

Disneyland[®]
RESORT
The Happiest Place on Earth



Guide BOOK

FOR
GUESTS
WITH
DISABILITIES

Disneyland[®]
RESORT
IN CALIFORNIA

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WELCOME

Welcome to the *Disneyland® Resort*! This guide provides an overview of services and facilities available for Guests with disabilities who are visiting *Disneyland® Park*, *Disney's California Adventure® Park*, the *Hotels of the Disneyland® Resort*, and the *Downtown Disney® District*. It is intended to supplement the Park guide map, which is available at all Main Entrance turnstiles and Information Centers. Please note that all information is subject to change.

GENERAL INFORMATION

Information Centers

Information Centers provide a variety of services, including general information, ticket information, park guide maps, entertainment schedules and information about services for Guests with disabilities. Information Centers may be found at these locations:

Main Entry Plaza:

- East Information Center
- West Information Center

Disneyland® Park:

- Central Plaza Information Board
- City Hall (accessible via a ramp located to the right of the building)

Disney's California Adventure® Park:

- Guest Relations Lobby
- Sunshine Plaza Information Booth

Hotels of the Disneyland® Resort:

- Concierge Desks

For more *Disneyland® Resort* information, you may also call (714) 781-4565 or, for TTY assistance, (714) 781-7292.

Theme Park Parking

The *Disneyland® Resort* offers two main parking locations:

- Mickey & Friends Parking Structure: Six-level parking structure located on Disneyland Drive. Guests follow a pedestrian walkway to escalators leading to the tram boarding area. Guests using wheelchairs may use the elevator located at the southeast corner of the building, closest to the escalators.

- **Timon Parking Lot:** Located at the intersection of Harbor Blvd. and Disney Way. A walkway connects the Timon Parking Lot and the Main Entry Plaza that lies between *Disneyland® Park*, *Disney's California Adventure® Park* and the *Downtown Disney® District*.

Spaces allocated for Guests with disabilities are available in each parking lot. A valid disability parking permit is required. Standard parking rates apply. Transportation via courtesy vans and trams is provided between designated loading areas and the Main Entry Plaza. Guests should inquire at the parking lot entrance for parking instructions and transportation options.

Service animals can be accommodated on all courtesy vans and trams.

Special Considerations

Safety Please abide by all safety warnings and notices.



Supervise children at all times.




For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle.

Physical considerations on designated attractions:


▲ WARNING! For safety, you should be in good health and free from high blood pressure, heart, back or neck problems, motion sickness, or other conditions that could be aggravated by this adventure. Expectant mothers should not ride.

Courtesy We work hard to offer a comfortable, safe, and enjoyable experience for all our Guests. Please assist us by showing common courtesy to fellow Park Guests. Please be respectful of others. Do not use profanity or engage in unsafe, illegal or offensive behavior. Proper attire, including shoes and shirts, must be worn at all times.

- At parade time, please honor designated viewing areas and crosswalks.
- For the comfort of those around you, we request that there be no flash photography, eating, or drinking in any attractions.
- We request that no food or beverages are brought into *Disneyland® Park* or *Disney's California Adventure® Park*. A picnic area is located west of the Main Entrance for your convenience.
- For the comfort of all our Guests, smoking is allowed in designated areas only. Please refer to Park map or signage with this [] symbol for designated smoking areas or ask a Cast Member for assistance.

Stamina or Endurance Concerns

Some Guests may be concerned that they do not have the stamina to wait in our queues. We suggest these Guests consider using a wheelchair* or Electric Convenience Vehicle (ECV)*, as the distance between our attractions is often greater than the length of our queues.

There are a number of attractions that offer Disney's FASTPASS® service. This service saves your space in line and allows you to spend less time waiting. Refer to this symbol [] in the Attraction Listing (pages 15-23 & 25-31) for additional information. Please refer to Entertainment Times Guide for availability.

*See "Wheelchairs & Electric Convenience Vehicles (ECVs)," page 11, for rental information. *Disneyland® Park* and *Disney's California Adventure® Park* accommodate common manual and motorized wheelchairs.

First Aid

These locations offer assistance with medical needs and provide a place to store medications requiring refrigeration.

Disneyland® Park: Located on the northeast end of Main Street, U.S.A., next to Main Street Photo Supply Co.

Disney's California Adventure® Park: Located in the Golden State, next to the Mission Tortilla Factory.

Disney's Grand Californian Hotel®: For additional information, please call (714) 635-2300.

Disneyland® Hotel: For additional information, please call (714) 778-6600.

Disney's Paradise Pier® Hotel: For additional information, please call (714) 999-0990.

Rest Rooms

Most rest rooms throughout the *Disneyland® Resort* have facilities designed for use by Guests using wheelchairs and Electric Convenience Vehicles (ECVs).

For Guests requiring the assistance of a companion, rest rooms may be found in these locations:

Disneyland® Park:

- Main Street, U.S.A.: (northeast end): First Aid
- Main Street, U.S.A.: outside Plaza Gardens Stage (left of Sleeping Beauty Castle)

Disney's California Adventure® Park:

- Golden State: First Aid facility located next to Mission Tortilla Factory
- "a bug's land": outside Flik's Flyers

Hotels of the Disneyland® Resort:

- Facilities are located in the lobby of each Hotel tower.
- At the *Disneyland® Hotel*, facilities are also located in the Convention Center lobby, near Granville's Steak House.

Drinking Fountains

Drinking fountains accessible to Guests using wheelchairs and Electric Convenience Vehicles (ECVs) are located throughout the Resort. Cups of water may also be requested at any restaurant facility.

Stores

All stores are accessible to Guests using wheelchairs and Electric Convenience Vehicles (ECVs).

The following location has special access instructions:

Disneyland® Park: The Disney Gallery in New Orleans Square. Please contact a Cast Member in Le Bat en Rouge for assistance.

Package Check Service

Shop and check your purchases for pickup later in the day at these locations:

Disneyland® Park:

- Newsstand (Main Entrance)
- Pioneer Mercantile (Frontierland)
- The Star Trader (Tomorrowland)

Disney's California Adventure® Park:

- Engine-Ears Toys (under the Golden Gateway)

Please ask any Cast Member for details. You may also wish to inquire about shipping purchases directly to your home.

Guests staying at one of the *Hotels of the Disneyland® Resort* may have purchases delivered to Bell Services for next-day pickup after 7 a.m. Certain restrictions apply.

Disney Dining

To make priority dining arrangements at any of the full-service restaurants in the *Disneyland® Resort*—including *Disneyland® Park*, *Disney's California Adventure® Park*, the *Hotels of the Disneyland® Resort*, and the *Downtown Disney® District*—simply call (714) 781-DINE (3463).

Restaurants & Refreshments

Dining locations and snack areas throughout the *Disneyland® Resort*, as well as Hotel lounges, are accessible to Guests using wheelchairs.

At Counter Service locations in *Disneyland® Park* that have narrow queues formed by railings, we suggest that a member of the party order and transport the food or contact a Cast Member for assistance.

The following locations have special access instructions.

Disneyland® Park:

- Frontierland: The Golden Horseshoe is accessible via a boardwalk near Pioneer Mercantile.
- Main Street, U.S.A.: The Plaza Inn is accessible via ramps, off the patio, to the left of the entrance.
- New Orleans Square: At the Blue Bayou Restaurant, please ask a Cast Member for instructions.
- Tomorrowland: “Club Buzz—Lightyear’s Above the Rest” is accessible via ramps on the south side of the restaurant and at the center of the dance floor.

Disneyland® Hotel:

- Hook’s Pointe is accessible via a lift. Please contact a Cast Member at the podium for assistance.

Telephones

Telephones within easy reach of Guests using wheelchairs are located throughout the *Disneyland® Resort*. For Guests with hearing disabilities, please refer to page 7 for additional services, including TTY locations. For exact locations, refer to the Park guide map.

Wheelchairs & Electric Convenience Vehicles (ECVs)

For complete information, including rental locations, refer to Mobility Disabilities on page 11.

VISUAL DISABILITIES

Braille Guides

Braille guidebooks are available for each Theme Park and include attraction, restaurant and store descriptions.

The *Disneyland® Park* Braille Guidebook is available in City Hall on Main Street, U.S.A. A \$20.00 refundable* deposit is required.

**Refundable only when Guidebook is returned to City Hall on the same day.*

The *Disney's California Adventure® Park* Braille Guidebook is available in the Guest Relations Lobby, located to the left after passing through the Main Entrance. A \$20.00 refundable* deposit is required.

**Refundable only when Guidebook is returned to the Guest Relations Lobby on the same day.*

Audio Tape Tours

An audio tape tour is available for each theme park.

The tapes provide Guests with a sense of direction and a brief description of selected attractions.

At *Disneyland® Park*, tapes and tape players are available in City Hall on Main Street, U.S.A. A \$20.00 refundable* deposit is required.

**Refundable only when the tape and tape player are returned to City Hall on the same day.*

At *Disney's California Adventure® Park*, tapes and tape players are available in the Guest Relations Lobby, located to the left after passing through the Main Entrance. A \$20.00 refundable* deposit is required.

**Refundable only when the tape and tape player are returned to the Guest Relations Lobby on the same day.*

SERVICE ANIMALS

Service animals are welcome in most locations throughout the *Disneyland® Resort*; however, all service animals must remain on a leash or harness at all times. Cast Members are not permitted to handle service animals. Attractions at the *Disneyland® Resort* are accessible to all Guests with Service Animals via the standard queue.

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

Disneyland® Park:

- Big Thunder Mountain Railroad
- Gadget's Go Coaster
- Goofy's Bounce House
- Indiana Jones™ Adventure
- Matterhorn Bobsleds
- Space Mountain
- Splash Mountain
- Star Tours

Disney's California Adventure® Park:

- California Screamin'
- Grizzly River Run
- Jumpin' Jellyfish
- Maliboomer
- Mulholland Madness
- Orange Stinger
- Soarin' Over California
- The Twilight Zone Tower of Terror™
- Tuck and Roll's Drive 'Em Buggies

Guest are welcome to use any open area for service animal relief. Please notify a Cast Member to make arrangements for proper disposal. Guests are also welcome to utilize the Disneyland Kennel Club.

Hotels of the Disneyland® Resort: Service animals may accompany Guests in all areas of the Hotels. They must remain on a leash or harness, except while in Guest rooms.

HEARING DISABILITIES

Assistive Listening Systems

Assistive Listening Systems utilize a lightweight wireless device that receives an infrared signal (an invisible beam of light) from overhead transmitters at certain locations in order to amplify sound. These are recommended for Guests with mild to moderate hearing loss. A \$20.00 refundable* deposit is required.

**Refundable only when receiver is returned to the rental location (City Hall or the Guest Relations Lobby) on the same day.*

This system is in operation at the following locations (indicated by [] under Attraction Listings, pages 15-23 & 25-31):

Disneyland® Park—For use at *Disneyland® Park*, obtain a receiver at City Hall on Main Street, U.S.A.:

- Enchanted Tiki Room
- “Honey, I Shrunk the Audience”
- Innoventions

At the following attractions, please contact a Cast Member for assistance:


- “Disneyland®: The First 50 Magical Years”
- Jungle Cruise

Disney's California Adventure® Park—For use at *Disney's California Adventure® Park*, obtain a receiver at the Guest Relations Lobby, located to the left after passing through the Main Entrance:

- The Boudin Bakery
- Disney Animation
- Golden Dreams
- Hyperion Theater
- It's Tough to be a Bug!
- Mission Tortilla Factory
- Monsters Inc. Mike & Sulley to the Rescue!
- Muppet*Vision 3D
- Playhouse DisneySM—Live on Stage!
- Redwood Creek Challenge Trail (Ahwahnee Camp Circle)

Reflective Captioning

Reflective captioning is available at several theater-type attractions. This innovative technology utilizes a light-emitting diode (LED display) to project desired captions onto an acrylic panel in front of the user.

This system is in operation at the following locations (indicated by [] under Attraction Listings, pages 15-23 & 25-31). To utilize the system, please contact a Cast Member at the location.

Disneyland® Park—To use the system at *Disneyland® Park*, contact a Cast Member at the following locations:

- “Honey, I Shrunk the Audience”
- “Disneyland® The First 50 Magical Years”

Disney's California Adventure® Park—To use the system at *Disney's California Adventure® Park*, contact a Cast Member at the following locations:

- Golden Dreams
- It's Tough to be a Bug!
- Muppet*Vision 3D
- Seasons of the Vine (Golden Vine Winery)


Handheld Captioning

This new portable captioning system uses a wireless handheld receiver to display text in locations where fixed captioning systems are impractical, such as moving attractions. Receivers are available at City Hall in Disneyland® Park and requires a \$100 refundable deposit (must return item on the same day for refund). Handheld Captioning is currently being tested at the following locations:

- Buzz Lightyear Astro Blasters
- Disneyland® Railroad
- Enchanted Tiki Room
- Haunted Mansion
- “it's a small world”
- Pirates of the Caribbean
- The Many Adventures of Winnie the Pooh

Video Captioning

Caption-ready monitors are available in the Preshow area at selected attractions. These monitors are designated by a “CC” and can only be activated by remote control.

Video captioning is available at the following locations (indicated by [] under Attraction Listings, pages 15-23 & 25-31):

Disneyland® Park—To use the system, please contact a Cast Member at the following locations:

- “Disneyland® The First 50 Magical Years” (preshow only)
- “Honey, I Shrunk the Audience” (preshow only)
- Indiana Jones™ Adventure (preshow only)
- Innoventions
- Space Mountain (preshow only)
- Star Tours (preshow only)

Disney's California Adventure® Park—To use the system, please contact a Cast Member at the following locations:

- The Boudin Bakery
- Disney Animation (Courtyard/Lobby only)
- Mission Tortilla Factory
- Muppet*Vision 3D
- Playhouse DisneySM—Live on Stage! (preshow only)
- Soarin' Over California (preshow only)
- The Twilight Zone Tower of Terror (preshow only)

Written Aids*

Guest Assistance Packets containing attraction dialogue and narration, flashlight, pencil and paper are available for several attractions and shows. Please inquire about availability prior to experiencing an attraction or show. To obtain a complete listing of available written aids, please visit:

Disneyland® Park—City Hall on Main Street, U.S.A., or the Central Plaza.

Disney's California Adventure® Park—Guest Relations Lobby.

**Due to the proprietary nature of these materials, please return written aids to a Cast Member at the conclusion of your attraction/show experience.*

Telephones

All *Disneyland® Resort* phones can be amplified by pushing the “#” key or by using a separate volume button found on the phone.

Pay phones equipped with a Text Typewriter (TTY) [] are available at the locations listed below:

Main Entry Plaza—Next to *Disneyland®* Kennel Club

Disneyland® Park—Tomorrowland (rear Space Mountain exit area)

Disney's California Adventure® Park—

- Golden State (next to Golden Dreams)
- Hollywood Pictures Backlot (next to Hyperion Theater)
- Main Entrance (West Entry Plaza, next to rest rooms)
- Paradise Pier (behind King Triton's Carousel)

Hotels of the Disneyland® Resort—Available for Guest rooms upon request.

Sign Language Interpretation

If requested at least one week in advance, the *Disneyland® Resort* can provide American Sign Language interpretation at the following shows and attractions*:

Disneyland® Park:

- Aladdin & Jasmine's Storytale Adventures
- Classic Princess Storytelling
- Fantasmic!
- Fantasyland Theatre
- Jungle Cruise
- Mark Twain Riverboat
- Sailing Ship Columbia
- Storybook Land Canal Boats
- Sword in the Stone Ceremony
- The Golden Horseshoe Stage

Disney's California Adventure® Park:

- Animation Academy (Disney Animation)
- Hyperion Theater
- Playhouse DisneySM—Live on Stage!
- Turtle Talk with Crush (Disney Animation)

Guests who request this complimentary service will be contacted prior to their visit and a specified show schedule will be confirmed.


To request this service, or to obtain further information, please contact Tour Services at (714) 817-2299. For TTY assistance, please call (714) 781-7292.

Cast Members with abilities in American Sign Language can be identified by the appropriate language pin worn on their nametag.

**Please note that not all shows and attractions operate daily. All locations cannot be interpreted in a single day.*

MOBILITY DISABILITIES

Wheelchairs

A limited number of standard wheelchairs* and Electric Convenience Vehicles (ECVs)* are available to rent on a first-come, first-served basis. The rental locations are just inside each Main Entrance. For registered Guests staying at the Hotels of the Disneyland Resort, standard wheelchair rentals are available at the Bell Desk. Please refer to [] on the park guide map for rental locations. Guests may also bring their own wheelchair** or ECV** while visiting the *Disneyland® Resort*.

**Rental fee and refundable deposit apply. ECVs cannot be accommodated on most attractions. Guests must be at least 18 years of age to rent and/or operate an ECV. Deposit is refundable only when the wheelchair or ECV and ECV key are returned to the rental location on the same day.*

***The Disneyland® Resort accommodates common manual and motorized wheelchairs.*

Parade Viewing

Most entertainment and recreation areas offer viewing for Guests using wheelchairs and Electric Convenience Vehicles (ECVs).

Disneyland® Park: Several areas along the parade route, as well as various show areas, offer designated viewing for Guests using wheelchairs. Please refer to the park guide map for viewing locations or ask a Cast Member for assistance.

Disney's California Adventure® Park: All areas along the Performance Corridor are accessible to Guests using wheelchairs and Electric Convenience Vehicles (ECVs).

SYMBOL DESCRIPTIONS

This list offers definitions for various symbols used in this guidebook and guide maps throughout the *Disneyland® Resort*. Refer to the Attraction Listing (pages 15-23 & 25-31) for specific attraction information.



Guests may remain in wheelchair to experience the attraction.



Guests must transfer** from their wheelchair* to experience the attraction.



Guests must transfer** from their Electric Convenience Vehicle (ECV)* to an available wheelchair at the attraction to experience.



Guests must be ambulatory to experience the attraction.



For safety and comfort, you should be in good health and free from heart, back or neck problems, motion sickness or other conditions that could be aggravated by this adventure. Expectant mothers should not ride.



Persons who do not meet the height requirement may not ride.



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



Guest-activated captioning is available on selected preshow video monitors in this attraction. Please contact a Cast Member at the location for assistance.



Reflective Captioning system is available. Contact a Cast Member at the location for assistance.



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



Disney's FASTPASS® service.

**Disneyland® Park and Disney's California Adventure® Park can accommodate common manual and motorized wheelchairs.*

***Cast Members are not permitted to physically assist Guests transferring from their wheelchair or Electric Convenience Vehicle (ECV).*



ATTRACTION ACCESS

Several attractions at *Disneyland® Park* are accessible to all Guests via the standard queue (see list below); however, methods of accessibility and boarding procedures vary from attraction to attraction. Refer to Attraction Listing (pages 15-23) for specific information.

Certain attractions require Guests to transfer from their wheelchairs to a ride system either by themselves or with the assistance of a member of their party. *Disneyland® Resort* hosts and hostesses are not permitted to physically assist Guests in transferring from their wheelchairs.

In the event of an evacuation, Guests will be required to walk certain distances, negotiate stairs and/or narrow walkways, have a companion assist or carry them, or wait in the vehicle for an extended period for assistance.

PLEASE INQUIRE ABOUT SPECIFIC PROCEDURES PRIOR TO BOARDING A PARTICULAR ATTRACTION.

All Guests may enter the following attraction queues by entering through the standard entrance:

Adventureland

- Enchanted Tiki Room

Critter Country

- The Many Adventures of Winnie the Pooh

Fantasyland

- Fantasyland Theatre
- Matterhorn Bobsleds

Frontierland

- The Golden Horseshoe Stage
- The Rafts to Tom Sawyer Island

Main Street, U.S.A.

- "Disneyland: The First 50 Magical Years"
- Fire Engine
- Horse-Drawn Streetcars
- Horseless Carriage
- Omnibus

Mickey's Toontown

- Goofy's Bounce House
- Mickey's House
- Minnie's House
- Roger Rabbit's Car Toon Spin

New Orleans Square

- Haunted Mansion

Tomorrowland

- Astro Orbitor*
- Autopia
- Buzz Lightyear Astro Blasters
- Disneyland® Monorail
- “Honey, I Shrunk the Audience”
- Innoventions
- Star Tours*

**Standard wheelchairs proceed through the standard queue. ECVs proceed through the alternate entrance.*

Auxiliary Entrance Limitations

Some attractions at *Disneyland® Park* cannot accommodate Guests using wheelchairs and ECVs in the standard queue. These attractions have auxiliary entrances, intended to offer Guests using wheelchairs a more convenient entrance to the attraction. Auxiliary entrances are not intended to bypass waiting in line. There may be a waiting period before boarding, and wait times will vary depending on the attraction.

Some attraction queues at *Disneyland® Park* cannot accommodate Guests using wheelchairs. If the instructions listed are to use an entrance other than the standard queue, up to six (6) Guests, which must include the Guest using the mobility device, may use the alternate entrance.

Please refer to *Disneyland® Park* Attraction Listing (pages 15-23) for specific boarding information.

Age & Height Requirements

For your safety, the following requirements apply.

35-inch (89 cm) minimum height:

- Gadget's Go Coaster
- Matterhorn Bobsleds

40-inch (102 cm) minimum height:

- Big Thunder Mountain Railroad
- Space Mountain
- Star Tours

40-inch (102 cm) minimum height. Children under age 8 must be accompanied by a responsible person:

- Splash Mountain

46-inch (117 cm) minimum height:

- Indiana Jones™ Adventure

3-year minimum age AND 52-inch (132 cm) maximum height:

- Goofy's Tot Spot

To drive alone: 52-inch (132 cm) minimum height.

Passenger minimum age: 1 year:

- Autopia

ATTRACTION LISTING

ADVENTURELAND

Enchanted Tiki Room, presented by Dole Pineapple

(Theater presentation)



Enter through the gate at the attraction entrance and contact a Cast Member for viewing instructions prior to entering the theater.

Indiana Jones™ Adventure

(Simulated off-road ride)



This off-road journey is a high speed, turbulent ride adventure over rough and rugged terrain that includes sharp turns and sudden drops...it's unlike any ride you've ever experienced. Service animals may not accompany Guests on this attraction.

Enter through the exit. Proceed to the rotunda and contact a Cast Member for instructions. Guests will transfer from ECV to wheelchair before entering the attraction elevator.

Jungle Cruise

(Boat ride)



Enter through the exit and contact a Cast Member for assistance. Guests must negotiate steps when boarding and disembarking the boat. Guests who wish to remain in their wheelchair may request an accessible vehicle.

Tarzan's Treehouse™

(Walkthrough)



This attraction requires Guests to negotiate a continuous series of narrow, winding stairs. To enter, proceed through the standard queue.

CRITTER COUNTRY

Davy Crockett's Explorer Canoes

(Free-floating water craft)



Guests provide paddle power for the trip around Tom Sawyer Island. Guests must negotiate steps when boarding and disembarking the canoe. Guests must maintain their balance when stepping in or out of canoe.

Proceed to the attraction exit via the ramp next to the lower-level stairs of Hungry Bear Restaurant. Contact a Cast Member for boarding instructions.

Splash Mountain (Log flume-type ride)



You may get wet! Splash Mountain is a turbulent flume adventure with high speeds, heights, and sudden drops and stops. Service animals may not accompany Guests on this attraction.

Proceed through the exit, located across from Pooh Corner, and contact a Cast Member at the unload area for boarding instructions. If you have a Disney's FASTPASS® return ticket, follow the same procedures.

The Many Adventures of Winnie the Pooh (Moderately fast-moving vehicle)



Enter through the standard queue. Guests who wish to remain in their standard wheelchairs may request an accessible vehicle. The accessible vehicle does not have an active motion base, as do the other vehicles.

FANTASYLAND

Alice in Wonderland (Moving vehicle)



Proceed through the attraction exit next to the Mad Hatter.

Casey Jr. Circus Train (Fast-moving ride)



Proceed to the exit, located to the left of the attraction entrance, and wait for a Cast Member for boarding instructions.

Dumbo the Flying Elephant (Revolving ride with elevated vehicles)



Proceed to the designated gate across from King Arthur Carousel and contact a Cast Member for boarding instructions.

Fantasyland Theatre, presented by Nestlé Ice Cream® (Outdoor theatre presentation)



Enter the standard queue and contact a Cast Member for viewing instructions prior to entering the theatre.

**Shows may not be presented daily. Please refer to Entertainment Times Guide for current show schedule information, available at the Main Entrance.*

"it's a small world" (Boat ride)



Proceed down the designated ramp, located to the immediate left of the attraction entrance, and contact a Cast Member for boarding instructions. Guests who wish to remain in their standard wheelchairs may request an accessible vehicle.

King Arthur Carousel (Carousel)



Enter through the standard queue using the left entrance.

Mad Tea Party (Revolving, spinning ride)



Proceed to the exit across from Alice in Wonderland and contact a Cast Member for boarding instructions. Service animals may not accompany Guests on this attraction.

Matterhorn Bobsleds (Roller coaster-type ride)



This Bobsled Run is a high speed, turbulent roller coaster-type ride through Matterhorn Mountain that includes sharp turns and sudden drops and stops. Service animals may not accompany Guests on this attraction.

Enter through the standard queue. Before approaching the shaded loading zone, proceed through the designated gate/ramp. Contact a Cast Member for boarding instructions.

Mr. Toad's Wild Ride (Moving vehicle)



Proceed through the access gate on the right side of the entrance and contact a Cast Member for boarding instructions.

Peter Pan's Flight (Suspended moving vehicle)



Soar high above the rooftops of London aboard a pirate galleon on an adventure to Never Land.

Proceed through the exit on the left of the attraction and contact a Cast Member for boarding instructions. Please park ECVs outside of the attraction.

Pinocchio's Daring Journey (Moving vehicle)



Board a woodcarver's cart to ride through the adventures of Pinocchio. Proceed through the exit gate and contact a Cast Member for boarding instructions. Please park ECVs outside of the attraction. A transfer seat is available.

Snow White's Scary Adventures

(Moving vehicle)



Proceed to the exit, located at the right of the attraction entrance, and contact a Cast Member for boarding instructions. A transfer seat is available.

Storybook Land Canal Boats

(Narrated boat ride)



Proceed through the exit nearest the entrance and contact a Cast Member for boarding instructions. Guests must negotiate steps when boarding and disembarking the boat.

FRONTIERLAND

Big Thunder Mountain Railroad

(Roller coaster-type ride)



Big Thunder Mountain Railroad is a high speed, roller coaster-type ride through a Gold Rush setting of the old Southwest that includes sharp turns and sudden drops and stops. Service animals may not accompany Guests on this attraction.

Proceed through the exit to the unload area and contact a Cast Member for boarding instructions. If you have a Disney's FASTPASS® return ticket, follow the same procedures.

Big Thunder Ranch, hosted by Brawny

(Petting farm)



Enter through the standard entrance and proceed through this open area at your own pace.

Fantasmic!*

(Nighttime special effects show)



A viewing area for Guests with disabilities is located in front of the Golden Horseshoe. Please contact a Cast Member for assistance.

**Shows may not be presented daily. Please refer to Entertainment Times Guide for current show schedule information, available at the Main Entrance.*

Frontierland Shootin' Exposition*

(Shooting gallery)



Ramps are located on both sides of the arcade area. Gun positions on the left can accommodate Guests using wheelchairs and Electric Convenience Vehicles (ECVs).

**Arcade games not included in Disneyland® park ticket price.*

The Golden Horseshoe Stage*

(Live show)



Ramps are located at either end of the boardwalk.

**Shows may not be presented daily. Please refer to Entertainment Times Guide for current show schedule information, available at the Main Entrance.*

Mark Twain Riverboat

(Authentic steamship)



Proceed to the access gate to the right of the turnstile or through the attraction exit. Lower level access only.

Rafts to Tom Sawyer Island

(Free-floating water craft)



Join the outdoor adventures of Tom Sawyer and Huckleberry Finn. For your safety, stay on trails. To fully experience Tom Sawyer Island, Guests must negotiate dirt trails, bridges, steep inclines and narrow passages. Rest rooms are not wheelchair accessible.

As an alternative, Guests using wheelchairs or Electric Convenience Vehicles (ECVs) may request a round-trip raft ride or disembark at Tom Sawyer Island and wait for their party.

To board one of the rafts, enter through the standard queue.

Sailing Ship Columbia

(Pirate ship)



Proceed to the access gate to the right of the turnstile or through the attraction exit. Guests must negotiate a steep series of stairs when boarding and disembarking the ship.

MAIN STREET, U.S.A.

Disneyland® Railroad

(Authentic steam train)



The Main Street Station has numerous steps to climb to reach the boarding platform. Wheelchairs must be folded and placed onboard the train or left at the bottom of the stairs until Guests return from their round-trip.*

Proceed up the exit stairs on either side of the station and contact a Cast Member for boarding instructions. Guests must negotiate steps when boarding and disembarking the train.

**Stations in New Orleans Square, Mickey's Toontown and Tomorrowland are accessible via a ramp. Wheelchairs can be accommodated onboard the last car of the train from these locations (limited space available).*

"Disneyland: The First 50 Magical Years"

(Theater presentation)



Enter the lobby through the entrance doors and contact a Cast Member for assistive listening options.

Main Street Cinema

(Open theater presenting animated shorts)

Detach the short rope on the side of the entrance turnstile and move freely around the theater.



Main Street Vehicles, presented by National Car Rental

- Fire Engine (roundtrip only)
- Horse-Drawn Streetcars
- Horseless Carriage (roundtrip only)
- Omnibus



Boarding locations are located throughout Town Square and Central Plaza. One-way transportation only, unless otherwise noted. Wheelchairs may be folded and placed in the Omnibus and Horse-Drawn Streetcar.

MICKEY'S TOONTOWN

Chip 'n Dale Treehouse

(Activity Center)



This attraction requires Guests to negotiate narrow, winding stairs.

Disneyland® Railroad

(Authentic steam train)



Wait behind the blue line outside the west exit gates for a Cast Member to provide boarding instructions. Wheelchairs and Electric Convenience Vehicles (ECVs) can be accommodated onboard the last car of the train via a ramp located inside the boarding area (limited space available).

Donald's Boat

(Walkthrough)



This attraction requires Guests to negotiate steps and narrow passages.

Gadget's Go Coaster

(Fast-moving ride)



Expectant mothers should not ride. Service animals may not accompany Guests on this attraction.

Proceed through the exit and contact a Cast Member for boarding instructions.

Goofy's Tot Spot

(Activity center)



Service animals may not accompany Guests on this attraction.

Enter the standard queue and contact a Cast Member for instructions.

Mickey's House & Meet Mickey

(Interactive exhibit & Character location)



Proceed up the ramp to the right of Mickey's House and enter through the standard queue. Supervise children at all times.

Minnie's House

(Interactive exhibit & Character location)



Proceed up the ramp to the far right of the front yard and enter the standard queue.

Roger Rabbit's Car Toon Spin

(Spinning vehicle)



Enter through the standard queue and proceed to the boarding area. If you have a Disney's FASTPASS® return ticket, enter the FASTPASS® return line. Proceed to the boarding area and contact a Cast Member for boarding instructions.

NEW ORLEANS SQUARE

Disneyland® Railroad

(Authentic steam train)



Proceed up the exit ramp nearest the Haunted Mansion and wait outside the exit gate behind the blue line for a Cast Member to provide boarding instructions. Wheelchairs and Electric Convenience Vehicles (ECVs) can be accommodated on the last car of the train via a ramp located inside the boarding area to the left (limited space available).

Haunted Mansion

(Continuously moving vehicle)



Board a "Doom Buggy" to tour the happy haunt of 999 ghouls and ghosts who are "dying" to meet you.

Enter through the standard queue. When you approach the front porch, wait for a Cast Member for boarding instructions.

Pirates of the Caribbean

(Boat ride)



This attraction contains a sequence in which the boat accelerates rapidly down two short waterfalls. Guests must negotiate steps when boarding and disembarking the boat.

Enter through the exit to the left of the Blue Bayou Restaurant. Proceed through the designated access gate on the left and contact a Cast Member for boarding instructions.

The Disney Gallery

(Exhibit)



Contact a Cast Member in Le Bat en Rouge for assistance.

TOMORROWLAND

Astro Orbitor

(Revolving elevated ride)



Manual wheelchairs will enter through the standard queue. ECVs will enter through the exit ramp across from Star Tours and contact a Cast Member for boarding instructions.

Autopia*, presented by Chevron

(Motorized cars)



Bumping may occur. Guests must negotiate steps** when boarding and disembarking the car.

Enter through the standard queue and proceed around the tower to the stairway where a Cast Member will offer assistance accessing the elevator. If you have a Disney's FASTPASS® return ticket, enter the FASTPASS® return line and contact a Cast Member for assistance.

**A hand-held accelerator is available upon request.*

***To facilitate boarding, a transfer seat is available upon request. A transfer seat is also available for use when taking photos at the Autopia car display outside the attraction.*

Buzz Lightyear Astro Blasters

(Continuously moving vehicle)



Enter the standard queue and proceed through the door just prior to entering the loading zone where a Cast Member will offer boarding instructions.

Disneyland® Monorail

(Elevated transportation system)



Proceed to the elevator next to Winner's Circle and go to the second floor, where a Cast Member will assist further.

Disneyland® Railroad

(Authentic steam train)



Proceed to the top of the exit ramp and wait behind the yellow line for a Cast Member to provide you with boarding instructions. Wheelchairs and Electric Convenience Vehicles (ECVs) can be accommodated onboard the last car of the train via a ramp located inside the boarding area (limited space available).

“Honey, I Shrunk the Audience,”

presented by Kodak

(3-D film presentation)



Special effects bring this film to life. The floor moves during certain portions of the film.

(“Honey, I Shrunk the Audience” cont.)

Proceed through the standard queue and enter the theater using the designated doors. Due to limited seating, Guests using wheelchairs and Electric Convenience Vehicles (ECVs) and one additional party member only may be seated next to each other. Additional party members will be seated as close as possible.

Innoventions

(Interactive exhibits)



Innoventions showcases the newest products and inventions in the areas of Transportation, Health & Sports, Home, Work & School, and Entertainment. Guests may need to transfer from or be able to leave their wheelchair for short periods of time to fully experience certain exhibits. Please ask a Cast Member for additional information.

To enter the lower level, enter through the standard queue. To access the second level, proceed to the elevator in the lower level.

Space Mountain

(Roller coaster-type ride)



Space Mountain is a thrilling, high-speed, turbulent roller coaster-type ride in the dark that includes sharp turns, sudden drops and stops. Service animals may not accompany Guests on this attraction.

Enter through the attraction exit and follow the arrows to the left. Proceed to the attraction loading area and contact a Cast Member for boarding instructions. If you have a Disney's FASTPASS® return ticket, proceed to the attraction entrance and ask a Cast Member for boarding instructions.

Guests must negotiate steps when boarding and disembarking the attraction vehicle. To facilitate boarding, a transfer seat is available upon request.

Starcade*

(Video and arcade games)



**Arcade games not included in Disneyland® park ticket price.*

Star Tours, presented by Energizer

(Simulated flight ride)



The “Starspeeder 2000” embarks on a highly turbulent, tumbling space flight that includes sharp drops and sudden turns. Service animals may not accompany Guests on this attraction.

Contact a Cast Member at the attraction entrance for boarding instructions.

ATTRACTION ACCESS

All attractions at *Disney's California Adventure® Park* are accessible to all Guests via the standard queue; however, methods of accessibility and boarding procedures will vary from attraction to attraction. Refer to Attraction Listings (pages 25-31) for specific information.

Certain attractions require Guests to transfer from their wheelchairs to a ride system either by themselves or with the assistance of a member of their party. *Disneyland® Resort* hosts an hostesses are not permitted to physically assist Guests in transferring from their wheelchairs.

In the event of an evacuation, Guests will be required to walk certain distances, negotiate stairs and/or narrow walkways, have a companion assist or carry them, or wait in the vehicle for an extended period for assistance.

Please inquire about specific procedures prior to boarding a particular attraction.

Age & Height Requirements

For your safety, the following requirements apply:

32-inch (82 cm) minimum height:

- Redwood Creek Challenge Trail Log Slide

36-inch (91 cm) minimum height:

- Tuck and Roll's Drive 'Em Buggies

40-inch (102 cm) minimum height:

- Jumpin' Jellyfish
- Soarin' Over California
- The Twilight Zone Tower of Terror™

42-inch (107 cm) minimum height:

- Grizzly River Run
- Mulholland Madness
- Redwood Creek Challenge Trail (certain challenges only)

48-inch (122 cm) minimum height:

- California Screamin'
- Orange Stinger

52-inch (132 cm) minimum height:

- Maliboomer

ATTRACTION LISTING

"A BUG'S LAND"

Bountiful Valley Farm

(Walkthrough)



Proceed through this open area at your own pace.

It's Tough to be a Bug!

(3-D film presentation)



Some portions of this 3-D film presentation are loud, include dense fog, and may be frightening to some Guests. If you have fear of insects or things that creep and crawl in the dark, you may wish to avoid this experience.

Enter through the standard queue. Proceed through the designated doors and contact a Cast Member for assistance, or refer to this [] symbol imbedded in the flooring for viewing areas designated for Guests using wheelchairs and Electric Convenience Vehicles (ECVs). The wheelchair exit ramp is located on the far left side of the exit court.

FLIK'S FUN FAIR, presented by Kodak

Flik's Flyers

(Hot air balloon-type ride)



Enter through the standard queue.

Francis' Ladybug Boogie

(Revolving, spinning ride)



Enter through the standard queue.

Heimlich's Chew Chew Train

(Moving vehicle)



Enter through the standard queue.

Princess Dot Puddle Park

(Interactive water fountains)



Proceed through this open area at your own pace.

Tuck and Roll's Drive 'Em Buggies

(Bumper cars)



Tuck and Roll's Drive 'Em Buggies is a bumper car driving adventure. Service animals may not accompany Guests on this attraction.

Enter through the standard queue.

GOLDEN STATE


The Bakery Tour,
hosted by Boudin Bakery
(Workplace/sourdough factory)



Enter through the standard queue. Proceed along a glass-walled corridor accessible to Guests using wheelchairs and Electric Convenience Vehicles (ECVs). Screens and monitors built into the factory are used for brief, humorous tours throughout the day.

Golden Dreams
(Film presentation)



Enter through the standard queue. Proceed through the designated theater doors and contact a Cast Member for instructions or refer to this [] symbol imbedded in the flooring for designated viewing areas for Guests using wheelchairs and Electric Convenience Vehicles (ECVs).

Grizzly River Run
(Raft ride)



Grizzly River Run is an exciting white water raft adventure with sharp turns, high speeds, and sudden drops. You will get wet! Service animals may not accompany Guests on this attraction.

Enter through the standard queue and proceed through the designated gate near the loading zone. If you have a Disney's FASTPASS® return ticket, enter the FASTPASS® return line. Proceed to the loading area and contact a Cast Member for boarding instructions. Guests must negotiate steps when boarding and disembarking the raft.

Mission Tortilla Factory,
hosted by Mission Foods
(Workplace/tortilla factory)



Enter through the standard queue. Factory tours take Guests along the production line that is accessible to Guests using wheelchairs and Electric Convenience Vehicles (ECVs).

Redwood Creek Challenge Trail
(Open-air adventure area and live demonstrations)



This multi-level forest adventure area can be enjoyed by explorers of all ages. Height and age requirements apply for certain challenges.

Enter through the standard queue. The Challenge Trail map indicates accessible routes.

Ahwahnee Camp Circle
(Storytelling)



Seasons of the Vine at the Golden Vine Winery,
presented by Robert Mondavi
(Film presentation)



Enter through the standard queue.

Soarin' Over California
(Simulated flight)



In Soarin' Over California, you will be suspended in air for an exhilarating, gliding adventure that includes dramatic drops, turns, swoops and lifts. Motion sickness and fear of heights could be aggravated by this experience. Service animals may not accompany Guests on this attraction.

Enter through the standard queue or, if you have a Disney's FASTPASS® return ticket, enter the FASTPASS® return line. Proceed to the loading area and ask a Cast Member for boarding instructions.

HOLLYWOOD PICTURES BACKLOT

Disney Animation

(Collection of adventures, shows and attractions)



Enter through the standard queue and proceed to the Courtyard Gallery, the main lobby of the building. From here, select from the show options listed below and proceed to the appropriate entrance.


Turtle Talk with Crush

(Interactive show)

Inside the theater, ask a Cast Member for assistance. Wheelchair and companion seating positions and removable armrest seating positions are dispersed throughout the theater.

Animation Academy

(Interactive Show)

Inside the theater, refer to this [] symbol imbedded in the flooring for viewing areas designated for Guests using wheelchairs and Electric Convenience Vehicles (ECVs) or ask a Cast Member for assistance.

Sorcerer's Workshop

(Interactive show areas)

Visit the Magic Mirror Realm, The Beast's Library and Ursula's Grotto.

Character Closeup

(Character location)

Hyperion Theater*

(Live theater)



Enter the standard queue and proceed to the theater entrance. For ground-level access, proceed through the designated entrance doors. For upper-level access, Guests using wheelchairs and Electric Convenience Vehicles (ECVs) should proceed through the main entrance and ask a Cast Member for assistance. Wheelchair and companion seating positions and removable armrest seating positions are dispersed throughout the theater.

Inside the theater, refer to this [] symbol imbedded in the flooring for viewing areas designated for Guests using wheelchairs and ECVs or ask a Cast Member for assistance.

**Shows may not be presented daily. Please refer to Entertainment Times Guide for current show schedule information, available at the Main Entrance.*

Monsters Inc.

Mike & Sulley to the Rescue!

(Dark ride)



Enter the standard queue.


Service animals may lay on the floor of the vehicle.

Muppet*Vision 3D

(3-D film presentation)



This film presentation includes state-of-the-art 3-D action and dynamic in-theater effects that may be frightening for some Guests.

Enter through the standard queue. Proceed through any theater door. Refer to this [] symbol imbedded in the flooring for viewing areas designated for Guests using wheelchairs and Electric Convenience Vehicles (ECVs) or ask a Cast Member for assistance.

Playhouse DisneySM—Live on Stage!*

(Stage Show)



Enter the standard queue and proceed to the theater entrance. Contact a Cast Member for additional assistance.

**Shows may not be presented daily. Please refer to Entertainment Times Guide for current show schedule information, available at the Main Entrance.*

The Twilight Zone Tower of TerrorTM

(Drop ride)

The Twilight Zone Tower of      TerrorTM features a high-speed drop into the dark mysterious realm of the Twilight Zone.

Enter through the standard queue, or if you have a Disney's FASTPASS[®] return ticket, enter the FASTPASS[®] return line. Service animals may not accompany Guests on this attraction.

PARADISE PIER

California Screamin'

(Roller coaster-type ride)



California Screamin' is a loud, thrilling, high-speed, roller coaster type ride that includes sharp turns, upside-down maneuvers and sudden drops and stops. Service animals may not accompany Guests on this attraction. You may get wet!

Enter through the standard queue or, if you have a Disney's FASTPASS[®] return ticket, enter the FASTPASS[®] return line. Proceed to the elevator and wait for a Cast Member for boarding instructions.

Games of the Boardwalk*

(Pay-to-play skill games)



- Angels in the Outfield
(Softball throw at catcher targets)
- Boardwalk Bowl
(Skeeball)
- Cowhuenga Pass
(Softball toss into milk cans)
- Dolphin Derby
(Water-gun game)
- New Haul Fishery
(Magnetic fishing experience)
- Reboundo Beach
(Basketball toss)
- Shore Shot
(Softball toss into baskets)
- San Joaquin Volley
(Basketball-hoop shoot)

**Games not included in price of Disney's California Adventure® Park ticket.*

Golden Zephyr

(Revolving elevated ride)



The rotational speed of this spinning ride with suspended spaceships lifts Guests high into the air.

Enter through the standard queue. Proceed to the elevator and wait for a Cast Member for boarding instructions.

Jumpin' Jellyfish

(Slow-moving lift ride)



This ride takes Guests on a terrific “jump” 40 feet straight up before gently floating back to ground level. Service animals may not accompany Guests on this attraction.

Enter the standard queue. Proceed to the loading area and contact a Cast Member for boarding instructions.

King Triton's Carousel

(Carousel)



This is an aquatically themed carousel with chariot benches.

Enter through the standard queue. Proceed to the loading area and contact a Cast Member for boarding instructions.

Maliboomer

(Fast-moving lift ride)



The Maliboomer is a thrilling launch-type ride with rapid acceleration.

Service animals may not accompany Guests on this attraction.

Enter through the standard queue. Contact a Cast Member for boarding instructions.

Mulholland Madness

(Roller coaster-type ride)



This is a turbulent roller coaster-type ride with sharp turns and stops. Service animals may not accompany Guests on this attraction.

Enter through the standard queue or, if you have a Disney's FASTPASS® return ticket, enter the FASTPASS® return line. Proceed to the loading area and contact a Cast Member for boarding instructions.

Orange Stinger

(Swing ride)



This is a spinning ride with swing seats that lifts Guests high into the air. Service animals may not accompany Guests on this attraction.

Contact a Cast Member for boarding instructions.

S.S. rustworthy, presented by McDonald's

(Interactive exhibit)



This is an aquatic adventure area. Enter through the standard queue. Proceed to the open areas and enjoy at your own pace.

Sun Wheel

(Ferris wheel)



In addition to the traditional rotational path of a Ferris wheel, this attraction also swings in and out with the centrifugal force of the wheel's movement.

Enter through the standard queue.



Make the Hotels of the *Disneyland® Resort* your headquarters for fun! The *Disneyland® Hotel*, *Disney's Paradise Pier® Hotel*, and *Disney's Grand Californian Hotel®* offer special equipment and facilities for Guests with disabilities. *Disney's Grand Californian Hotel®* is the first Disney Hotel built inside a theme park, with an exclusive entrance into *Disney's California Adventure® Park* for Guests of the Hotel. *Disney's Paradise Pier® Hotel* Guests also enjoy an exclusive entrance into *Disney's California Adventure® Park*.

All Hotels offer accessible Guest rooms and facilities. Features vary depending upon the Hotel selected. For specific information, please call:

• ***Disneyland® Hotel:***

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Roger Rabbit's Car Toon Spin ROGER RABBIT Character ©Disney/Amblin Entertainment, Inc.

Buzz Lightyear Astro Blasters is inspired by the Walt Disney Pictures presentation of a Pixar Animation Studios film, "Toy Story 2."

Muppet*Vision 3D Muppets Holding Company, LLC.

Flik Character, **It's Tough to be a Bug** and **"a bug's land"** are inspired by a Walt Disney Pictures presentation of a Pixar Animation Studios film, "A Bug's Life."

Monsters Inc. **Mike & Sulley to the Rescue!** is inspired by Disney's presentation of Pixar's, "Monsters Inc."

Turtle Talk with Crush Turtle Talk with Crush is inspired by the Walt Disney Pictures presentation of a Pixar Animation Studios film, "Finding Nemo." ©Disney/Pixar

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