

Tips & Information



Guest Relations Please visit Guest Relations located east of Spaceship Earth for:

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



Services for International Guests are available at Guest Relations.

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

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

Serviços para visitantes internacionais estão disponíveis no Guest Relations.

Dienste für internationale Gäste sind bei der 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

Here at *Epcot*[®], you don't need a passport to embark on an international shopping spree! Shop the World Showcase pavilions and you will discover authentic goods representing cultures around the globe — from delicate fragrances in France to handmade ornaments in Germany.

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 ***Epcot*[®] parking lot**, take a Parking Tram located outside the front of the Park.
- To get to ***Magic Kingdom*[®] Park**, take a Monorail to the Transportation and Ticket Center, and then a Monorail or Ferryboat to the Park.
- To get to ***Disney's Animal Kingdom*[®] Theme Park**, take a Bus located outside the front of the Park.
- To get to ***Disney's Hollywood Studios*[®]**, walk, or take a FriendShip Boat from International Gateway, or take a bus located outside the front of the Park.
- To get to ***Disney Springs*[™]**, take Resort Transportation to any *Disney Resort* hotel, and then another Bus to *Disney Springs*.
- To get to ***Disney's Typhoon Lagoon Water Park*** before 2:00pm, take Resort Transportation to any *Disney Resort* hotel, and then a Bus to *Disney Springs* and *Disney's Typhoon Lagoon Water Park*. After 2:00pm, take a Bus directly to *Disney's Typhoon Lagoon Water Park*.
- To get to ***Disney's Blizzard Beach Water Park***, take Resort Transportation to any *Disney Resort* hotel, and then a Bus to the Park.
- To get to ***Disney's Yacht & Beach Club Resorts, Disney's BoardWalk Inn and Villas*** or the ***Walt Disney World Swan and Dolphin Hotels***, walk or take a FriendShip Boat from International Gateway.
- To get to all other ***Disney Resort*** hotels, take a Bus located outside the front of the Park.

Accessibility and 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.

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

- Spaceship Earth East
- Future World East & West
- The Land
- Showcase Plaza - Refreshment Port
- Germany
- The American Adventure
- Morocco

Auxiliary Entrance Limitations Some attractions have auxiliary entrances for Guests in wheelchairs. 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 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 Epcot[™]

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

Water Parks Guest Services locations at *Disney's Typhoon Lagoon Water Park* and *Disney's Blizzard Beach Water Park*.

***Disney Springs*[™]** Guest Relations locations at *Disney Springs*[™] Marketplace and *Disney Springs*[™] West Side.

Select, Reserve, Go, Repeat!

Save time with **Disney FastPass+**



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

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

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

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



GUIDE FOR GUESTS WITH DISABILITIES



Download the *My Disney Experience* app from an app store or by scanning this code to access real-time Park information (details inside). 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. 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">• Stroller & Wheelchair Rental Shop to the left of Spaceship Earth• International Gateway	Guest Relations See map inside for locations.	Guest Relations See map inside for location.
Complimentary Amenities and Services for use at the Park	Wheelchair Replacement Location <ul style="list-style-type: none">• Heritage Manor Gifts - at The American Adventure 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 Future World near Guest Relations and the Tip Board by the fountain. Also located in World Showcase near Guest Relations at International Gateway and on the bridge from Future World to World Showcase.	Reflective Captioning Available at many theater-type attractions, utilizing LED display to project desired captions onto a panel positioned in front of you. See a Cast Member at the attraction for assistance. Written Aids Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	Electric Conveyance Vehicles (ECVs) Limited number available on a first-come, first-served basis at the rental location. 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 & 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>Epcot</i> [®] on Fridays. Schedules are available at Guest Relations that list specific interpreted show times for all <i>Walt Disney World Theme Parks</i> . For future visits to request confirmation of our interpreted performance schedule or to request interpretation for other special events and shows, call a minimum of 14 days in advance at 407-824-4321 [voice] or 407-827-5141 [TTY].
Safety in the Park	Mobility Scooters/ECVs Please keep your speed to the walking speed of those around you. 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 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">• <i>Mission: SPACE</i>[®]• <i>Test Track</i>[®] Presented by Chevrolet[®]• <i>Soarin</i>[®]• The Sum of All Thrills[™] Presented by Raytheon[®]	Service Animals Guests with service animals should check with a host for attraction and boarding information at the following attractions: <ul style="list-style-type: none">• Spaceship Earth• <i>Innoventions</i>[®]• Imagination! Service Animal Relief Areas <ul style="list-style-type: none">• Future World East: next to restrooms behind Mouse Gear• Future World West: next to Imagination! restrooms• United Kingdom: right of restrooms• Between the Outpost and Germany Kennel For information and reservations, call 877-493-9738.

Please contact a Cast Member for information and assistance.

Specialty Lighting Effects/Photosensitivity

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

Magnetic Fields

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

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



DISNEY WILD ABOUT SAFETY[®] TIPS

As Timon and Pumbaa would say, "Follow the rules of the jungle!" 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.

Future World East

- Spaceship Earth** Presented by Siemens **FP+** Explore the history of innovations from the Stone Age to the Digital Age. **Mobility Access:** Enter through the exit on RIGHT or LEFT.
- Project Tomorrow: Inventing the Wonders of the Future** Discover challenging games and engaging displays in an interactive play area for all ages.
- Ellen's Energy Adventure** Take a multimedia romp through time and Ellen DeGeneres' subconscious. *45 minutes.* **Mobility Access:** See a Cast Member for transfer information.
- Mission: SPACE** **FP+** Experience NASA-style training with a simulated space launch. Join the Orange Team for an intense journey or the Green Team for a milder mission. *Expectant mothers should not ride.* **Mobility Access:** Transfer Device available. See a Cast Member for additional information.
- Advanced Training Lab** Further your astronaut training in this interactive play area.
- Test Track** Presented by Chevrolet **FP+** Create your own virtual concept vehicle and put it through the paces on the exhilarating hills, hairpin turns and straight-aways of the *Test Track* circuit. **Mobility Access:** Transfer Practice Vehicle available. Contact a Cast Member for assistance.
- Innoventions** A vibrant pavilion featuring fun games, interactive exhibits and activities for all ages. Experience the power of a weather event at Stormstruck[®] presented by FLASH and explore the wonderful world of COLORTOPIA[™] presented by Glidden[®]. **Mobility Access:** See a Cast Member at each exhibit.
- The Sum of All Thrills** Presented by Raytheon A vibrant pavilion featuring fun games, interactive exhibits and activities for all ages. Experience the power of a weather event at Stormstruck[®] presented by FLASH and explore the wonderful world of COLORTOPIA[™] presented by Glidden[®]. **Mobility Access:** See a Cast Member at each exhibit.
- Disney Phineas and Ferb: Agent P's World Showcase Adventure** Search for clues with Perry the Platypus to defeat Dr. Doofenshmirtz before he takes over World Showcase. *Interactive adventure. At your own pace. Additional starting points at International Gateway. Look for 39 on the map.*
- Electric Umbrella** Hosted by Coca-Cola[®] **LD S** Angus burgers, flatbreads and freshly tossed salads.
- Mouse Gear** One-stop shopping destination for Disney Character gifts and Park souvenirs.

Future World West

- Epcot Character Spot** The perfect place to meet favorite pals and new friends.
Mickey, Minnie and Goofy **FP+** All in one fun spot.
NEW! Baymax Your personal health care companion from "Big Hero 6!"
Chip 'n' Dale Chipmunk buddies near *Epcot* Character Spot.

LEGEND

- Symbols on Map**
- Restrooms
 - Accessible Restrooms
 - Companion Restrooms
 - First Aid[®] Presented by Florida Hospital
 - EpiPen[®] (epinephrine injection)
 - Auto-Injector
 - Guest Relations
 - ATMs Presented by Chase
 - Automated External Defibrillators

- Smoking Locations
- Baby Care Center
- Stroller and Wheelchair Rentals
- Locker Rentals
- Service Animal Relief Areas
- Disney PhotoPass[®] Photographers
- Memory Maker Sales Center
- Nikon[®] Picture Spot
- Assistive Listening
- Park Information**
- Character Greetings

- Disney Vacation Club[®] Information Center
 - Tips and Show Times
 - Kidcot Fun Stops
 - IllumiNations Viewing for Guests with Disabilities
 - Leave A Legacy Locator
 - FastPass+ kiosks available in English, Spanish and Portuguese.
- *Emergency services available by calling 911.*

- Symbols in List**
- Attraction/Show Considerations**
- FP+** FastPass+ experience
 - S** Single Rider Queue
 - Physical Considerations
 - Minimum Height Requirement
 - May remain in wheelchair/ECV
 - Must transfer from wheelchair/ECV
 - Must transfer to standard wheelchair
 - Must transfer to standard wheelchair, and then to ride vehicle

- Reflective Captioning
 - Sign Language (available Fridays)
 - Automated External Defibrillators
- Devices Available at Guest Relations**
- Assistive Listening
 - Handheld Captioning
 - Video Captioning
 - Audio Description
 - Shopping

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

- 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.

- The Seas with Nemo & Friends** **FP+** Ride alongside characters from Disney•Pixar's "Finding Nemo" then surround yourself with thousands of real sea creatures at the Undersea Observation Deck at SeaBase.
- Turtle Talk With Crush** **FP+** Engage in a real time Q-and-A with your favorite totally tubular turtle.
- Soarin'** **FP+** 40"/102 cm. Soarin' will reopen its gates Summer 2016.
- Living with the Land** Presented by Chiquita **FP+** Sail through the greenhouses of The Land Pavilion to see nine-pound lemons and more!
- The Circle of Life** Learn about conservation in this film featuring commentary from Timon and Pumbaa of "The Lion King." *20 minutes.*
- Journey Into Imagination With Figment** **FP+** Follow Figment on this whimsical open-house tour of the Imagination Institute.
- ImageWorks** Explore, experience and create in this interactive play area.
- Disney & Pixar Short Film Festival** **FP+** Animation fans of every age can experience beloved Disney and Pixar animated shorts like never before at this new 4D cinema attraction.
- Fountain View** **S** Starbucks[®] Espresso, Artisan breakfast sandwiches, and house-made Disney pastries.
- Coral Reef Restaurant** **LD \$\$** Seafood, steak and more.
- Sunshine Seasons** **LD \$** Rotisserie chicken, slow-roasted pork chop, seasonal soups, salads, sandwiches and desserts.
- Chip 'n' Dale's Harvest Feast at The Garden Grill** Hosted by Smucker's[®] **BLD \$\$\$** Character dining with Chip 'n' Dale and friends. American cuisine.
- Art of Disney** Collectables, including framed artwork, sculptures and prints.
- Club Cool** Hosted by Coca-Cola[®] Exclusive Coca-Cola merchandise and complimentary samples of soft drinks from around the world.
- The Gift Stop** Merchandise Package Pickup. Located near the main entrance.

Showcase Plaza

- Refreshment Port** **LD \$** Hot snacks, desserts and beverages.
- Promenade Refreshments** **S \$** Hot dogs, soft-serve ice cream and beer.

World Showcase

- Mexico**
Gran Fiesta Tour Starring The Three Caballeros Discover the sights of Mexico and the antics of three feathered amigos on this boat ride. **Mobility Access:** Follow directional signs to designated load area.

- San Angel Inn Restaurante** **AED R LD \$\$** Authentic Mexican cuisine. Premium margaritas and tequilas.
- La Hacienda de San Angel** **R D \$\$** Regional Mexican cuisine. Premium margaritas and tequilas.
- La Cantina de San Angel** **LD \$** Nachos, tacos, quesadillas, beer and margaritas.
- La Cava del Tequila** **\$** More than 200 tequilas and handcrafted margaritas. *Not on Disney Dining plans.*
- Norway**
- Princess Storybook Dining at Akershus Royal Banquet Hall** **BLD \$\$\$** Character dining with Disney Princesses. American and Norwegian cuisine.
- Kringla Bakeri Og Kafe** **S \$** Pastries and sandwiches.
- China**
Reflections of China View the places and faces of the world's most populous country in this Circle-Vision 360 film. *14 minutes.*
- Nine Dragons Restaurant** **LD \$\$** Chinese cuisine, wine and beer.
- Lotus Blossom Café** **LD \$** Egg rolls and orange chicken with rice.
- Joy of Tea** **S \$** Assorted teas, beverages, ice cream and snacks.
- Germany**
- Biergarten Restaurant** **R L \$\$\$ D \$\$\$** Oktoberfest buffet with live entertainment. German cuisine.
- Sommerfest** **LD \$** Bratwurst, potato salad, beer and desserts.
- Karamell-Küche** Featuring Werther's[®] Original Caramel Freshly made caramel corn, caramel covered apples and strawberries.
- Italy**
- Tutto Italia Ristorante** **R LD \$\$** Pasta and fine Italian specialties.
- Tutto Gusto Wine Cellar** **LDS \$\$** Italian wines and imported cheeses. *Not on Disney Dining plans.*
- Via Napoli Ristorante e Pizzeria** **R LD \$\$** Italian pastas, wood-fired pizzas, Piatti alla Parmigiana and tiramisù.
- The American Adventure**
The American Adventure Explore the past and future of America through film, music and *Audio-Animatronics*[®]. *30 minutes.* **Mobility Access:** See a Cast Member at entrance for access to second floor.
- Liberty Inn** Hosted by Coca-Cola[®] **LD \$** Regional American cuisine featuring Angus burgers, steak, chicken and freshly tossed salads.
- Fife & Drum Tavern** **LD \$** Turkey legs, frozen beverages and beer.
- Block & Hans** **S \$** Craft beer and pretzels.

- Japan**
- Teppan Edo** **R LD \$\$** Steak, seafood and chicken-grilled in front of you by Teppan Chefs.
- Tokyo Dining** **R LD \$\$** Sushi, bento box, grilled items and traditional Japanese cuisine.
- Katsura Grill** **LD \$** Teriyaki combinations, udon noodles, sushi and curry. **Mobility Access:** Guests can access the Katsura Grill via the pathway behind the Pagoda.
- Kabuki Cafe** **S \$** Shaved ice, sushi snacks, Japanese beer and cold beverages.
- Morocco**
- Restaurant Marrakesh** **R LD \$\$** Beef, lamb and chicken dinners with a live belly dancing show.
- Tangierine Café** **LD \$** Chicken and lamb shawarma, wraps and salads.
- Spice Road Table** **LD \$** Featuring Mediterranean specialty entrees, small plates, wine, beer and organic sangria.
- France**
Impressions de France Experience the grandeur and charm of the French countryside through film. *20 minutes.* **Mobility Access:** Enter through LEFT side of the entrance hallway.
- Chefs de France** **R LD \$\$** Parisian-style brasserie.
- Monsieur Paul** **R D \$\$\$** French fine dining. **Mobility Access:** Accessible by elevator. Ask for assistance at the entrance of Chefs de France.
- Les Halles Boulangerie-Patisserie** **S \$** Artisan breads, sandwiches, pastries and baked goods.
- L'Artisan des Glaces** **S \$** House-made ice cream and sorbets.
- International Gateway**
- Disney Phineas and Ferb: Agent P's World Showcase Adventure** Search for clues with Perry the Platypus to defeat Dr. Doofenshmirtz before he takes over World Showcase. *Interactive adventure. At your own pace. Additional starting point at Future World East. Look for 9 on the map.*
- World Traveler** Merchandise Package Pickup.
- United Kingdom**
- Rose & Crown Pub & Dining Room** **R LD \$\$\$ S \$** U.K. favorites including steak, bangers and mash, shepherd's pie, British ales, lagers and stouts.
- Yorkshire County Fish Shop** **LD \$** Fish and chips, beverages and beer.
- Canada**
O Canada! View the very best Canada has to offer in this Circle-Vision 360 film. *14 minutes.* **Mobility Access:** Enter through path on RIGHT next to Le Cellier Steakhouse.
- Le Cellier Steakhouse** **R LD \$\$\$** Steaks, pasta and seafood.