

TIPS & INFORMATION

Guest Relations

Please visit Guest Relations located inside the Park entrance 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

At *Disney's Hollywood Studios*[®], you can explore specialty shops that are filled with the magic of movies, music and more. Commemorate your day as a star with keepsakes from Tower Hotel Gifts, authentic movie memorabilia or souvenirs from a galaxy far, far away. 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 ***Disney's Hollywood Studios* parking lot**, take a Parking Tram located outside the front of the Park.
- To get to ***Magic Kingdom*[®] Park** or ***Disney's Animal Kingdom*[®] Theme Park**, take a Bus located outside the front of the Park.
- To get to ***Epcot*[®]**, take a Bus or a FriendShip Boat 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 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 located outside the front of the Park.
- To get to 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 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.

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, Park Entrance
- *Fantasmic!* Theater, Sunset Boulevard
- Sunset Showcase
- *Rock 'n' Roller Coaster*[®], Sunset Boulevard
- The Twilight Zone Tower of Terror[™], Sunset Boulevard
- *Star Wars* Launch Bay, Animation Courtyard
- Area near *Star Tours*[®]—The Adventures Continue, Echo Lake
- *Toy Story Mania!*[®], Pixar Place
- Muppet★Vision 3D, Muppets Courtyard

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 DISNEY'S HOLLYWOOD STUDIOS[®]

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.



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. Pin-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. Apple[®] and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc. ©Disney MMPL15-16-50186

GUIDE FOR GUESTS WITH DISABILITIES



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) 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 with 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 (HC) 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 (CC) 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 Location	Oscar's Super Service inside Main Entrance	Guest Relations i See map inside for location.	Guest Relations i See map inside for location.
Complimentary Amenities and Services for use at the Park	Wheelchair Replacement Locations • At Taatoinne Traders - near <i>Star Tours</i> [®] —The Adventures Continue 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 near the Guest Relations Lobby and Guest Information Board at the intersection of Hollywood Boulevard and Sunset Boulevard.	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>Disney's Hollywood Studios</i> [®] on Sundays and Wednesdays. 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 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. • <i>Rock 'n' Roller Coaster</i> [®] Starring Aerosmith • The Twilight Zone Tower of Terror [™] • <i>Star Tours</i> [®] —The Adventures Continue	Guests with service animals should check with a host for attraction and boarding information at the following attractions: • <i>The Great Movie Ride</i> [®] • <i>Toy Story Mania!</i> [®] Service Animal Relief Areas (🐕) • Echo Lake: Next to ABC Sound Studio restrooms • In the courtyard of First Aid • Animation Courtyard: Across from the entrance of <i>Walt Disney: One Man's Dream</i> 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 have questions regarding the above, you may speak with a Guest Relations Cast Member for details.

SERVICE ANIMALS

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.
• *Rock 'n' Roller Coaster*[®] Starring Aerosmith
• The Twilight Zone Tower of Terror[™]
• *Star Tours*[®]—The Adventures Continue

Guests with service animals should check with a host for attraction and boarding information at the following attractions:

- *The Great Movie Ride*[®]
 - *Toy Story Mania!*[®]
- Service Animal Relief Areas** (🐕)
• Echo Lake: Next to ABC Sound Studio restrooms
• In the courtyard of First Aid
• Animation Courtyard: Across from the entrance of *Walt Disney: One Man's Dream*

Kennel
For information and reservations, call 877-493-9738.



DISNEY WILD ABOUT SAFETY[®] TIPS

As Timon and Pumbaa would 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.

HOLLYWOOD BOULEVARD

- 1 **The Great Movie Ride®** Presented by Turner Classic Movies **FP+** Journey into some of Hollywood's most famous films. *22 minutes. Mobility Access:* A Cast Member will provide direction in the pre-show area.
- 2 **The Trolley Car Café** **S \$** Starbucks® Espresso, Artisan sandwiches and house-made Disney pastries.
- 3 **The Hollywood Brown Derby** **D LD \$\$\$** The famous Brown Derby Cobb salad, steak, seafood, chicken and desserts.
 - **The Hollywood Brown Derby Lounge** **LD \$** Beer, wine, specialty cocktails and small bites.
- 4 **Oscar's Super Service** Package Pickup, Stroller and Wheelchair Rentals.
- 5 **Mickey's of Hollywood** Disney Character gifts and Park souvenirs.
- 6 **Adrian & Edith's Head to Toe** Embroidery personalization on hats and towels.
- 7 **Keystone Clothiers** Men's and women's fashion and accessories.

ECHO LAKE

- 8 **For the First Time in Forever: A "Frozen" Sing-Along Celebration** **FP+** Join Anna, Elsa and the newly-appointed royal historians of Arendelle. *30 minutes.*
- 9 **Star Wars™: Path of the Jedi** A saga film experience, including footage from "Star Wars: The Force Awakens." *10 minutes.*
- 10 **Celebrity Spotlight** Meet Olaf from "Frozen."
- 11 **Indiana Jones™ Epic Stunt Spectacular!** **FP+** Cheer on Indy and Marion as they perform amazing stunts and demonstrate movie-making magic. *30 minutes. See Times Guide.* ©Disney/Lucasfilm Ltd.
- 12 **Jedi Training: Trials of the Temple** Witness the future of the Force, as younglings face their fears at the sacred Jedi Temple. *25 minutes. See Times Guide. Visit Indiana Jones Adventure Outpost early in the day to reserve a spot in the training. Participants ages 4-12 must be present to register. Space is limited.*
- 13 **Star Tours®—The Adventures Continue** **FP+** Feel the power of the Force during a 3-D, motion-simulated space flight. *Mobility Access:* See a Cast Member for Transfer Access Seat and transfer information. ©2015 Lucasfilm Ltd. & TM. ©Disney/Lucasfilm Ltd.
- 14 **Hollywood & Vine** Casual family buffet. American cuisine.
 - **Disney Junior Play 'n Dine** **D B \$\$\$ L \$\$\$** Join popular Disney Junior pals as they host a musical meal.
 - **Minnie's Seasonal Dining** **D D \$\$\$** Minnie invites you to meet all her friends at delightful dinner parties throughout the year!

LEGEND

- Symbols on Map**
- Amenities**
- 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**
- 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
 - FastPass+ kiosks available in English, Spanish and Portuguese.
 - Disney Vacation Club® Information Center
- *Emergency services available by calling 911.*

- 15 **Tune-In Lounge** **\$** Full bar with beer, beverages and specialty cocktails.
- 16 **50's Prime Time Café** Hosted by Coca-Cola® **R LD \$\$** Pot roast, meatloaf and fried chicken.
- 17 **Min and Bill's Dockside Diner** **LD \$** Hot dogs, sandwiches, nachos and milk shakes.
- 18 **Oasis Canteen** **S \$** Funnel cakes, ice cream, ice cream floats and draft beer.
- 19 **Backlot Express** Hosted by Coca-Cola® **LD \$** Angus burgers, salads and chicken breast nuggets.
- 20 **Indiana Jones Adventure Outpost** Toys, apparel and headwear themed to Indiana Jones.
- 21 **"Frozen" Fractal Gifts** Apparel, costumes and toys inspired by Anna, Elsa and friends.
- 22 **Tatooine Traders** Star Wars-inspired toys and apparel, plus personalized build-your-own Droids and lightsabers.

MUPPETS COURTYARD

- 23 **Muppet★Vision 3D** **FP+** Experience the magic of the Muppets in this 3-D extravaganza. *25 minutes.* ©The Muppets Studio, LLC.
- 24 **NEW! PizzeRizzo** **L \$** Italian-American pizzeria, salad and desserts.
- 25 **Mama Melrose's Ristorante Italiano** **R LD \$\$** Pasta, chicken, seafood and steak.

COMMISSARY LANE

- 26 **Mickey and Minnie Starring in Red Carpet Dreams** Meet Mickey all dressed up as the Sorcerer's Apprentice and Minnie Mouse in her red carpet couture!
- 27 **Sci-Fi Dine-In Theater Restaurant** **R LD \$\$** Angus burgers, sandwiches, seafood, pasta, steak and chicken.
- 28 **ABC Commissary** **LD \$** Angus burger, ribs, chicken, salad and seasonal entrées.

PIXAR PLACE

- 29 **Toy Story Mania!** **FP+** Ride this midway-style, 4-D shootin' game starring your favorite "Toy Story" characters. *Toy Story Mania!* is inspired by Disney•Pixar's "Toy Story" films.
- 30 **Meet Buzz Lightyear & Woody at Pixar Place** The stars of Disney•Pixar's "Toy Story" films are "ready on set" at Woody's Picture Shootin' Corral.
- 31 **Hey Howdy Hey Take Away** **S \$** Hot dogs, popcorn, soft pretzels and frozen beverages.
- 32 **Toy Story Dept.** Toys and accessories featuring your "Toy Story" pals.

ANIMATION COURTYARD

- 33 **Walt Disney: One Man's Dream** Walk through a multimedia gallery exhibit that brings the story of Walt Disney to life.
- 34 **Voyage of The Little Mermaid** **FP+** Celebrate the highlights of "The Little Mermaid" in this live show. *17 minutes.*
- 35 **Star Wars Launch Bay** Presented by Hewlett Packard Enterprise View movie props, screen videos, shop for specialty and collective merchandise, and greet *Star Wars* heroes and villains.
- 36 **Disney Junior—Live on Stage!** Presented by Pull-Ups® **FP+** Sing, dance and play with Disney Junior pals in this family-friendly stage show. *24 minutes.*
- 37 **Disney Studio Store** Discover great gifts for your Disney Junior fan.

SUNSET BOULEVARD

- 38 **Theater of the Stars**
 - **Beauty and the Beast—Live on Stage** **FP+** Experience the romantic fairy tale of the Beast in this lavish Broadway-style musical! *30 minutes. See Times Guide.*
 - **NEW! The Music of Pixar Live! A Symphony of Characters** Limited-time concert that will feature highlights from some of Pixar's greatest scores. *45 minutes. See Times Guide.*
- 39 **Rock 'n' Roller Coaster® Starring Aerosmith** Presented by Hanes® **FP+** Blast off in a stretch limousine through the freeways of Los Angeles to the rockin' tunes of Aerosmith. *Mobility Access:* Transfer Access Vehicle and Transfer Practice Vehicle available. See a Cast Member for transfer information.
- 40 **The Twilight Zone Tower of Terror™** **FP+** Take a thrilling ride into the Twilight Zone aboard a haunted elevator. *Mobility Access:* See a Cast Member for transfer information. The Twilight Zone® is a registered trademark of CBS, Inc. and used with permission pursuant to a license from CBS, Inc. ©Disney/CBS, Inc.
- 41 **Fantasmic!** **FP+** Watch the power of dreams blaze before you in this musical show with stunning pyrotechnics and water projections. *Snacks and beverages available for purchase 1.5 hours prior to show time. 30 minutes. See Times Guide. Mobility Access:* Please see a Cast Member at the entrance of the standard queue for direction.
- 42 **NEW! Sunshine Day Café** **S \$** Chef-inspired gourmet hot dogs, beer and snacks. *Open Seasonally.*
- 43 **Sunset Ranch Market**
 - **Anaheim Produce** **S \$** Fresh fruit, pretzels, frozen lemonade and margaritas.
 - **Rosie's All-American Café** **LD \$** Angus burgers and chicken breast nuggets.

- **Catalina Eddie's** **LD \$** Pizza and Caesar salad.
- **Fairfax Fare** **LD \$** Baked potatoes, sandwiches, empanadas, salad and seasonal offerings.
- **Hollywood Scoops** **S \$** Sundae and hand-dipped ice cream cones.
- 44 **KRNR The Rock Station** **S \$** Hot dogs, ice cream and frozen beverages.
- 45 **Once Upon a Time** Disney-themed apparel, jewelry and headwear for all ages.
- 46 **Sweet Spells** Handmade sweet treats like caramel apples, crispy treats and cookies.

ENTERTAINMENT

SEE TIMES GUIDE

For the First Time in Forever:
 A "Frozen" Sing-Along Celebration **FP+**

Indiana Jones™ Epic Stunt Spectacular! **FP+**

Jedi Training: Trials of the Temple

Voyage of The Little Mermaid **FP+**

Disney Junior—Live on Stage! **FP+**

Star Wars: A Galaxy Far, Far Away

Beauty and the Beast—Live on Stage **FP+**

NEW! The Music of Pixar Live!
 A Symphony of Characters

Fantasmic! **FP+**

NEW! Star Wars: A Galactic Spectacular

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.

Sign Language (available Sundays and Wednesdays)

AED Automated External Defibrillators

Devices Available at Guest Relations

- Assistive Listening
- Handheld Captioning
- Video Captioning
- Audio Description

Character Greetings

Entertainment

Shopping

Dining

All dining locations listed accept a Disney dining plan.

R 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

See disneydiningpricinginfo.com for pricing details.

Symbols in List

Attraction/Show Considerations

FP+ FastPass+ experience

Single Rider Queue

Physical Considerations

Minimum Height Requirement

May be frightening for children

May remain in wheelchair/ECV

Must transfer to standard wheelchair

Must transfer to standard wheelchair, and then to ride vehicle