

TIPS & INFORMATION

Guest Relations

Please visit Guest Relations, located inside City Hall for:

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



Services for International Guests are available at Guest Relations.

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

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

Serviços para hóspedes internacionais estão disponíveis no Guest Relations.

Dienste für internationale Gäste sind bei der Guest Relations erhältlich.

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

Shopping

Throughout *Magic Kingdom*® Park, you'll find unique shopping experiences. From apparel and toys, to embroidered Mickey Ear hats, to Cinderella Castle and Monorail play sets, you can always remember the magic. You can also download the *Shop Disney Parks* mobile app to search for and purchase authentic *Walt Disney World*® Resort merchandise.

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 disneyworld.com/parkrules.

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

- To get to the **Magic Kingdom Park parking lot**, take a Monorail or Ferryboat to the Transportation and Ticket Center and then a Parking Tram.
- To get to **Epcot**®, take a Monorail or Ferryboat to the Transportation and Ticket Center and then a Monorail to *Epcot*.
- To get to **Disney's Hollywood Studios**® or **Disney's Animal Kingdom**® Theme Park, take a Bus located outside the front of the Park.
- To get to **Disney Springs**® between the hours of 4:00pm-11:00pm, take a Bus located outside the front of the Park. At all other times, take a Bus to any *Disney Resort* hotel, and then another Bus to *Disney Springs*.
- To get to **Disney's Polynesian Village Resort** or **Disney's Grand Floridian Resort & Spa**, take the Resort Monorail or Watercraft Service.
- To get to **Disney's Contemporary Resort**, take the Resort Monorail or the designated walking path.
- To get to **Disney's Wilderness Lodge**, take Watercraft Service or a Bus located outside the front of the Park. For **Disney's Fort Wilderness Resort & Campground**, take Watercraft Service located outside the front of the Park.
- For all other **Disney Resort** hotels, take a Bus located outside the front of the Park.

Ask us about staying at a Disney Resort hotel tonight. Call 407-WDISNEY (934-7639).



ACCESSIBILITY & MOBILITY

Courtesy Wheelchairs Complimentary wheelchairs are available for travel to and from the accessible parking lot and the nearest wheelchair rental location. These courtesy blue wheelchairs are not permitted for use inside the Theme Parks.

Restrooms and Companion Restrooms Restrooms at the Theme Parks, designated by ♿, offer facilities designed for access by Guests with mobility disabilities. Companion-assisted 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:

- First Aid, *Main Street, U.S.A.*®
- Near City Hall, *Main Street, U.S.A.*
- *Pirates of the Caribbean*®, *Adventureland*®
- *Splash Mountain*®, *Frontierland*®
- Near "it's a small world"®, *Fantasyland*®
- Near Pinocchio Village Haus, *Fantasyland*®
- Near Gaston's Tavern, *Fantasyland*
- Near Casey Jr. Splash 'N' Soak Station, *Fantasyland*
- *Space Mountain*®, *Tomorrowland*®

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

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

- **Watercraft** access varies depending on the type of watercraft and existing condition.
- **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 elevators and/or ramps, at Transportation and Ticket Center, *Magic Kingdom* Park, *Epcot*, Disney's Grand Floridian Resort & Spa, Disney's Polynesian Village Resort and Disney's Contemporary Resort.

Dining and Shopping Locations

Some counter-service 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 assistance.

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

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

BEYOND MAGIC KINGDOM® PARK

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

Accessibility information and accommodations for the following locations:

- **Water Parks** Guest Services locations at *Disney's Typhoon Lagoon* Water Park and *Disney's Blizzard Beach* Water Park.
- **Disney Springs**® Guest Relations location at the Welcome Center at *Disney Springs*® Town Center.

My Disney Experience

Download it for FREE today*
*App includes products for purchase.



The official mobile app that's the one-stop shop for your Walt Disney World® vacation!



You can also visit MyDisneyExperience.com on your mobile browser. Wi-Fi is available in most areas.

Availability subject to device limitations and features may vary by device or service provider. Message and data rates may apply. Coverage and app stores not available everywhere. If you're under 18, get your parent's permission first. * In-app ticket purchases not available to residents of all countries. ** Valid Theme Park admission and online registration required. *Disney FastPass+* attractions and entertainment experiences, the number of selections you can make and available arrival windows are limited.

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GUIDE FOR GUESTS WITH DISABILITIES

Magic Kingdom®



Download *My Disney Experience* from an app store to access real-time Park information and step-by-step walking directions. Or visit MyDisneyExperience.com on your mobile browser.

Follow @WDWToday and Tweet with us!

	MOBILITY DISABILITIES	VISUAL DISABILITIES	HEARING DISABILITIES
Guest Amenities Available for Rent or Deposit	Wheelchairs and Electric Conveyance Vehicles (ECVs) are available for rent at any of the four Parks. Available on a first-come, first-served basis and may not be transferred from Park to Park. Park Hopping Options If you plan to visit more than one Park on the same day, retain your deposit ticket from the first Park. You will be able to obtain a replacement wheelchair or ECV the same day, if available, at the next Park at no additional charge.	Braille Guides Printed in Braille and large print text to provide an overview of the Theme Park. Portable Tactile Maps Provides a tactile representation of building boundaries, walkways, and landmarks for each area of the Theme Parks. Presented in a booklet format. Audio Description (🗣️) Utilizes <i>Disney's Handheld Device</i> to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu. Amenities available for \$25 refundable deposit.	Assistive Listening (🔊) Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. Handheld Captioning (🗣️) Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. Theater Captioning Many theater-type attractions now offer Handheld Captioning. Video Captioning (🗣️) Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into <i>Disney's Handheld Device</i> . Amenities available for \$25 refundable deposit.
Rental Locations	<ul style="list-style-type: none"> • Mickey's Gift Station at the Transportation and Ticket Center (limited quantities and no ECVs) • Wheelchair Rental Shop inside the Main Entrance 	Guest Relations See map inside for location.	Guest Relations See map inside for location.
Complimentary Amenities and Services for use at the Park	Wheelchair Replacement Locations <ul style="list-style-type: none"> • Castle Couture in <i>Fantasyland</i>® • Frontier Trading Post • <i>Buzz Lightyear's Space Ranger Spin</i>® Photos Companion Restrooms See map inside for locations indicated with ♿👤	Stationary Braille Maps Large print maps with Braille overlay and raised graphics to highlight key landmarks and attractions. Located in the Guest Relations Lobby and near the Plaza Ice Cream Parlor.	Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served basis at the rental locations. Must be 18 years of age or older to rent ECVs. RESERVATIONS MAY NOT BE MADE IN ADVANCE. Available on a same-day basis and may only be used in the Park where they are rented. Your ECV will be held if you wish to leave and return to the same Park.	For additional information about Theme Park services and options, please visit Guest Relations. You may also obtain information, including parade and show times and details about restaurant menus, by calling 407-827-7935.	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag. Sign Language Interpretation (🗣️) Available at <i>Magic Kingdom</i> ® Park on Mondays and Thursdays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World</i> ® Theme Parks. For future visits to request confirmation of our interpreted performance schedule OR to request interpretation for other special events and shows, call a minimum of 14 days in advance at 407-824-4321 [voice].
Safety in the Park	Mobility Scooters/ECVs 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 attraction. Cast Members are not permitted to physically lift Guests in the transfer.	<h2>SERVICE ANIMALS</h2>	
		Service animals, defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual 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 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. <ul style="list-style-type: none"> • The Barnstormer • <i>Big Thunder Mountain Railroad</i>® • <i>Peter Pan's Flight</i>® • Seven Dwarfs Mine Train • <i>Space Mountain</i>® • <i>Splash Mountain</i>® 	Guests with service animals should check with a host for attraction and boarding information at the following attractions: <ul style="list-style-type: none"> • Prince Charming Regal Carrousel • Stitch's Great Escape!™ Service Animal Relief Areas (🗿) <ul style="list-style-type: none"> • <i>Adventureland</i>®: Adjacent to <i>Pirates of the Caribbean</i>® • <i>Frontierland</i>®: Near <i>Big Thunder Mountain Railroad</i> • Liberty Square: Behind Liberty Tree Tavern • <i>Fantasyland</i>®: Near <i>Walt Disney World</i> Railroad • <i>Tomorrowland</i>®: Near <i>Space Mountain</i> Restrooms Kennel For information and reservations, call 877-493-9738.
	Please contact a Cast Member for information and assistance.		

Specialty Lighting Effects/Photosensitivity

Specialty lighting and other visual effects are used extensively throughout the *Walt Disney World* Resort. These effects include strobe lights and other effects such as simulated lightning, explosions and chaser lights.

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.

Magnetic Fields

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



DISNEY WILD ABOUT SAFETY® TIPS

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



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

FP+ RESERVE ACCESS TO SOME OF YOUR MUST-DO FUN!
 Select up to three FastPass+ experiences by visiting a FastPass+ kiosk identified on the map with FP+.

Once you redeem your initial selections, return for information about availability and selecting additional experiences.

Complimentary Wi-Fi
 Wi-Fi is available in most areas. Some attractions and shows may have limited availability.

FRONTIERLAND

LIBERTY SQUARE

FANTASYLAND

TOMORROWLAND

ADVENTURELAND

MAIN STREET, U.S.A.

ENTERTAINMENT

- Move It! Shake It! Dance & Play It! Street Party
 - Disney Festival of Fantasy Parade
 - Happily Ever After Presented by Pandora Jewelry
- Pick up a Times Guide for more information.

Express Monorail to Parking Lot

Monorail to Magic Kingdom® Resorts

Boat to Magic Kingdom Resorts

Ferryboat to Parking Lot

Buses to Disney Resort hotels

Special Considerations for Attractions
 Safety: Please abide by all safety warnings and notices.

Supervise children at all times. Children under age 7 years must be accompanied by a person age 14 years or older.

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

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.

MAIN STREET, U.S.A.

- Walt Disney World® Railroad** HC Enter using ramp on RIGHT.
- City Hall** Guest Relations, Information and Lost and Found. Enter using ramp on LEFT.
- Sorcerers of the Magic Kingdom** Search for clues throughout the Park to defeat the Disney Villains. Interactive adventure. At your own pace.
- Harmony Barber Shop** Call 407-939-7529 to make an appointment. Separately priced experience.
- Town Square Theater** Meet Mickey Mouse and Tinker Bell! Enter using ramp on RIGHT.
- Tony's Town Square Restaurant** Italian cuisine, featuring pastas, pizzas and salads. Enter using ramp on RIGHT.
- Main Street Bakery** Starbucks® espresso, house-made Disney pastries, Artisan sandwiches and salads.
- Plaza Ice Cream Parlor** Hosted by Edy's® Hand-scooped ice cream and waffle-bowl sundaes.
- The Plaza Restaurant** Sandwiches, burgers and sundaes.
- Casey's Corner** Hosted by Coca-Cola® Specialty hot dogs and corn dog nuggets.
- The Crystal Palace, A Buffet with Character** Merchandise Package Pickup. American cuisine. Enter using ramp on LEFT.
- Main Street Chamber of Commerce** Merchandise Pickup. Enter using ramp on RIGHT.
- Emporium** One-stop shopping destination for Disney Character gifts and Park souvenirs.
- Uptown Jewelers** Featuring Pandora Jewelry Disney figurines and artist sketches.

ADVENTURELAND

- Swiss Family Treehouse** Explore the treehouse inspired by the classic Disney film. Abbreviated experience available for Guests using wheelchairs. Guests must enter through the attraction exit.
- The Magic Carpets of Aladdin** Fly high on a magic carpet above Adventureland.
- Jungle Cruise** Set sail on a whimsical cruise through exotic rivers.
- Walt Disney's Enchanted Tiki Room** Watch tropical birds and colorful flowers come to life.
- Pirates of the Caribbean** Embark on a voyage to a time when pirates ruled the seas.
- A Pirate's Adventure - Treasures of the Seven Seas** Discover mystic adventure and collect Treasure Finder Cards in this self-guided quest through Adventureland!

LEGEND

- Symbols on Map**
- Restrooms
 - Accessible Restrooms
 - Companion Restrooms
 - First Aid* Presented by Florida Hospital
 - Automated External Defibrillators
 - Guest Relations
 - Baby Care Center Hosted by Huggies®
 - Service Animal Relief Areas
 - Smoking Locations

- ATMs Presented by Chase
- Stroller Rentals Hosted by Huggies®
- Wheelchair Rentals
- Locker Rentals
- Disney PhotoPass® Photographers
- Memory Maker Sales Center
- Nikon® Picture Spot

- Park Information**
- Character Greetings
 - Parade Route
 - FastPass+ kiosks available in English, Spanish and Portuguese.
 - Parade Viewing for Guests with Disabilities
 - Disney Vacation Club® Information Center
 - *Emergency services available by calling 911.

- Symbols in List**
- Attraction/Show Considerations**
- Guest Relations
 - FastPass+ experience
 - Physical Considerations
 - Minimum Height Requirement
 - May be frightening for children
 - Must be ambulatory
 - May remain in wheelchair/ECV
 - Must transfer from wheelchair/ECV
 - Must transfer to standard wheelchair
 - Must transfer to standard wheelchair, and then to ride vehicle

- Sign Language (available Mondays and Thursdays)
- Automated External Defibrillators
- Devices Available at Guest Relations
- Assistive Listening
- Handheld Captioning
- Video Captioning
- Audio Description

- Dining**
- All dining locations listed accept a Disney dining plan unless otherwise noted.
- Reservations recommended. Call 407-WDW-DINE (939-3463).
- B - Breakfast L - Lunch D - Dinner S - Snack \$ = \$14.99 and under per adult \$\$ = \$15-\$34.99 per adult \$\$\$ = \$35-\$59.99 per adult \$\$\$\$ = over \$60 per adult See disneydiningpricinginfo.com for pricing details.

FRONTIERLAND

- Sunshine Tree Terrace** Citrus swirl, slush and snacks.
- Jungle Navigation Co. Ltd. Skipper Canteen** Bold, flavorful cuisine of Asia, South America and Africa.
- Aloha Isle** Hosted by Dole® Soft-serve. Dole Whip®
- Tortuga Tavern** Hot dogs and turkey legs.
- The Pirates League** Transform into a pirate. Ages 3 through adult welcome. Call 407-939-2739 to make an appointment. Separately priced experience.
- Splash Mountain** Enjoy a thrilling log flume ride based on "Song of the South." Ride through a gold-mining town on a runaway train.
- Walt Disney World Railroad** to Fantasyland and Main Street, U.S.A.
- Big Thunder Mountain Railroad** Ride through a gold-mining town on a runaway train.
- Tom Sawyer Island** Brave this Mark Twain-inspired hideaway.
- Country Bear Jamboree** Have a knee-slappin' time with these singing bears.
- Golden Oak Outpost** Chicken breast nuggets.
- Pecos Bill Tall Tale Inn and Cafe** Nachos, fajitas, burritos and Southwest burgers.
- Westward Ho** Frozen lemonade and snacks.
- Frontier Trading Post** Disney Trading Pins and accessories.

LIBERTY SQUARE

- The Hall of Presidents** Behold all the U.S. Presidents on stage together.
- Liberty Square Riverboat** Cruise the Rivers of America aboard the Liberty Belle.
- Haunted Mansion** Take a spine-tingling tour of this dark, haunted estate.
- The Diamond Horseshoe** All-you-care-to-enjoy American feast served Family-style.
- Liberty Tree Tavern** Burgers, pasta, salads, and an All-American Feast.
- Sleepy Hollow** Funnell cakes, waffles and ice cream cookie sandwiches.
- Liberty Square Market** Bottled beverages, slushies, hot dogs, turkey legs, fruit and snacks.
- Columbia Harbour House** Fish, shrimp, chicken, salads and sandwiches.

FANTASYLAND

- Prince Charming Regal Carrousel** Ride this classic attraction.
- Mickey's PhilharMagic** Get swept away in this 3-D movie.
- Peter Pan's Flight** Fly with Peter Pan aboard a magical ship.
- "It's a small world"** Take a boat tour around the globe.
- Enchanted Tales with Belle** Enjoy an interactive story adventure featuring Belle, Lumiere and possibly even you.
- Under the Sea - Journey of The Little Mermaid** Descend below the waves for a splashy musical adventure.
- Meet Ariel in Her Grotto** Meet The Little Mermaid in her retreat under the sea.
- Pete's Silly Sideshow** Meet Donald, Daisy, Goofy & Minnie!
- Walt Disney World Railroad** to Main Street, U.S.A. and Frontierland.
- Casey Jr. Splash 'N' Soak Station** Cool off in this whimsical water play area.
- The Barnstormer** Take flight on this thrilling junior roller coaster.
- Dumbo the Flying Elephant** Ride your favorite flying elephant.
- Mad Tea Party** Spin around and around in a giant teacup.
- Fairytale Garden** Encounter a fairytale friend in this garden setting.
- The Many Adventures of Winnie the Pooh** Travel through the Hundred Acre Wood in an oversized Hunny Pot.
- Seven Dwarfs Mine Train** Race and rock through a diamond mine on this family coaster.
- Princess Fairytale Hall** Meet some of your favorite Disney Princesses!
- Cinderella's Royal Table** Character dining with Disney Princesses.
- Pinocchio Village Haus** Flatbreads, chicken breast nuggets and salads.
- Be Our Guest Restaurant** Open-faced bacon & egg sandwich and croissant doughnut.
- Gaston's Tavern** LeFou's Brew - Specialty Punch and cinnamon rolls.

TOMORROWLAND

- Prince Eric's Village Market** Fruit and all-natural lemonade.
- Cheshire Café** Hosted by Minute Maid® Iced coffee, frozen lemonade and snacks.
- Storybook Treats** Ice cream and floats.
- The Friar's Nook** Artisan macaroni & cheese, hot dogs, potato chips and frozen beverages.
- Bibbidi Bobbidi Boutique** Transform into a Disney Princess or a Valiant Knight.
- Big Top Souvenirs** Handmade sweet treats, Disney Character gifts and Park souvenirs.
- Monsters, Inc. Laugh Floor** Discover the power of laughter in this live comedy show with audience participation!
- Stitch's Great Escape!** Interact with a mischievous Stitch in this dark theater-in-the-round experience.
- Tomorrowland Speedway** Take a ride in your very own hot rod.
- Space Mountain** Blast off on this coaster ride in the dark.
- Astro Orbiter** Pilot your own spaceship high above Tomorrowland.
- Tomorrowland Transit Authority PeopleMover** Ride this emission-free mass transit system of the future.
- Walt Disney's Carousel of Progress** Travel through the 20th century to see how technology has improved our way of life.
- Buzz Lightyear's Space Ranger Spin** Fire lasers to defeat Zurg in this shooting gallery-inspired game.
- Cosmic Ray's Starlight Café** Hosted by Coca-Cola® Burgers, chicken breast nuggets, rotisserie chicken, sandwiches and salads.
- Auntie Gravity's Galactic Goodies** Ice cream, smoothies and sundaes.
- Cool Ship** Hosted by Coca-Cola® Snacks and beverages.
- The Lunching Pad** Hot dogs, pretzels and frozen beverages.
- Tomorrowland Terrace Restaurant** Burgers, chicken breast tenders, sandwiches and salads.
- Merchant of Venus** Star Wars™-inspired toys and apparel, including build-your-own lightsabers.