







Disney® Parks Accessibility Guide





WELCOME TO DISNEYLAND® PARIS

This guide book has been designed to help you plan your trip to the Disney® Parks. It contains information on all the facilities and services we provide for Guests with specific needs. All our attractions are listed in the guide book along with the appropriate accessibility information. Use the symbols key on the cover flap to help you read the pages presenting the attractions. At Disneyland® Paris we do everything we can to make sure all our Guests enjoy a magical, emotion-filled, adventure-packed stay.



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• Disneyland® Park	p.	10
Walt Disney Studios® Park	p.	20



Symbols key and attraction accessibility

City Hall/Studio Services Park information desks

Guest Relations Windows

Information Board Attraction queuing times

First Aid

Toilets

Automated External Defibrillator

Baby Care Center hosted by blédina **Lost Children**

Stroller & Wheelchair Rentals hosted by Hertz

Handicapped-accessible toilets Toilets where mobility impaired Guests

can be accompanied by a helper.

Guest Storage (charge)

Currency Exchange

see the Programme for details

Lost & Found

Kodak instant digital printing (charge) Restaurants (see pages 8-9 for more details)

Pin Trading (Exchange your Disney pins with

other Guests and Cast Members) **Smoking area**

Crédit Mutuel Bank Cash Dispenser (ATM)

Parade route

Disney Character Meet 'n' Greets

FP Attraction equiped with the free FASTPASS® service to reduce queuing times

Attraction may frighten certain Guests

WARNING! PHYSICAL RESTRICTIONS: For safety, you should be in good health and not suffering from high blood pressure, heart, back or neck problems (surgical collar wearers, etc.), motion sickness or other conditions that could be aggravated by this adventure. Expectant mothers should not ride. The configuration of the seats and safety systems on attractions may limit access for guests of certain body shapes or sizes. Please note that most attractions are unsuitable for children under 1 year old.



(must be accompanied by an able-bodied adult)

Wheelchair-users must transfer into the attraction É **vehicle** (must be accompanied by an able-bodied adult)

Allocated transfer time

Must be ambulatory

Must be capable of climbing steps

Suitable for amputees

Suitable for guests who have difficulty standing

Suitable for mentally disabled guests (must be accompanied by an able-bodied adult)

Suitable for visually impaired guests

Suitable for blind guests (must be accompanied by an able-bodied adult)

Guide and assistance dogs not allowed

Guide and assistance dogs allowed

(see note on page 2)

Attraction includes very dimly-lit areas

Suitable for hearing impaired guests

Attraction equipped with an induction loop

Hearing impaired guests who are deaf and only use sign language

(must be accompanied by an able-bodied adult in the following attractions: Big Thunder Mountain, Indiana Jones™ and the Temple of Peril, Space Mountain: Mission 2, Rock'n'Roller Coaster starring Aerosmith, Crush's Coaster.)

Suitable for expectant mothers

Suitable for guests suffering from a debilitating illness

Lift

Guests may get splashed

Strobe light effect

Height restrictions apply

PRACTICAL INFORMATION



Park Information Desks

When you arrive at the Disney® Parks, go to City Hall (Disneyland® Park) or Studio Services (Walt Disney Studios® Park).

The Cast Members (Disney employees) will be glad to answer all your questions, and will advise you as to which attractions are the most easily accessible according to your disability or specific needs. They will also provide you with an Easy Access Card if appropriate (for further details see p.4-5).

Don't forget to ask for a copy of the **Programme, which lists the times** of shows, parades, and Disney Character Meet 'n' Greets.

Access to attractions may be changed without prior warning. Certain attractions may be temporarily closed. Certain attractions are only open weather-permitting.

To ensure your safety and well-being, please comply with the Parks' rules and regulations (available at City Hall, Studio Services and at the Parks' entrances) and follow instructions given by Disneyland® Paris staff. Proper dress should be worn. Shirts and shoes are required at all times.





Guide and Assistance Dogs

Certain attractions in the Disney® Parks accept guide and assistance dogs, with the exception of those listed later in this guide book. We allow guide and assistance dogs to use the gardens. We advise you to bring a bowl so that your dog can drink regularly throughout the day.

Please note that *Cast Members* are not authorised to look after your dog. If you wish to go on an attraction that is unsuitable for your dog, you will have to leave him/her with one of your helpers.



Stroller & Wheelchair Rentals

hosted by Hertz

Manual wheelchairs can be rented just inside the main entrance to each Park at the Stroller & Wheelchair Rentals point.

You will be asked to pay a €150 deposit (price subject to change) irrespective of the length of your stay. The deposit can be paid by cheque or credit card imprint. We only have a limited number of wheelchairs, and Guests cannot reserve wheelchairs in advance. Please note that Cast Members are not authorised to accompany you around the Disney® Parks. Strollers can also be rented (subject to availability).





Free for Dream Annual Passport holders (deposit required).



All toilets have facilities for mobility impaired Guests (with the exception of Walt's - an American Restaurant. The nearest suitable toilets are in Liberty Arcade). The Parks are equipped with separate male/female toilet blocks and communal toilet blocks that enable mobility impaired Guests to be accompanied by a helper. The latter can be found in each Land in Disneyland Park and in Walt Disney Studios Park.



First Aid and specific needs

Each Park has a First Aid point.

All members of staff working there are fully qualified and equipped to administer any emergency first aid guests may require. Our teams can also provide most kinds of medically-prescribed nursing care (injections, drips, bandaging, checking vital signs etc.) as long as you have your prescription and any necessary equipment and medication with you.

If you need to keep medication cool, you may leave it at one of these First Aid points.

Any other types of medical equipment cannot be reserved by Disneyland® Paris. However, our Central Reservations Office can put you in touch with external suppliers if you wish.

ENJOYING THE DISNEY PARKS

The Park maps and the symbols associated with the various attractions listed in this guide book will help you plan your trip. Use the symbols key on the cover flap to help you read the pages presenting the attractions.

Each map is colour-coded to help you choose the type of experience you're looking for:

- Family Adventures
- Fun with Little Ones
- O Big Thrills
 - ✓ Not to be missed

Access cards:

Access procedures for certain attractions in the Disney® Parks may differ depending on the nature of your disability, so please go to the Park information desks along with your helper(s) where our *Cast Members* (Disney employees) will be on-hand to offer you advice.

If you are a group of disabled guests, please say so when booking your stay in order to facilitate the issuing of access cards.

Disabled Priority Card: This card gives you and your helper(s) priority access to certain attractions in both Parks via specially-adapted entrances.

In order to receive a Disabled Priority Card you will be asked to present your disability card (disabled person's priority card, formerly known as the difficulty standing card, war disability card, European disabled parking badge) or a medical certificate (see p.5).

Warning: For safety reasons, mobility impaired, visually impaired (blind), and mentally impaired guests must be accompanied by an able-bodied adult aged 18 or over who is capable of helping them.

Number of helpers authorised to accompany the cardholder:

1 able-bodied adult with a maximum of 3 children, unless the children are under 12 years of age.

Easy Access Card: This card allows you and your helper to access certain attractions via specially-adapted entrances. It does not, however, give you priority access to attractions.

Easy Access Cards are issued to those suffering from temporary or debilitating illnesses (illnesses that have not resulted in them being officially registered as disabled) and to expectant mothers. In order to receive an Easy Access Card you will be asked to present a medical certificate (see page 5).

Number of helpers authorised to accompany the cardholder: 1 person.

General information:

Medical certificate: guests must present an original medical certificate in French or English issued less than 3 months previously, signed and stamped by the doctor and certifying that they have a disability, debilitating illness or are pregnant.

If you are not riding an attraction, your helpers must join the normal queue.

This card is strictly personal, and you may be asked to provide proof of identity. The card remains the property of Disneyland® Paris and can be withdrawn if incorrectly used.

Please note that if certain attractions are extremely busy (Peter Pan's Flight, Big Thunder Mountain, Buzz Lightyear Laser Blast etc.), you may be asked to come back at a specific time later in the day.

In Walt Disney Studios® Park, the queuing areas for all the attractions are wheelchair-friendly.



Free iPhone_® and Android™ application

Download the "Disneyland Paris" application to access the Park maps and real-time information about shows, attraction queuing times, restaurants and shops.



MSTPASS Use FASTPASS® free

Use this service to reduce your queuing time at the most popular attractions in the Disney® Parks.

- **1 Pass** your Park admission ticket through the FASTPASS® terminal at the entrance to the attraction.
- **2 Take your** FASTPASS ticket indicating a return time and go off to enjoy other adventures around the Park.
- **3 Return** to the attraction at your ticketed time and board in a matter of minutes via the special FASTPASS entrance.

You may only have one FASTPASS ticket at a time. Another ticket can only be obtained once the previous ticket has expired. The distribution of FASTPASS tickets is subject to the availability of the service and tickets.



Disney Character Meet 'n' Greets

There are no specific facilities for Guests with disabilities at Disney Character Meet 'n' Greet points. However, Easy Access Card holders, Disabled Priority Card holders and disability card holders are given priority access to Characters. Make yourself known to one of the Cast Members accompanying the Character.



Guided Tours (charge)

Discover some of the secrets behind the Disney magic as you embark on a walking tour around Disneyland® Park or Walt Disney Studios® Park. Further details available at the Park entrance, at City Hall and at Studio Services, or on +33 (0)1 64 74 21 26.

To be able to participate in a guided tour you must have an admission ticket for the Park in which the tour is taking place, or be an Annual Passport holder.

Shops

All the shops at Disneyland® Paris are wheelchair-friendly and accept guide and assistance dogs.



Shopping Service free

Do your shopping before 3pm and simply leave your purchases in the shop.

You can then pick them up before heading off home or get them dropped off at your hotel free of charge⁽¹⁾.

Ask in the Disney shops for further details.

(1) This service is available in the majority of hotels at Disneyland Paris. Ask your hotel for further details.





RESTAURANTS

All the restaurants at Disneyland® Paris are wheelchair-friendly and accept guide and assistance dogs. Our Cast Members are on-hand to help you choose your meal, and in the Parks' quick bite restaurants don't hesitate to ask them for help (with service).

To help you choose a delicious dining experience that matches your tastes and budget, please take a look at the chart on pages 8-9.

All our restaurants serve vegetarian dishes. People with allergies can consult a mini-guide that is available on our website.

All our restaurants have a no-smoking policy. Some restaurants may be closed for the week or season. To make the most of your day, eat before midday or after 2.30pm to avoid the lunchtime rush.



BOOK YOUR TABLE NOW!

If you want to be sure of getting a table in the table service or buffet service restaurant of your choice, don't forget to book in advance!



[']) +33 (0)1 60 30 40 50

or at City Hall or Studio Services



4 Different dining experiences



Meals with Disney Characters €€€

Magical moments with Disney Characters.

- Unique: the Characters are there especially for you!
- An unforgettable experience of Disney magic.

DISNEYLAND® PARK

Fantasyland_®

Frontierland_®

Table service €€

Treat yourself to a delicious culinary experience.

- An extensive variety of dishes to savour with the whole family.
- Choose your meal according to your tastes and appetite.

(1) The toilet facilities in this restaurant are unsuitable for mobility impaired guests. The nearest suitable toilets are in Liberty Arcade.

DISNEYLAND PARK

Main Street, U.S.A.®

Frontierland

Adventureland_®

All-you-can-eat buffet(2) €€

A favourite choice among our guests!

- An extensive variety of dishes to savour with the whole family.
- Choose your meal according to your tastes and appetite.

DISNEYLAND® PARK

Main Street, U.S.A.

Frontierland

Adventureland

Discoveryland

(2) Buffet excluding beverages, except at Buzz Lightyear's Pizza Planet Restaurant (cold beverages included)

WALT DISNEY STUDIOS® PARK

Production Courtyard®

Quick bite €

A whole host of quick and easy meals!

Take your pick from salads, kebabs, pizzas, burgers, pasta, hotdogs, Tex-Mex, fish & chips, sandwiches...

DISNEYLAND® PARK

Fantasyland

Main Street, U.S.A.

Half Board Meal Plans are available on presentation of the coupons purchased with your hotel package:

ST: Standard / PL: Plus / PR: Premium

Eat before midday or after 2.30pm to avoid the lunchtime rush. All our restaurants cater for vegetarians. Some restaurants may be closed for the week or the season. All our restaurants have a no-smoking policy.

Price guide is based on the average cost per person All prices are guide prices and are subject to change without prior notice. Please contact us for further details.

€: under €15

€€: between €15 & €25 €€€: more than €25

Frontierland

Adventureland

Discoveryland

WALT DISNEY STUDIOS, PARK

Backlot

Front Lot

for every taste and budget

	Map refere	ence	Half board meal plans
Auberge de Cendrillon Vittel	A	Table service, traditional French cuisine	PR
Cowboy Cookout Barbecue	В	Counter service, Tex-Mex cuisine	ST

Мар	refer	ence	Half board meal plans
Walt's - an American Restaurant(1)	C	The finest American cuisine	PL
Silver Spur Steakhouse	D	Grilled meat specialities	PL/ST
Blue Lagoon Restaurant	E	Exotic cuisine and seafood dishes	PL

Map reference		Half board meal plans	
Plaza Gardens Restaurant	F	International cuisine	ST
The Lucky Nugget Saloon	G	International cuisine & Tex-Mex	-
Restaurant Agrabah Café	H	Mediterranean cuisine	ST
Buzz Lightyear's Pizza Planet Restaurant	1	Salads, pasta and pizzas	-
			-20
Мар	refer	ence	Half board meal plans
Restaurant des Stars	J	International cuisine	ST

Map re	ference
Au Chalet de la Marionnette	Roast chicken, nuggets, salads, Bavarian specialities
Pizzeria Bella Notte	Pizzas, pasta, salads and Italian-style desserts
Toad Hall Restaurant	Fish & chips, chicken and fish burgers
Casey's Corner 🚾 🕰	Authentic American hotdogs
Market House Deli	Sandwiches, croque-monsieurs, salads and pastries
Victoria's Home-Style Restaurant	Pizzas specialities
Last Chance Cafe	Tex-Mex specialities
Fuente del Oro Restaurante	Mexican specialities
Colonel Hathi's Pizza Outpost	Pizzas, pasta, salads
Restaurant Hakuna Matata	Kebab specialities, salads
Café Hyperion 🚾 🌃	Burgers, nuggets and salads

Map reference		
Disney Blockbuster Café	V	Sandwiches, croque-monsieurs and salads
Restaurant en Coulisse 🚾 📶	W	Pizzas, burgers, nuggets and salads



1 City Hall

Information, brochures and bookings for restaurants and activities at Disneyland® Paris. Information on access to attractions and opportunity to obtain a special Access Card.

Disneyland Railroad - Main Street Station

Mobility impaired: must transfer, one step to climb.

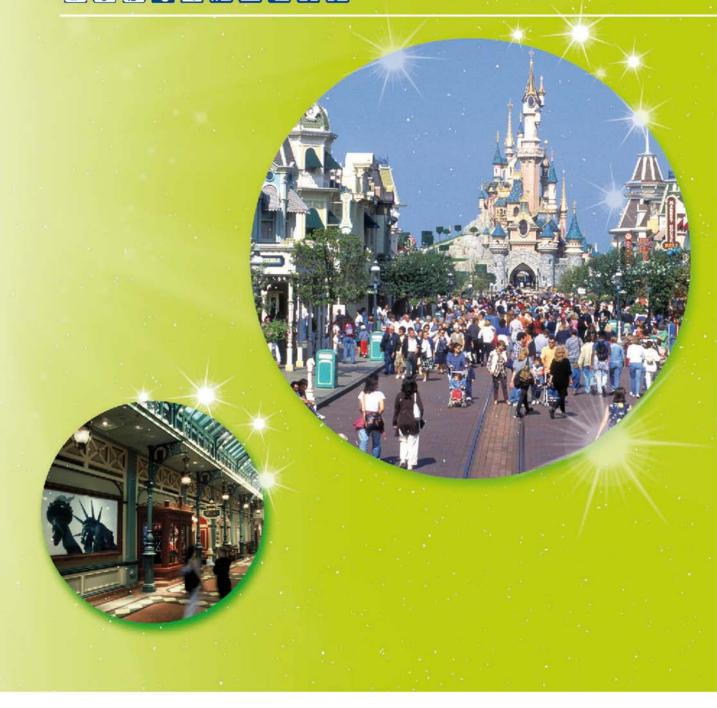
3 Horse-Drawn Streetcars

Mobility impaired: must transfer, one step to climb.

Main Street Vehicles Presented by Hertz

Mobility impaired: must transfer, one step to climb.

6 Liberty Arcade - Statue of Liberty Tableau

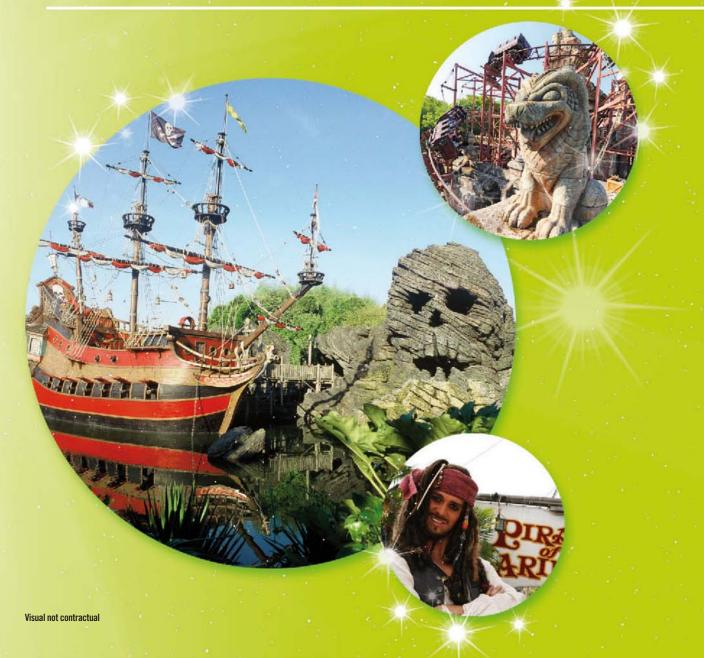












DISNEYLAND® PARK Your sensations: **Fun with Little Ones** Family Adventures **Big Thrills** Not to be missed









WALT DISNEY STUDIOS® PARK Your sensations: **Fun with Little Ones Family Adventures Big Thrills** Not to be missed 14 611 Hollywood Boulevard Place des Stars Animagique cinémagique \$ 6 Place des Frères Lumière **Studio Services**

20

FRONT LOT®

1 Disney Studio 1

Visually impaired: Relatively dark area.

PRODUCTION COURTYARD®

CinéMagique !

Wisually impaired: cinema.
Mobility impaired: Space reserved for wheelchairs or transfer onto a seat.
Hearing impaired: Space reserved for hearing impaired Guests.
See the Programme. Lasts approximately 30 minutes.

Playhouse Disney Live on Stage!

See the Programme. Lasts approximately 20 minutes.

Stitch Live!

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Show times available at venue. Lasts approximately 15 minutes.

Studio Tram Touro: Behind The Magic

Mobility impaired: Platform lift.



(1) Inspired by The Twilight Zone®, a registered trademark of CBS, Inc. All rights reserved.

WALT DISNEY STUDIOS. PARK Your sensations: Fun with Little Ones **Family Adventures Big Thrills** Not to be missed 10 6. N

BACKLOT







WARNING: this attraction is not suitable for guests who suffer from epilepsy.



Rock 'n' Roller Coaster starring Aerosmith 💯 🛕 T 🔢







Mobility impaired: must transfer in approximately 30 seconds.

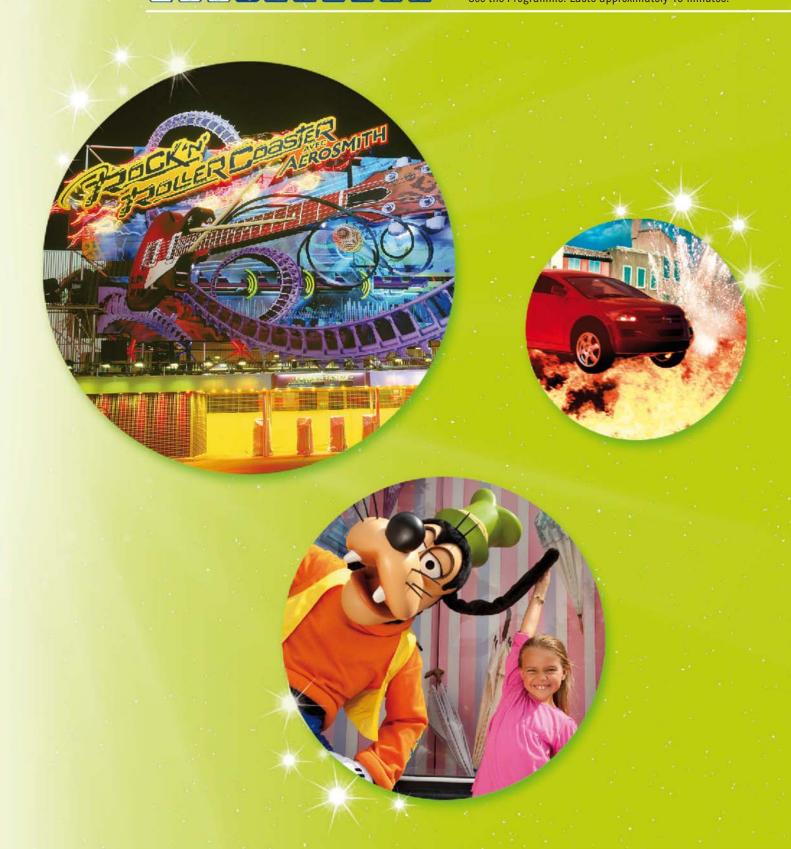
Mentally impaired, visually impaired (blind), hearing impaired (deaf Guests who can only understand sign language): must be accompanied.



Moteurs... Action! Stunt Show Spectacular® (1)



WARNING: this is a particularly noisy show. See the Programme. Lasts approximately 45 minutes.





TOON STUDIO®



Animagique®











Mobility impaired: Space reserved for wheelchairs or transfer onto a seat. **Hearing impaired:** Space reserved for hearing impaired guests.

Visually impaired: show theatre, attraction includes

very dimly-lit areas.

See the Programme. Lasts approximately 20 minutes.



Cars Quatre Roues Rallye(1)











Crush's Coaster®(2)





Mobility impaired: must be ambulatory. **Mentally impaired, visually impaired** (blind), **hearing impaired** (deaf Guests who can only understand sign language): must be accompanied. Minimum height: 1m07.



Les Tapis Volants - Flying Carpets Over Agrabah®



Mobility impaired: specially adapted vehicle.



Art of Disney Animation®













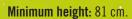


Inspired by Disney • Pixar's Toy Story



Toy Soldiers Parachute Drop (!)







Slinky Dog Zigzag Spin⁽³⁾





















Minimum height: 1m20.







WANT TO FIND OUT MORE?

Consult your travel agent

Or visit our website www.disneylandparis.com

At the resort:

enquire at your Hotel's

concierge desk.

