TIPS AND INFORMATION





Cut the wait time in 3 easy steps:

Check your Times Guide for a list of Disney FASTPASS® attractions. Ready to use the FASTPASS® service on another attraction? Look at the bottom of your current FASTPASS® ticket to find out when you can get another.

- 3 Come back during your return time and scan the same park



and outside the Parks.



all our Guests, smoking is allowed in designated areas only. At Disneyland the smoking location can be found on Big Thunder Trail in Frontierland.

Strollers Rentals are available in limited quantities. Please take all personal belongings with you when leaving your stroller unattended.

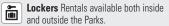


Resort Lost and Found Inquire at Resort Lost and Found, located west of the *Disneyland*® Park Main Entrance.



- Insert your park ticket or Annual Passport into the FASTPASS_® machine.
- 2 You'll receive a FASTPASS® reminder ticket as a receipt.
- ticket or Annual Passport to enjoy the attraction with minimal wait.

Guests with mobility- or queue-related assistance needs are encouraged to use the Disney FASTPASS Service wherever possible.



Charging Lockers Rentals available to secure and charge many personal

Picnic Area A picnic area is located west of the *Disneyland*® Park Main Smoking For the comfort of Entrance for your convenience. We request that no food or beverage be brought inside either Theme Park.

Disneyland Kennel Club Located east of the **Disneyland** ® Park Main Entrance. No overnight facilities.

Pre-Charged Battery Kiosk

Guests have the opportunity to swap or

purchase a pre-charged portable battery and

connecting cords for their mobile device.

Banking ATMs are located throughout the Resort, presented by CHASE. Basic banking services and foreign currency exchange are provided at City Hall in Disneyland ® Park.



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.

Travel Tips Should your vehicle become disabled during your visit, the Automobile Club of Southern California provides complimentary towing and flat-tire services to nonmembers during Park hours.

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 disneyland.com/parkrules.

For more information, visit Guest Relations located at City Hall. (See map inside)

ACCESSIBILITY AND MOBILITY

Courtesy Wheelchairs Complimentary wheelchairs are available for travel to and from the *Downtown Disney*® tram load/unload area and the Main Entrance Esplanade. These courtesy wheelchairs are not permitted for use inside the Theme Parks. See a Cast Member at tram load/ unload area for additional information.

Restrooms and Companion Restrooms Restrooms at the Theme Parks, designated by 🙀, offer facilities designed for access by Guests with mobility disabilities, Companionassisted restroom facilities, designated by ♣♦।, are also available at various locations in each Theme Park. Theme Park First Aid locations, designated by , have facilities with additional space and privacy for individuals who may need assistance from a member of their party with their personal care needs. Companion Restrooms are located at:

- Main Street, U.S.A. Left of City
- Main Street, U.S.A. First Aid
- Adventureland Aladdin's Oasis Critter Country - Hungry Bear
- Restaurant Fantasyland Theater Restrooms

Tomorrowland - near Autopia

Auxiliary Entrance Limitations Some attractions have auxiliary entrances for Guests with mobility disabilities 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.

Dining and Shopping Locations Some counterservice and merchandise locations have narrow queues formed by railings that may be difficult for Guests using wheelchairs. At these locations, we suggest that a member of your party order and transport the food, or contact a Cast Member for

Accessible Transportation Following options are available for Guests in wheelchairs or ECVs:

- Buses can accommodate various types of wheelchairs and ECVs. The standard lift size is 30" x 48". The wheelchair or ECV must fit the lift without being forced and be securely fastened in the restraints. We recommend that Guests using ECVs transfer to a bus seat while onboard.
- Monorail system can be accessed by the elevators and/or ramps provided at



Mickey Check Look for this symbol at various locations on kids' meals and other items that meet Disney Nutrition Guidelines. Visit www.disneymickeycheck.com for more information.



Special Dietary Requests We offer menu selections for all of our Guests seeking well-balanced meals, snacks and beverages, as well as those with lifestyle dining requests or food allergies and intolerances. Please ask to speak with a chef upon

BEYOND DISNEYLAND® PARK

Hotels/Reservations *Disnevland* Hotels offer special equipment and facilities for Guests with disabilities. Accommodations may include: wheelchairs, wheelchair accessible bathrooms. bed accessories, strobe-light smoke detectors, in-room TTYs and other features. For information specific to individual Hotels, please call the Walt Disney Travel Company at 714-956-MICKEY. Accessibility information and accommodations for the following locations:

- Disney California Adventure® Park Guest Services locations at Disney California Adventure @ Park.
- ESPN Zone® Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a host at the location.
- Recreation and Activities Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a Cast Member

Special Considerations for Attractions

Supervise children at all times. Children under age

WARNING! For safety, you should be in good

7 years must be accompanied by a person age 14

SAFETY: Please abide by all safety warnings and notices. Physical considerations on designated attractions:

health and free from high blood pressure, heart, back or neck problems, motion sickness, or other conditions For your safety while on attractions, remain seated that could be aggravated by this adventure. Expectant with hands, arms, feet and legs inside the vehicle. mothers should not ride.



Recycling Be Green! Recycling containers throughout the Parks now accept plastic, paper, cans & glass.

Information subject to change without notice. © Disney DLP-072917-GWD

GUESTS WITH DISABILITIES Disneyland **Enhance your Disneyland Resort visit!** Get the Disneyland app at disneyland.com/maps. Chat with us! @DisneylandToday | Facebook.com/DisneylandToday

GUIDE FOR

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

MOBILITY Disabilities

Guest Amenities Available for Rent or Deposit

Wheelchairs and Electric Conveyance Vehicles (ECVs) available for rent. Available on a first-come, first-served basis.

VISUAL Disabilities

Braille Guides Printed in Braille and large print text o provide an overview of the Theme Park.

Audio Description Distriction Utilizes Disney's Handheld **Device** to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. **Video Captioning ©** Caption-ready monitors designated with a "CC" symbol can be activated by remote control.

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.

Amenities available for \$25 refundable deposit.

Guest Relations i See map inside for main entrance plaza adjacent to the Disneyland® location.

Guest Relations i See map inside for

Amenities available for \$25 refundable deposit.

HEARING

Device to display text at select attractions.

Assistive Listening Utilizes Disney's Handheld

Device to amplify sound through headphones or induction

Handheld Captioning HC Utilizes Disney's Handheld

Disabilities

neck loop at specific attractions.

Complimentary Amenities and Services for use at the Park

More Options

Rental Locations

Companion Restrooms See map inside for locations indicated with

Electric Conveyance Vehicles (ECVs)

Disneyland® Resort Stroller Shop located in the

attractions, utilizing LED display to project desired captions Braille overlay and some additional raised graphics onto a panel positioned in front of you. See a Cast Member to highlight key landmarks and attractions. Located at the attraction for assistance. next to City Hall and near the Guest Information Board on Main Street, U.S.A.®. Written Aids Packets containing dialogue, narrations,

flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.

Reflective Captioning RC Available at many theater-type

Limited number available on a first-come, first-served basis at the rental location.

Must be 18 years of age or older to rent ECVs. RESERVATIONS MAY NOT BE MADE IN ADVANCE.

Rental fee and refundable deposit required.

and options, please visit Guest Relations. You may also obtain information, including parade & show times and details about restaurant menus, by calling 407-827-7935.

Stationary Braille Maps Large print maps with

Hosts with basic abilities in Sign Language can be identified For additional information about Theme Park services with the appropriate language pin on their nametag. Sign Language Interpretation 4 Available at

Disneyland® Park on Mondays and Saturdays and at Disney California Adventure® Park on Sundays and Fridays, Schedules are available at Guest Relations that list specific interpreted show times.

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 714-781-4636 Option 1. Option 0.

Safety in the Park

Mobility Scooters/ECVs

Available on a same-day basis.

Please keep your speed to the walking speed of those around you.

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 ride. Cast Members are not permitted to physically lift Guests in the transfer.

SERVICE ANIMALS

ervice animals, defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an ndividual with a disability, 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.

Service Animal Restrictions Due to the nature of some Service Animal Relief Areas 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.

- Big Thunder Mountain Railroad
- Gadget's Go Coaster Indiana Jones™ Adventure
- Matterhorn Bobsleds Hyperspace Mountain
- Splash Mountain Star Tours—The Adventures Continue

Main Entrance: Esplanade near Disnevland®

Kennel Club

- Fantasyland: Planter across from "it's a small world"
- Fantasyland/Hub: Planter on right leading from Central Hub towards Matterhorn Bobsleds New Orleans Square: Fountain area planter on
- right near Train Station and Haunted Mansion

Kennels For information, call 714-781-7662.

Please contact a Cast Member for information and assistance.

Specialty Lighting Effects/Photosensitivity Specialty lighting and other visual effects are

used extensively throughout *Disneyland*® Park. 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 to through common household appliances such as vacuum cleaners and hair dryers.

DISNED'S Wild About Safety COISCORY Safety Tip: No stampeding, keep your arms and legs inside, stay seated on rides, and keep your paws behind the vellow line.

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

Main Street, U.S.A.

Disnevland® Railroad HC (3))

Main Street Vehicles

- (One-way transportation only)
 - 2 Horseless Carriage 3 Fire Engine 🕅
 - 4 Horse-Drawn Streetcars

5 Omnibus 🕅 era House

- 6 Disney Gallery
- 7 The Disneyland® Story presenting **Great Moments with Mr. Lincoln** & M HC RC CC ⊕)
- Main Street Cinema &

DISNEY DINING

- A Carnation Café R Table-service breakfast, fried pickles, burgers, salads, entrées, specialty cakes and sundaes.
- R Gibson Girl Ice Cream Parlor hosted by Dreyer's TM.
- Refreshment Corner hosted by Coca-Cola® Hot dogs, chili and cold Coke.
- Market House Starbucks® Espresso and Specialty Beverages, Artisan breakfast sandwiches and pastries.
- Plaza Inn R "Minnie & Friends— Breakfast in the Park." Lunch and dinner featuring homestyle favorites
- F Jolly Holiday Bakery Café Baked goods, sandwiches, salads and specialty drinks.

Adventureland

- 9 Enchanted Tiki Room presented by Dole Packaged Foods (Continuous shows) Mobility Access: Enter using lift to the RIGHT of stairs.
- O Jungle Cruise & 😝 🔊 Mobility Access: Enter through exit. Wheelchair/ECV accessible boat available.
- 1 Indiana Jones™ Adventure 🍱 🔁 📥 Mobility Access: Enter through the exit and proceed to the rotunda. Guests must navigate steps when boarding and disembarking the vehicle
- 12 Tarzan's Treehouse™* 🕏

DISNEY DINING

- G Tiki Juice Bar
- hosted by Dole Packaged Foods.
- H Aladdin's Oasis
- Bengal Barbecue Barbecue kabobs and

*Attraction operating hours may vary from Park hours. Please see location or Information Centers for more information. Entertainment may vary and is subject to change. Please see Times Guide for days and times.

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Tarzan's Treehouse™ TARZAN™ Owned by Edgar Rice Burroughs, Inc. and used by Permission. COPYRIGHT @1999 Edgar Rice Burroughs, Inc. and Disney Enterprises, Inc. All Rights Reserved.

Roger Rabbit's Car Toon Spin ROGER RABBIT Character @Disney/Amblin Finding Nemo Submarine Voyage is inspired by Disney•Pixar's *Finding Nemo*.

Indiana Jones™ Adventure and Star Tours ©Disney/Lucasfilm Ltd Buzz Lightyear Astro Blasters is inspired by Disney Pixar's Toy Story 2. Attractions and entertainment may be seasonal and are subject to change

New Orleans Square

- 13 Pirates of the Caribbean 🎉 🗝 🖜 Mobility Access: Enter through exit to the LEFT of Blue Bayou Restaurant, Proceed to the designated access gate on the LEFT.
- 14 Disneyland® Railroad 👃 🗝 🖜 Mobility Access: Proceed up the exit ramp near Haunted Mansion, Wheelchair/ECV accessible vehicle available.
- 15 Haunted Mansion 💋 💰 🗝 🖜 Mobility Access: Enter through accessible queue. Transfer access vehicle available

DISNEY DINING

- Royal Street Veranda Chowder and gumbo in bread boules, New Orleans-style fritters, plus specialty coffees.
- Blue Bayou Restaurant R Table-service seafood, chicken and beef dinners, plus the famous Monte Cristo sandwich at lunch.
- Café Orléans R Table-service lunch and dinner. soups, salads, gourmet sandwiches and crepes.
- French Market Restaurant French quarter chicken, jambalaya, Cajun meatloaf, French dip, hand tossed salads, and desserts.

Critter Country

- 6 Splash Mountain 🎢 🗗 🛦 🗓 🥳 (Minimum height 40"/102 cm.) Mobility Access: Enter through exit, across from Pooh Corner, Transfer seat available
- The Many Adventures of Winnie the Pooh Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.
- 18 Davy Crockett's Explorer Canoes 🕉 Operates weekends and select seasons only) Mobility Access: Enter via exit ramp next to lower level stairs of Hungry Bear Restaurant.

ntasy Faire Mr. Toad's Wild Ride + (3) HC (20) 26 Royal Hall & Mobility Access: Enter through the access gate to 27 Royal Theatre & 2 6 the RIGHT of entrance.

- (See Times Guide for show times) Pinocchio's Daring Journey + 🕳 🛏 🖘 Mobility Access: Enter through exit. Transfer access vehicle available.
- Snow White's Scary Adventures + (4) HC (4) Mobility Access: Enter through exit. Transfer access vehicle available.
- **Bibbidi Bobbidi Boutique**
- Sleeping Beauty Castle Walkthrough + & CC Mobility Access: Enter through standard queue. Guests must navigate a continuous series of narrow, winding stairs or an accessible experience is available.
- King Arthur Carrousel + A Mobility Access: Enter through access gueue. Wheelchair accessible bench available.
- Casey Jr. Circus Train & Mobility Access: Enter through exit.
- Dumbo the Flying Elephant Mobility Access: Enter through exit to the LEFT of the standard queue. Transfer access vehicle available.

Frontierland

Critter Country

DISNEY DINING

- M Harbour Galley Soup in bread boules, lobster rolls, salads and drinks.
- Hungry Bear Restaurant Burgers, chicken and salads.

Fantasyland Storybook Land Canal Boats 💰 HC 🛂 🔊

"it's a small world" (\$\frac{1}{2} \ightarrow \frac{1}{2} \text{HC} (\text{D}))

presented by Siemens. Mobility Access: Enter

using ramp. Wheelchair accessible boat available.

Fantasyland Theatre & HC M (19)

(See Times Guide for days and times).

- (Closed during parades) Mobility Access: Enter through exit.
- Peter Pan's Flight + (F) Mobility Access: Enter through exit. Transfer access vehicle available.
- Mad Tea Party & Mobility Access: Enter using the exit ramp. Transfer access vehicle and transfer seat available.
- Alice in Wonderland + (3) Hc (3) Mobility Access: Enter through the exit to the RIGHT of standard queue. Transfer access vehicle available.
- Pixie Hollow & Mobility Access: Enter through standard gueue.
- (Minimum height 42"/107 cm.) Mobility Access Enter through standard queue.

DISNEY DINING

Maurice's Treats Sweet and savory twists and Boysen Apple Freeze.

ickey's Toontown

- V Village Haus hosted by Minute Maid®. Burgers, flatbread pizzas, and veggie options.
- Froubadour Tavern hosted by Drever's™. Bratwurst, pretzel bites, cinnamon apple batons, baked potatoes and ice cream novelties.

Turkey legs, corn on the cob, chimichangas and frozen beverages.

weiss Snacks

lect Fantasyland attractions may close early due to firework:

Mickey's Toontown

Please visit an Information Center for operating hours.

Mickey's Toontown may close early due

to fireworks. Please visit an Information

6.11

Viewing

Hungry Bear Restaurant

On-the-Go meals include

the viewing area. Make

com. **714-781-DINE**

reservations at Disneyland.

(3463) or by stopping by

a ticket for access to

- 44 Disneyland® Railroad 🗟 HC 🖜
- 5 Goofy's Playhouse & Mobility Access: Enter through standard queue.
- 6 Donald's Boat 🖍

Tomorrowland

pizza, frozen yogurt and ice cream treats.

- 52 Finding Nemo Submarine Voyage 🦍 🕭 🗝 queue. Guests must navigate a narrow stairway experience is available.
- Access: Enter through standard queue. Elevator is available.
- Autopia powered by Honda. A 🗓 🕄 (Minimum height 32"/81 cm and 54"/137 cm to drive alone.) Mobility Access: Enter through standard queue. Hand-held accelerator and transfer seat available
- Access: Proceed to the top of the exit ramp. Wheelchair/ECV accessible vehicle available.

- (Minimum height 40"/102 cm.) Mobility Access: Enter through exit and follow the arrows to the left. A transfer seat and separate loading area is
- Tomorrowland Theater ! 👃 💋 HC RC Mobility Access: Enter through standard
- Minimum height 40"/102 cm.) Mobility Access: Enter through standard queue Transfer access vehicle available
- HC (10) Mobility Access: Enter through standard queue. Wheelchair accessible vehicle available.

DISNEY DINING

- Galactic Grill Breakfast, sandwiches, burgers, salads, desserts and drinks from Galaxies Far Far Away...
- hosted by Coca-Cola®.
- RR Redd Rockett's Pizza Port Pizza, pasta and salads.

- Mobility Access: Enter through accessible when boarding and disembarking or an accessible
- 53 Disnevland® Monorail (5, HC (5)) Mobility
- 55 Disneyland® Railroad (5, HC (2)) Mobility

morrowland Expo Center 56 Star Wars Launch Bay & CO HC (20)

- 57 Space Mountain 🎢 🛦 🌑 🔃 🥳 🚾
- 59 *Star Tours*—The Adventures Continue 💯
- O Astro Orbitor & Mobility Access: Manual wheelchairs enter through standard queue, ECVs enter through the exit ramp.
- 1 Buzz Lightyear Astro Blasters 💋 🔊 🔈

- The Spirit of Refreshment

Restrooms

Companion Restroom

Automated External Defibrillators

Disney PhotoPass® Photographer

Pirates Lair on Tom Sawyer Island* 🗟 🖍 Mobility Access: Enter through standard

Wheelchairs/ECVs.

- Fantasmic! & MHC D) (See Times Guide for show times)
- The Golden Horseshoe Stage & (See Times Guide for show times) Mobility Access: Enter through main entrance.

queue. Many pathways are accessible for

- Frontierland Shootin' Exposition 😓 Mobility Access: Gun positions on the LEFT accommodate Guests using Wheelchairs/ECVs.
- Mark Twain Riverboat* & Mobility Access: Enter through access gate to the RIGHT of turnstile. Lower-level access only.
- Sailing Ship Columbia* (*) (Operates weekends and select seasons only) Mobility Access: Enter through the access gate to the RIGHT of turnstile. Guests must navigate a steep series of stairs when boarding and disembarking.

5 Big Thunder Mountain Railroad (Minimum height 40"/102 cm.) Mobility Access: Enter through exit. Transfer access vehicle available.

DISNEY DINING

- P River Belle Terrace R Table service -BBQ Ribs, salads, sandwiches and desserts.
- Stage Door Café Corn dogs, fish and chips, and chicken nuggets.
- The Golden Horseshoe Chicken nuggets, chili, fish and chips, and tasty ice cream specialties
- Rancho del Zocalo Restaurante Breakfast, salads, tacos, burritos and Costena Grill specialties.



Ship to Shore Marketplace Fresh fruit, turkey legs, chimichangas and













New Orleans Square

0 0 0 0 0 Taxis Available next to ESPN Zone®

Main Street, U.S.A

A I

Shuttle buses to satellite parking lots

Show Ticket Distribution

Available along the Rivers

of America adjacent to

Blue Bayou and River

Frontier Landing.

Belle Terrace

Dinner packages include a ticket for access to reserved viewing. Make reservations at Non-ticketed Viewing Disneyland.com, 714-781- Available for each

Gadget's Go Coaster 🗖 🗷 (Minimum height 35"/89 cm; expectant mothers should not ride.)

Mobility Access: Enter using the ramp to the

Roger Rabbit's Car Toon Spin 💯 🕱

Mobility Access: Enter through standard queue

Toontown Dining Hot dogs, salads, sandwiches.

proceed through standard queue.

DISNEY DINING

standard queue.

RIGHT of Mickey's House and proceed through

using the ramp to the RIGHT of the front yard and

Mobility Access: Enter

Mobility Access: Enter through exit.

Resort Lost and Found

Information Center

Guest Relations

First Aid*

Wi-Fi Hotspot

ATMs Presented by Chase

Baby Care Center Hosted by Huggies®

Stroller Rentals Hosted by Huggies®

Locker Rentals

Charging Locker Rentals

Pre-charged Battery Kiosk

Picnic Area

Wheelchair Rentals Package Check Service

Service Animal Relief Area Kennel

(Subject to availability)

Nikon® Picture Spot Disney FASTPASS® Service

Single Rider Service (Subject to availability)

♠ Height Requirement Guest May Remain in Wheelchair/ECV

♠ Guest Must be Ambulatory

Guest Must Transfer from Wheelchair/ECV

Guest Must Transfer from ECV to Wheelchair Physical Considerations

(See reverse side) The seating and restraints of this attraction may prohibit Guests of certain body shapes or sizes from

This attraction may be

frightening for children RC Reflective Captioning

Audio Description: Device Available at Guest Relations HC Handheld Captioning: Device Available at Guest Relations

Assistive Listening: Device Available at Guest Relations

Closed Captioning: Activators Available at Guest Relations Sign Language on Mon. & Sat

Schedule and Times Guides at Guest Relations Smoking Area

Reservations Accepted

Parade Route

DVC Disney Vacation Club® Kiosk **Disney Characters**

*Emergency services available by calling 911.

DINE(3463) or by stopping performance along the Rivers Shuttle buses to Buzz, frozen beverages. Woody & Jessie Lots by the restaurant. of America on a first come, *FASTPASS tickets and dining packages are limited. first serve basis. Downtown Disney® District and Hotels of the Disneyland® Resort

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