. As you would imagine, our Theme Parks offer sensory stimulation including crowds, dark and loud theaters and attractions, lights and noises, and waiting in line. We encourage you to review the planning tips and strategies offered on **pages 7-9** of this guide. You may also refer to this guide for further suggestions on items to discuss with you and your party in advance of your visit. Additional information can be found by visiting our website at [www.disneyworld.com](http://www.disneyworld.com).

### **Where are stroller/wheelchair rentals?**

If your group needs to rent a stroller, wheelchair, or ECV/motorized scooter for the day, proceed to the stroller/wheelchair shops located near the main entrance to each of the four Theme Parks, Disney Springs and Water Parks.

### **Do you offer a Rider Switch if someone does not wish to or is unable to ride a particular attraction?**

Yes. With Rider Switch, Guests take turns experiencing an attraction. One party waits outside the queue while the remainder of their party waits in the queue. Once the first party returns from riding, the waiting Guest(s) may board the attraction without having to wait in the standard queue.

Rider Switch is appropriate in the following situations: A Guest in the party either does not meet the boarding requirements or does not plan to ride but cannot wait outside the queue alone; A Guest has a service animal that cannot board the attraction, or they do not want to use a provided kennel; A Guest is unable to experience the queue for reasons specific to the nature or condition of that queue. Review Accessing Attractions Queues on **pages 15-16** of this guide for details or speak to a Cast Member at the attraction. Additional information can be found by visiting our website at [www.disneyworld.com](http://www.disneyworld.com).

### **What if a person with a disability has difficulty tolerating extended waits in a conventional queue environment?**

To access our attractions, Guests with disabilities have several options including use of the standard queue, single rider queue, Attraction Queue Re-Entry or Meet-Up, Rider Switch, Stroller as a Wheelchair Tag, Disability Access Service, and Genie-related services. Guests are encouraged to learn about these programs in advance of their visit to determine which options might be best for their party. For a personalized conversation about available options, you may contact us via e-mail or chat prior to your visit or in-person at Theme Park Guest Relations locations when you arrive. Additional information can be found on **pages 15-16** of this guide or by visiting our website at [www.disneyworld.com](http://www.disneyworld.com).

A young girl dressed as Minnie Mouse is sitting in a stroller. She is wearing a yellow dress, white gloves with black stripes, and a large red bow. She is holding up her hands in a 'V' sign. The background is a blurred green forest.

## FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

### **How can I find out what each of the attractions at the four Theme Parks and Disney Springs are like? Is there a listing that outlines the various special effects in each as well?**

Yes. Please refer to the **Sensory Experience Details**, a downloadable document located on the [www.disneyworld.com](http://www.disneyworld.com) website. It lists specific information about each land and attraction including details such as how long a ride might take and the type of special effects it has (smell/scents, flashing lights, loud noises, darkness, etc.).

### **What should I do if a person with a disability needs to remain in a stroller while in the attraction queues?**

Visit a Theme Parks Guest Relations location for a personalized conversation about a “Stroller as a Wheelchair” Tag. If appropriate, a tag may be issued. Guests who are issued a “Stroller as a Wheelchair” Tag may enter the queue with their device.

### **Where can we go if a person with a disability feels overwhelmed or would like a quieter area?**

You can ask a Cast Member where the nearest quieter break area is located. An example of a break area is First Aid located at all four Theme Parks and the Water Parks. Please refer to **page 10** of this guide for further suggestions as well as [www.disneyworld.com](http://www.disneyworld.com).

### **What restroom options are available?**

There are multiple men’s and women’s multi-stall restroom facilities throughout our parks. We also offer Companion (family) Restrooms in selected locations, which are listed in **page 14** of this guide, on the [www.disneyworld.com](http://www.disneyworld.com) website, and in the **My Disney Experience** app. Companion Restrooms are larger than traditional restrooms and can be helpful if you or a member of your party needs assistance or requires that someone be with them in the restroom.

Multi-stall restrooms use automatic toilet flushing equipment which can be loud. Limited selection of incontinence products are available in First Aid. First Aid locations at the Theme Parks and water parks also offer exam rooms that may be used as adult changing tables. A dedicated adult changing table can also be found in the Companion Restroom located at Communicore Hall & Plaza at EPCOT.



# FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

## How can I find out about food options/preparation methods for a person with a disability who has specific dietary needs?

Most table service restaurants in the Theme Parks and Disney Resort Hotels can accommodate many common food allergies or intolerances, such as allergy-friendly items. Special dietary requests can be made ahead of time when booking a dining reservation, or by speaking with the chef or manager on duty at most restaurants.

Guests with disabilities who prefer sit-down dining experiences while in the Theme Parks are strongly recommended to make dining reservations in advance. Many of our restaurants may be at capacity or unavailable on the day of your visit. Dining reservations can be made on our website or through the **My Disney Experience** app. Cancellation fees may apply, so be sure to confirm the policy before finalizing your reservation.

Guests are also allowed to bring food items into the Theme Parks. Note that Cast Members are prohibited from storing, preparing, cooking or reheating any food brought into the Theme Parks. Additional information on special dietary requests, including policies, can be found by visiting our website at [www.disneyworld.com](http://www.disneyworld.com).

## Are there any other tools or resources Walt Disney World® Resort offers for my trip planning or during my visit?

More information can be found by visiting our website at [www.disneyworld.com](http://www.disneyworld.com). The Theme Park-specific **Guide Maps for Guests with Disabilities** are also available for download from this website. These outline specific information about each attraction, including height requirements and health restrictions.

Additionally, Guests are encouraged to download the free **My Disney Experience** app to their smartphone or tablet prior to their visit. This app provides access to information including real-time attraction wait times, entertainment times, and lets you make dining reservations.

If you have any questions or require information upon arrival at the Theme Parks, visit Theme Park Guest Relations locations or use **Genie** on the **My Disney Experience** app for help with itinerary planning to make the most out of your visit. Visit [www.disneyworld.com](http://www.disneyworld.com) for more information.

## How can I find out more about your services for Guests with disabilities?

Additional information about Walt Disney World® Resort, including our services for Guests with disabilities, can be found by visiting our website at [www.disneyworld.com](http://www.disneyworld.com), which also offers a chat feature, or by e-mailing us at [Disability.Services@disneyarks.com](mailto:Disability.Services@disneyarks.com).



A young girl with dark hair, wearing a blue denim jacket over a white and blue striped dress and brown sandals, stands outdoors. She is holding two large, clear balloons that are shaped like Mickey Mouse's head. One balloon is pink and the other is yellow. The background is a light blue stone wall.

## FREQUENTLY ASKED QUESTIONS & HELPFUL TIPS

### **Is there someplace I can store medical equipment while visiting Walt Disney World® Resort Theme Parks?**

Guests traveling with oxygen or other medical equipment are allowed to bring their equipment through the Theme Park Guest screening locations before they go through the Main Entrance and may keep spare equipment at any of the Theme Park First Aid locations.

### **Are sign language interpreters available?**

Walt Disney World® Resort provides American Sign Language interpretation for our Guests at specific live Theme Park shows on a rotating basis. ASL interpretation can also be requested for select special events and dinner shows with at least 14 days advance notice. Guests can view or download the weekly schedule by visiting our website at [www.disneyworld.com](http://www.disneyworld.com) or can make requests or receive schedules by e-mailing us at [WDW.signlanguageservices@disney.com](mailto:WDW.signlanguageservices@disney.com).

Additional services for Guests with hearing disabilities include Assistive Listening, Handheld Captioning, on-screen captioning & written scripts. For more information about all these services, visit a Theme Park Guest Relations location, [www.disneyworld.com](http://www.disneyworld.com), or **pages 19-20** of this guide.

### **What services are there for someone with a visual disability?**

Guests with visual disabilities have a wide variety of service options including Theme Park-specific Braille Guidebooks, Portable Tactile Map Booklets, Audio Description via Disney's Handheld Device, and Stationary Braille Maps. For more information about the services for Guests with visual disabilities, visit a Theme Park Guest Relations location or **page 19** of this guide.

### **Can I bring my service animal?**

Service animals are welcomed Guests at Walt Disney World® Resort. A service animal is defined as any dog or miniature horse that has been individually trained to do work or perform tasks for an individual with a disability.

Guests who use service animals must maintain control of their animal at all times and should keep them on a leash or harness while visiting.

For more information about service animals, refer to **pages 17-18** of this guide, visit [www.disneyworld.com](http://www.disneyworld.com) or visit a Theme Park Guest Relations location.



# TRIP PLANNING STRATEGIES

## Know What to Expect at the Parks

Planning ahead for an outing to Walt Disney World® Resort can help make your trip memorable. This guide contains tips and tools designed to promote the enjoyment of Walt Disney World® Resort experience for everyone involved.

Be sure to also visit [www.disneyworld.com](http://www.disneyworld.com) for the most up-to-date information on operational guidelines, policies and offerings, as they are subject to change without notice.

### WHAT TO EXPECT



Drive and park the car



Ride the Monorail, bus, boat, or Skyliner to the park



Pass through security screening area



Tap admission to touch point and scan finger to enter park



Study the map



Visit Guest Relations



Experience an attraction



Get your favorite snack



Take a break



Meet a character



Enjoy some shopping



Time to go home



# TRIP PLANNING STRATEGIES

## —HOW TO PREPARE—

- 1 **Review health protocols** currently in place at Walt Disney World® Resort. For the most up-to-date information visit [www.disneyworld.com](http://www.disneyworld.com).
- 2 **Review this guide and the [www.disneyworld.com](http://www.disneyworld.com) website.** Knowing what to expect is a key component of a successful adventure!
- 3 **Use a Visual Schedule.** There are many ways to create a visual schedule. We suggest starting with the activities that you know will occur, such as how you will travel to the Theme Parks, the time you plan on entering the parks and the times of attractions, parades or shows you plan to experience.

Next, fill in the remaining times with possible attractions and use a question mark or a change card to build flexibility into the schedule. Review the visual schedule with your family member before your visit so they have an idea of what to expect.

By providing a possible timeline, you can help the Guest understand what to expect—such as crowds, sights, sounds, and smells—and so that they can learn the routine. For an example of a timeline, check out **page 7** of this guide.

- 4 **Download the App.** We recommend that you consider downloading the **My Disney Experience** app to have information on your mobile device, including entertainment showtimes. You can even place mobile food and beverage orders through the app.

- 5 **Study the map.** You can find comprehensive maps and guides of both theme parks at [www.disneyworld.com](http://www.disneyworld.com) and the **My Disney Experience** app. Review the maps with party and try to lay out a plan for the day.
- 6 **Choose a meeting location.** Choose a place on the map to meet in case you are separated. Should they get lost, stress the importance finding a Cast Member who will assist in attempting to reunite you. In addition, there are also designated locations in each park where lost persons can be escorted.

It is recommended that you take a photo on your mobile device of your party to capture what they are wearing each day you are visiting the park. You may also consider making a nametag that includes his or her name, as well as your name and mobile phone number.

- 7 **Practice waiting in line.** Waiting in line is a regular part of the Walt Disney World® Resort experience. To prepare, practice waiting if you can either at home or in lines places you might already frequent.
- 8 **Check the forecast.** There is often inclement weather in Central Florida, including sudden thunderstorms and rain showers, particularly in the afternoon during the summer months. Please note that certain rides and attractions may be unavailable due to inclement weather.





## TRIP PLANNING STRATEGIES

### WHAT TO BRING

- 1 **A bracelet or nametag** with your party's name, a contact number, and any other important things to know about you or your party.
- 2 **Ear plugs or headphones.** The parks can be very noisy in certain places. There might be fireworks or announcements on loud speakers. If you choose to go on fast rides, the sounds from the fellow riders may scare you or your party.
- 3 **A favorite device or activity.** Bring a tablet, video game, comic book, or anything else you think might be calming or distracting to keep occupied during any downtimes.
- 4 **A sensory toy, like a stress ball or other calming item.** If you or your party experiences sensory overload, the sights, sounds, smells and commotion could become an issue.
- 5 **Tools to keep yourself comfortable.** Trips to the Theme Parks can be long, so bringing items to keep yourself comfortable will be helpful. Items to consider: sweater or jacket, hat, sun protection, personal mobility devices, additional medical supplies or snacks.



## NEED A BREAK LOCATIONS

There are many places throughout the Theme Parks that are great for taking a break. Depending on the needs of your party, there are areas to relax that are typically a “little less busy” (depending on time of year and time of day) that may give you or a party member with a disability some downtime. If necessary, find a Cast Member who will assist in finding a quieter break location nearby. Some examples include:

### Magic Kingdom

**Main Street:** Center Street

**Adventureland:** Area near Swiss Family Treehouse; Area next to Pirates of the Caribbean restrooms

**Frontierland:** Miner's Cove; Area near Tiana's Bayou Adventure restrooms

**Liberty Square:** Area behind Ye Olde Christmas Shoppe; Area next to The Hall of Presidents

**Fantasyland:** Area near the Wishing Well; Area outside Pete's Silly Slideshow

**Tomorrowland:** Pathway near TRON Lightcycle/Run leading towards Fantasyland; Area between Space Mountain and the Rockettower Plaza Stage; Area near Walt Disney's Carousel of Progress

### EPCOT

**World Celebration:** Locations throughout central hub; Imagination pavilion near restrooms

**World Nature:** Area between the Seas with Nemo and Friends and the Coral Reef restaurant

**World Discovery:** Area near Mission: Space and Guardians of the Galaxy: Cosmic Rewind

**World Showcase:** Mexico-Accessible ramp to right of pavilion; Norway-Corridor between Norway and China pavilions; China-Area next to the Temple of Heaven; Italy-Seating nook next to Pizza Al Taglio; The American Adventure-Corridor between Joffrey's Coffee and Regal Eagle Smokehouse; Japan-Garden seating area; Morocco-Locations throughout; France-Between France and the United Kingdom pavilions near water; United Kingdom-Garden area; Canada-Garden walkway towards Le Cellier Steakhouse

### Disney's Hollywood Studios

**Sunset Blvd:** Area next to The Hollywood Brown Derby restaurant; Courtyard near Rock 'n' Roller Coaster

**Pixar Place:** End of block near archway

**Toy Story Land:** Corridor between Toy Story Land and Star Wars: Galaxy's Edge

**Star Wars: Galaxy's Edge:** Area next to First Order Cargo; Area between Oga's Cantina and Millennium Falcon: Smugglers Run; Corridor next to Toydarian Toymaker

**Echo Lake:** Area to the right of 50's Prime Time Cafe

### Disney's Animal Kingdom

**Discovery Island:** Locations throughout

**DinoLand U.S.A.:** Areas around Finding Nemo the Big Blue... And Beyond! theater

**Asia:** Maharajah Jungle Trek (locations throughout); Pathway next to Caravan Road leading to Africa

**Rafiki's Planet Watch:** Locations throughout

**Africa:** Gorilla Falls Exploration Trail (locations throughout)

All Parks: First Aid and quick service restaurant seating areas (during non-peak periods)



# TRANSPORTATION & GETTING AROUND

There are many ways to get to Orlando and Walt Disney World® Resort, including motor vehicle, airplane or train. Once at Walt Disney World® Resort, there are several transportation options you and your family can use to access the Theme Parks and other areas.

## DRIVING

If your family is driving to our Theme Parks each day during your stay, you will be directed to a parking lot. After parking, make note of the section name and row number your vehicle is in. You will then be able to walk or take a tram to the main entrance area.

## COMPLIMENTARY DISNEY TRANSPORTATION

Complimentary transportation is available throughout Walt Disney World® Resort, which connects our Theme Parks, our Resorts and other locations across the Disney property. You and your family can take in the sights from a bus, ride high in the sky aboard our world-famous Monorail, travel by aerial gondola for a bird's-eye view of various locations, or embark on a boat ride and enjoy transportation that delivers you from your Disney Resort Hotel to the Theme Parks and beyond.



## BUSES

Most areas throughout Walt Disney World® Resort, including Disney Theme Parks, Disney Water Parks, Disney Resort Hotels and the Disney Springs Area, are accessible by bus. Some bus routes may require transfer from one bus to another. Guest staying at a Walt Disney World® Resort Hotel can ask the front desk for the bus schedule. You may experience a wait at the bus stop during certain times of the day (e.g., early morning when the Theme Parks open).



## WATERCRAFT

Magic Kingdom® Park is accessible by boat from Disney's Grand Floridian Resort & Spa, Disney's Polynesian Village Resort, Disney's Ft. Wilderness Resort and Campground and Disney's Wilderness Lodge. Ferry boats connect Magic Kingdom® Park and the Transportation and Ticket Center. EPCOT® and Disney's Hollywood Studios® are accessible by boat from Disney's BoardWalk Inn and Villas Resort, Disney's Yacht Club & Beach Club Resorts and the Walt Disney World® Swan & Dolphin Hotels. The Disney Springs Area is accessible by boat from Disney's Port Orleans Resort-French Quarter & Riverside, Disney's Old Key West Resort and Disney's Saratoga Springs Resort.

# TRANSPORTATION & GETTING AROUND



## MONORAIL

Originally conceived as a public transport for the future, the Walt Disney World® Monorail System has three separate beams that travel throughout Walt Disney World® Resort. The first makes stops at the Transportation and Ticket Center, Magic Kingdom® Park, Disney's Contemporary Resort, Disney's Grand Floridian Resort & Spa and Disney's Polynesian Village Resort. Beams two and three offer express round-trip services to the Magic Kingdom® Park and EPCOT® originating from the Transportation and Ticket Center.

Keep in mind you may experience a wait if boarding the Monorail, at certain times of the day such as after the fireworks or at park closing. You may also experience a wait or delays for other reasons (e.g., due to inclement weather), and you may be encouraged to disembark the Monorail and use a different form of transportation



## DISNEY SKYLINER

Take to the skies—travel by aerial gondola for a bird's-eye view of various locations around Walt Disney World® Resort! Glide across the sky and add an extra dash of pixie dust to your day. This grand, state-of-the-art gondola system conveniently connects Disney's Hollywood Studios® and the International Gateway at EPCOT® to the following Disney Resort Hotels:

- Disney's Art of Animation Resort
- Disney's Caribbean Beach Resort
- Disney's Pop Century Resort
- Disney's Riviera Resort

Disney Skyliner is a great way to travel between International Gateway at EPCOT® and Disney's Hollywood Studios®. Please keep in mind—if you are parked at EPCOT® and the park is closed, you will not be able to walk through the park and will need to use bus transportation to return to your vehicle.

The Disney Skyliner station at International Gateway at EPCOT® is conveniently located just a short stroll away from Disney's BoardWalk entertainment district, Disney's Yacht Club Resort, Disney's Beach Club Resort and Disney's BoardWalk Inn.

## Whimsically Themed Gondolas

Travel in style in a themed gondola featuring magical Disney touches and details. Some of the gondolas are adorned with iconic Disney Characters, figures from Disney attractions and film favorites.

For further information about transportation options, parking prices, hours or if you need help finding your way around Walt Disney World® Resort, visit our website at [www.disneyworld.com](http://www.disneyworld.com).





## PARKING, THEME PARK ENTRANCES & GUIDELINES

### PARKING

Parking for Guests with disabilities is available throughout Walt Disney World® Resort. A valid disability parking permit is required, and standard parking rates apply. Guests should follow directional signage or inquire at the toll plazas for parking options.

For further information about parking prices, hours, or if you need help finding your way to Walt Disney World® Resort, visit our website at [www.disneyworld.com](http://www.disneyworld.com).

### SECURITY SCREENING AREAS

Before entering the Theme Parks, you will pass through a Security screening area and might be asked to have personal items checked and pockets emptied. Depending on the length of the line, your family may experience some waiting.

### THEME PARK ENTRANCES

With your park tickets in hand, around your wrist if you're using a MagicBand, or in your phone's digital wallet if you're using Disney MagicMobile pass, your party can then proceed to the entrance gates of the Theme Park. Depending on the length of the line, your family may experience some waiting. When it is your turn, you can tap your MagicBand, Disney MagicMobile pass or ticket to the touch point sensor or have the Cast Member/employee working the line assist you. Each family member may also be asked to place their right finger on the reader.

### STROLLER & WHEELCHAIR GUIDELINES

If a member of your party needs to rent a stroller, wheelchair, or ECV/motorized scooter at the Theme Parks, proceed to the Wheelchair & Stroller Rental location just inside the entrance at all four Theme Parks. Please plan to arrive early as a limited number of wheelchairs and ECVs are available for rent on a first-come, first-served basis. Guests are also invited to bring and use their own ECVs, wheelchairs and other mobility devices to be used throughout Walt Disney World® Resort.

If you are bringing your own stroller, please note that strollers larger than 31" (79 cm) x 52" (132 cm) and all wagons are not permitted. If you have specific needs to accommodate you or your party, please see a Main Entrance or Guest Relations Cast Member when you arrive.



## RESTROOMS

Restrooms are available throughout Walt Disney World® Resort. Most restrooms contain baby changing stations. Multi-stall restroom facilities are available in addition to single-stall Companion Restroom facilities.

### COMPANION RESTROOMS

Companion Restrooms are single-stall gender neutral restrooms that provide additional space and privacy for individuals with a companion or caregiver.

For additional information and a complete listing of Companion Restrooms, visit [www.disneyworld.com](http://www.disneyworld.com) or the **My Disney Experience** app.

### ADULT CHANGING TABLES

First Aid locations in the Theme Parks and Water Parks have restroom facilities that provide additional space and privacy for individuals who may need personal care assistance from a member of their party. These locations also offer exam tables and large cots that can be used as adult changing tables. A dedicated adult changing table can also be found in the Companion Restroom located at Communicore Hall & Plaza at EPCOT.

### MENSTRUATION PRODUCTS

Menstruation products are available for a small fee through vending machines in all Women's and Companion Guest Restrooms.

### INCONTINENCE SUPPORT

We recognize some Guests may have frequent restroom needs and may require additional support. Limited selection of incontinence products are available at Guest First Aid locations. Visit these locations for more details. Accessing attractions queues options can also be found on **pages 15-16** of this guide.



# ACCESSING ATTRACTIONS QUEUES

Walt Disney World® Resort offers a variety of programs and services that assist Guests in accessing attraction queues.

The programs described below provide accommodations that may be required to meet specific Guest needs. Guests with disabilities can learn more about these programs, including how they work and whether they may be eligible, through a personalized conversation with Accessibility Services. Some of these options are available only at select attractions. We encourage all Guests to be familiar with the programs described below because they may provide valuable assistance in navigating attraction queues.

Here are a few tips and techniques to manage waiting in queues:

- Encourage other members of your party to help create space around you in line to make it more comfortable.
- In a theme park environment that requires additional walking or standing, bring a mobility device such as a wheelchair, ECV, walker with a seat or a cane chair.
- Bring a sensory toy or a calming item—such as a stress ball, favorite device or activity like a tablet, video game, comic book or another item that may be calming or distracting while waiting in a queue.
- Grab a snack or drink to enjoy while waiting in a queue. Just be sure to finish it before boarding the attraction.
- Break up the day with other offerings at the Resort that don't require waiting in a queue, such as entertainment, and check the tip board in the **My Disney Experience** app to visit attractions with lower wait times.
- For comfort, consider packing items such as a sweater or jacket, sun protection or hat.

## ATTRACTION QUEUE RE-ENTRY or MEET-UP

Guests with specific needs that may arise while waiting in an attraction queue may exit the queue while the rest of their party waits in the queue. The Guest may then re-enter the queue prior to boarding the ride. A Guest may also wait outside the queue and meet up with their party before boarding the ride if needed based on the nature or condition of the queue at a particular attraction and the Guest's specific needs. Every attraction has a defined process to support these options.

How to use Attraction Queue Re-Entry or Meet-Up:

To leave and Re-Enter a queue...

- 1) At the entrance of the attraction, talk with a Cast Member to learn about exit options should you need to leave the queue. If you already know how to exit the queue, then you don't need to speak with a Cast Member prior—just join the queue.
- 2) In the event your specific need requires you to leave the queue, simply exit while the remainder of your party stays in the queue. If you need someone to help you—they can leave with you while the remainder of your party waits in the queue. If you are traveling alone or with party members who can't be left alone in the queue, please contact Accessibility Services prior to your visit.
- 3) When you are ready to return, go to the front of the attraction and let a Cast Member know that you are using the Attraction Queue Re-Entry accommodation and need to regroup with your party in the queue. You don't need to discuss your reason for needing to leave the queue.
- 4) The Cast Member will help you meet your group to ride together.

To Meet Up with your party that has been waiting in the queue...

- 1) At the entrance of the attraction, the members of your party joining the queue should ask a Cast Member at what point they should let you know it's time to join them. Other members of your party must join the queue, and you should make sure your party can call or text you to meet up.
- 2) When your party lets you know that it's time for you to join them, go to the front of the attraction and tell the Cast Member you are using the Attraction Queue Meet-Up accommodation and need to meet up with your party in the queue. You don't need to discuss your reason for waiting outside the queue with the Cast Member at the attraction.
- 3) The Cast Member will help you meet your group to ride together.

## STROLLER AS A WHEELCHAIR TAG

A "Stroller as a Wheelchair" Tag is for Guests with disabilities who use their stroller as a mobility device. This tool allows a Guest to treat their stroller as a wheelchair and keep their device with them in attraction queues.

"Stroller as a Wheelchair" Tags are available for a Guest who meets one of the following: Is a child with a disability who uses their stroller as a mobility device in lieu of a traditional wheelchair; Is a child with additional medical equipment who needs a way to transport their equipment while in a queue; Is an adult with a mobility disability who uses a stroller as a mobility device to assist with walking.

How to Use "Stroller as a Wheelchair" Tag:

- 1) Please visit Guest Relations for additional information about this tool. If appropriate, a Tag may be issued.
- 2) Guests who are issued a "Stroller as a Wheelchair" Tag may enter the queue using their device.

# ACCESSING ATTRACTIONS QUEUES

## RIDER SWITCH

With Rider Switch, Guests take turns experiencing an attraction. One party waits outside the queue while the remainder of their party waits in the queue. Once the first party returns from riding, the waiting Guest(s) may board the attraction without having to wait in the standard queue.

Rider Switch is appropriate in the following situations: A Guest in the party either does not meet the boarding requirements or does not plan to ride but cannot wait outside the queue alone; A Guest has a service animal that cannot board the attraction, or they do not want to use a provided kennel; A Guest is unable to experience the queue based on the nature or condition of the queue at a particular attraction in light of the circumstances and the Guest's specific needs. Rider Switch is available at most attractions throughout Walt Disney World® Resort.

### How to use Rider Switch:

- 1) At the entrance of the attraction, with your entire group present, let a Cast Member know you are interested in the Rider Switch option.
- 2) Your group will be divided into two (2) parties: "Party A" will enter the queue and ride the attraction first, "Party B" will wait outside the queue (with a maximum of two people riding next).
- 3) A Cast Member will scan the admission media or tickets of the Guests in "Party B" and let you know where to return when it is your turn to ride. Feel free to wait in a comfortable spot or grab a cool drink while you wait-just make sure your party lets you know when they've finished riding.
- 4) After "Party A" rides the attraction, any Guests from "Party B" (a maximum of two people) who wish to ride should head to the return location entrance as provided by the Cast Member who scanned your admission media/tickets.
- 5) At this point, any Guests from "Party B" who are riding the attraction will have their admission media/tickets re-scanned by a Cast Member to use the Rider Switch entrance and board without waiting in the standard queue. If "Party B" is only one Guest, one Guest may re-ride the attraction with them, while "Party A" wait with any Guests who are not riding.

## SINGLE RIDER

Single Rider is a program available to all Guests. Single Rider queues are often shorter than the standard queue and contain fewer sensory elements than the standard queue. Single Rider is a service that allows groups to split up and experience select attractions individually. Keep in mind, parties will be separated and will likely not ride the attraction with a member of their party but enjoy the attraction with other Guests with a shorter wait.

Single Rider is available for a Guest who prioritizes shorter wait times rather than riding together with their party and meets the minimum boarding requirements.

### How to use Single Rider:

A Cast Member will direct Guests to the designated queue, where the party will be separated to fill remaining seats that aren't occupied by Guests utilizing traditional queues. Please note: Immediate boarding or choice of seat is not guaranteed; Single Riders must meet all boarding requirements; Special seating requests may not be accommodated; Participating attractions and wait times may vary; This service is subject to availability, and not available at every attraction.

## DISNEY GENIE SERVICE

Disney Genie Service is a program available to all Guests. Our complimentary Disney Genie service helps Guests enjoy more of the magic during their Theme Park visit with 2 easy-to-use features. The "My Day" feature displays booked Theme Park plans for the day in one place. Plus, provide personalized recommendations customized to pre-selected preferences. The "Tip Board" displays estimated wait times, mobile order food options, and available dining reservations, and offers the ability to request to join an available virtual queue.

## DISABILITY ACCESS SERVICE (DAS)

DAS is one of our programs offered at Walt Disney World® Resort Theme Parks intended to accommodate those Guests who, due to a developmental disability like autism, or similar, are unable to wait in a conventional queue for an extended period of time. Guests may have a conversation with a Cast Member via live video chat to determine eligibility for DAS. There is not an in-person option to request DAS Registration, although Guests may register via live video chat up to 60 days in advance up to and including the date of their park visit, if necessary.

## NAVIGATING QUEUES WITH SERVICE ANIMALS

Service animals are welcome in all attraction queues. Due to the nature of some attractions, service animals may not be permitted to ride. Please ask a Cast Member at these locations about available options.





## SERVICE ANIMALS

### **GUIDELINES FOR SERVICE ANIMALS**

Walt Disney World® Resort has specific guidelines to ensure all Guests with service animals are supported throughout their visit. Please note that:

- A service animal is a dog or miniature horse that has been individually trained to do work or perform tasks for an individual with a disability.
- Only trained service animals are permitted inside the Theme Parks, Water Parks, Disney Springs, and at other locations at Walt Disney World® Resort. The exception to this policy are those Resort Hotels that are “pet friendly” and offer pet friendly areas. Animals whose sole purpose is to provide emotional support or comfort or are pets are only allowed at those Resort Hotels that are “pet friendly” and offer pet friendly areas.
- 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 service animals. If a service animal must be off a leash or harness while performing its trained task(s), the animal must be controlled in a different way at all times (for example, voice commands or electronic collar).
- Service animals must be housebroken. Service animals are required to behave and not bark, growl, jump up on, or lunge at Guests or Cast Members. Corrective action must be taken if the service animal is not behaving appropriately.
- Due to the nature of some attractions, service animals may not be permitted to ride. Please ask a Cast Member at these locations about available options, including Rider Switch with a member of your party or a portable kennel.
- Service animals must remain on the floor and not on dining chairs or tables in food and beverage locations.
- At our Water Parks and Resort Hotels, service animals are not allowed in water—including water features and fountains—or closer than 4 feet to the water on pool or wet decks.



## SERVICE ANIMALS

### ATTRACTION QUEUE AND BOARDING REQUIREMENTS

Service animals are permitted to experience many attractions. Service animals are required to be positioned on the floor of the vehicle, away from the vehicle opening. Guests may also choose to place smaller service dogs on their lap or in a front-of-body carrier.

Guests should reference the **Sensory Experience Details** to have an understanding of show elements that may affect the service dog, including loud noises, lifts off the ground, elements of surprise and other effects. For more information on Sensory Experience Details, visit our website at [www.disneyworld.com](http://www.disneyworld.com).

Due to the nature of some attractions, service animals may not be permitted to ride. At these locations, please ask a Cast Member about available options, including Rider Switch with a member of your party or a portable kennel. For more information on Rider Switch, visit our website at [www.disneyworld.com](http://www.disneyworld.com) or **page 15** of this guide.

### SERVICE ANIMAL RELIEF AREAS

Service animals are permitted to use any open outdoor area for relief with our request that the owner picks up after the animal and leaves the area clean.

For your convenience, we also offer designated service animal relief areas in our Theme Parks which are listed on our website at [www.disneyworld.com](http://www.disneyworld.com), **My Disney Experience** app, or in our Theme Park-specific **Guide Maps for Guests with Disabilities**.





## TOOLS & SERVICES

### **BRaille GUIDEBOOK & PORTABLE TACTILE MAP BOOKLET**

Braille Guidebooks feature descriptions of attractions, restaurants and stores printed in large text as well as Braille. Portable Tactile Map Booklets feature a representation of building boundaries, walkways and landmarks for each Theme Park.

A limited number of Braille Guidebooks and Portable Tactile Map Booklets are available, on a first-come, first-served basis at Theme Park Guest Relations locations and require a \$25 refundable deposit. You must return the materials on the same day for a refund.

### **STATIONARY BRaille MAP**

Large format Stationary Braille/Tactile Maps are available at a minimum of two locations within the Theme Parks with maps also available at Disney Springs and the ESPN Wide World of Sports. These maps feature large print and Braille along with raised graphics and tactile elements to represent building boundaries, attractions, walking paths, bodies of water, restrooms and other landmarks.

### **ASSISTIVE TECHNOLOGY-DISNEY'S HANDHELD DEVICE**

Through Disney's Handheld Device, a ruggedized mobile device, Guests have access to Audio Description, Assistive Listening, or Handheld Captioning services. Disney's Handheld Devices are available at Theme Park Guest Relations locations and requires a \$25 refundable deposit.

**Audio Description** provides supplemental audio of visual elements including actions, settings and scene changes for Guests with visual disabilities. It complements existing show audio at specific Theme Park attractions, entertainment and other locations. This service is also available in outdoor locations with specific content accessible via a built-in audio menu.

**Assistive Listening** amplifies sound through headphones or induction loop at specific Theme Park attractions and entertainment locations. This service is recommended for Guests with mild to moderate hearing loss.

**Handheld Captioning** displays on-screen text of narrations, spoken dialogue, or music at specific Theme Park attractions and shows.

For select services above, we suggest that you bring your own headphones, induction loop, or other accessories as the device has a standard headphone jack. For a list of locations where these services are available, visit our website at [www.disneyworld.com](http://www.disneyworld.com).

### **WRITTEN SCRIPTS**

Packets containing attraction dialogue and narration, a flashlight, pencil and paper are available for many attractions and shows. Please inquire with a Cast Member at the entrance to a specific attraction or show about availability of this resource.



## TOOLS & SERVICES

### AMERICAN SIGN LANGUAGE INTERPRETATION

Walt Disney World® Resort provides Sign Language interpretation for our Guests at specific live Theme Park shows on a rotating basis as follows:

Disney's Hollywood Studios®: Sundays and Wednesdays

Magic Kingdom® Park: Mondays and Thursdays

Disney's Animal Kingdom® Theme Park: Tuesdays and Saturdays

EPCOT®: Fridays

The schedule of interpreted performances in our Theme Parks is updated on a weekly basis and is available for viewing and download from our website at [www.disneyworld.com](http://www.disneyworld.com). It can also be requested by e-mailing us at [WDW.signlanguageservices@disney.com](mailto:WDW.signlanguageservices@disney.com). If preferred, you can also obtain a schedule by visiting a Theme Park Guest Relations location upon arrival.

Our service is not a guided tour; a sign language interpreter will not escort parties around the Theme Parks.

### Special Requests for Interpretation

Additionally, ASL interpretation can be requested for select special events and dinner shows with at least 14 days advance notice, including the Hoop-Dee-Do Musical Revue dinner show. To request ASL interpretation at a specific special event or dinner show, e-mail us at [WDW.signlanguageservices@disney.com](mailto:WDW.signlanguageservices@disney.com). You will be contacted prior to your visit to verify arrangements and will receive a show schedule that lists the details of the interpreted performances.

### MOBILITY ACCESS OPTIONS

As each attraction is unique, please inquire with a Cast Member at the attraction to learn more about boarding options which may include one or more of the following:

- **Dedicated Guest with disabilities Load and Unload** areas
- **Wheelchair Accessible Vehicle (WAV)** that allows Guests to remain in their wheelchair without transferring
- **Transfer Accessible Vehicle (TAV)** that simplifies the process of transferring in and out of vehicles (e.g., seat with folding bolster, door with swinging threshold)
- **Transfer Device** that assists Guests transferring between a wheelchair and a ride vehicle seat





## CAST MEMBERS

When your party arrives at Walt Disney World® Resort, you will meet the friendly Disney employees who are called “Cast Members”.

The term “Cast Member” was coined by Walt Disney himself and pays homage to the name given to those performing in a show or in a movie. Cast Members are easily identified by their nametags which also highlight their hometown. All our Cast Members are trained to assist in answering questions and providing directions.

In the event a member of your party gets lost, have them find a Cast Member for assistance (please refer to the section below for further information).



## LOST PERSONS / IF YOU GET LOST

All children and persons with disabilities who may need assistance should be made aware to immediately ask a Cast Member for help if they become lost or separated from their party. You may also consider making a nametag for them that includes their name as well as your name and mobile phone number. Additionally, taking their photo on your mobile device on each day of your visit which shows what they are wearing is also helpful. This is especially recommended if a member of your party is not able to easily communicate with unfamiliar people or has a tendency to wander off.

If a lost person is not immediately reunited with their party, a Cast Member will escort the Guest to the designated lost persons/children location in each Theme Park.



## BEYOND THE THEME PARKS

In addition to our four Theme Parks, Walt Disney World® Resort offers numerous other experiences including two water parks, the Disney Springs Area, Disney's BoardWalk, ESPN Wide World of Sports and several sports and recreation options.

### **WATER PARKS**

At Disney's Blizzard Beach Water Park, discover frosty fun for the whole family at a one-time ski resort that has melted into a watery wonderland. Zip down the slopes of Mount Gushmore on one of the world's tallest and fastest waterslides or float down the tranquil river and sunbathe on the white-sand beach. Children under 48 inches tall can even splash around in their own water play area with a snowcastle fountain and kid-sized waterslides. Life jackets are provided.

At Disney's Typhoon Lagoon Water Park, you can escape for a storm of fun in the sun! Plunge down rushing rapids, sunbathe on the sandy beach and glide down the lazy river on a raft ride. After an epic typhoon hurled surfboards into palm trees and tossed boats like toys, the storm-soaked Mount Mayday became a topsy-turvy oasis of water-filled adventure! Life jackets are provided.

Note that both Water Parks require separate admission and parking is complimentary.

### **DISNEY SPRINGS AREA**

Disney Springs is made up of individual areas including Westside, Town Center, The Landing, and Marketplace. The Westside provides an exuberant atmosphere with lively entertainment, shopping and dining. The Town Center offers a sophisticated mix of dining and shopping; along with a promenade where Guests can relax, refresh and reconnect. The Landing is a colorful thriving commercial district with inspired dining, retail and beautiful waterfront views. The Marketplace is a family-friendly area that delights Guests with classic Disney favorites including the World of Disney store.

### **DISNEY'S BOARDWALK**

Experience the timeless charm of Disney's BoardWalk, a quarter mile promenade of exquisite dining, unique shops and exciting nightlife. Stroll along the water's edge, play afternoon midway games and discover evening street performers. Evoking turn-of-the-century boardwalks in such coastal cities as Coney Island and Atlantic City, Disney's BoardWalk is a short stroll to EPCOT® and a breezy boat ride to Disney's Hollywood Studios®. Day visitor parking and admission to Disney's BoardWalk are complimentary, but subject to availability and limitations.

### **ESPN WIDE WORLD OF SPORTS**

Play at the next level at ESPN Wide World of Sports Complex. These 220 acres of professionally run, state-of-the-art facilities host over 60 sports and thousands of events for athletes of all ages and abilities. Train and compete with your team—or catch the excitement as a spectator—in this grand sports setting where classic athletic ideals meet contemporary innovation. Note that ESPN Wide World of Sports requires separate admission and some events have their own ticketing requirements.

### **SPORTS & RECREATION**

Other activities/events available at Walt Disney World® Resort include archery, arcades, basketball, bike rentals, boat rentals (canoes, kayaks and motorized watercraft), carriage rides, children's activity centers, fishing, fitness centers, golf, golf cart rentals, miniature golf, pony rides, resort pools, resort-specific activities, scuba diving, surfing, tennis and volleyball. Note that these offerings are subject to change without notice and some activities/events are only available to Guests staying at select Walt Disney World® Resort Hotels and there may be an additional cost to participate.

Additional information can also be found on [www.disneyworld.com](http://www.disneyworld.com) or the **My Disney Experience** app.