



# Disney® Parks Accessibility Guide



DisneyLAND  
PARIS

# WELCOME TO DISNEYLAND® PARIS

Childhood dreams and adventures, fun-filled parades and breathtaking shows, themed hotels and sumptuous shops... There are hundreds of reasons for coming to Disneyland Paris and spending some unforgettable time with family or friends.

We do everything we can to make sure all our guests enjoy a magical, emotion-filled, adventure-packed stay.

This guide book has been designed to help you plan your trip by telling you everything you need to know about access in the Disney® Parks.

It contains details of all the facilities and services we provide for guests with disabilities and/or specific needs. Use the symbols key on the cover flap to help you read the pages presenting the various attractions.

## CONTENTS

- PRACTICAL INFORMATION ..... **p.1**
- DISNEYLAND® PARK ..... **p.6**
- WALT DISNEY STUDIOS® PARK..... **p.20**

# SYMBOLS KEY

List of the symbols/icons used in this Guide to explain access to attractions.

 City Hall / Studio Services  
Disney® Parks information desks

 Guest Relations Windows

 First Aid and specific needs

 Attraction may frighten certain guests

 **WARNING! PHYSICAL RESTRICTIONS**

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

**N.B.:** The configuration of the seats and safety systems on attractions may not allow access for guests of certain body shapes or sizes. Guests must have sufficient upper body strength to sit in an appropriate position in all attraction vehicles.

Please note that most attractions, shows and events are unsuitable for children under 1 year of age.

The use of lighting effects, and notably strobe lights and flashing lights, may cause problems for guests who suffer from photosensitivity. Please comply with the Parks' rules and regulations and follow instructions given by Disneyland® Paris staff. Guests should be properly dressed at all times.

-  Height restrictions apply
-  Wheelchair accessible – *must be accompanied by an able-bodied adult aged 18 or over*
-  Wheelchair users must transfer into the attraction vehicle (alone or with assistance) – *must be accompanied by at least one able-bodied adult aged 18 or over*
- T** Transfer time needed
-  Must be capable of climbing steps
-  Suitable for guests with the lower limbs atrophy - *must be accompanied by at least one able-bodied adult aged 18 or over* (guests with other types of limb impairment will be provided with a list of suitable attractions)
-  Authorisation to ride the attraction depends on the type of limb atrophy you have (a full list is available from City Hall, Studio Services and the Central Reservations Office)
-  Suitable for guests who have difficulty standing
-  Suitable for guests with a learning disability, mental health disorder, behavioural disorder or autism – *must be accompanied by an able-bodied adult aged 18 or over*
- 2 3** Number of guests with a learning disability, mental health disorder, behavioural disorder or autism allowed together onto the attraction accompanied by at least one helper
- 4 5**
-  Suitable for visually impaired guests
-  Suitable for blind guests – *must be accompanied by an able-bodied adult aged 18 or over*
-  Guide and assistance dogs allowed
-  Attraction includes very dimly-lit areas
-  Suitable for hearing impaired guests
-  Suitable for expectant mothers
-  Suitable for guests with a debilitating illness or a temporary physical impairment
-  Lift
-  Strobe light effect
-  Guests may get splashed
-  Attraction equipped with an induction loop
-  Suitable attraction
-  Unsuitable attraction



# PRACTICAL INFORMATION



## Disney® Parks Information Desks

When you arrive at the Disney® Parks, head straight to one of the information desks: City Hall in Disneyland® Park or Studio Services in Walt Disney Studios® Park.

This is where you will find:

- the **Guide to the 2 Parks** and the **Disney Parks Accessibility Guide**;
- Access Cards (page 3);
- the entertainment **Programme**, which lists the times of shows, parades and Disney Character Meet 'n' Greets;
- informative brochures.

You can also go there to book a table in one of our many restaurants.

The *Cast Members*\* at City Hall and Studio Services will gladly answer all your questions. They will also issue you with an Access Card and will let you know which attractions are the most easily accessible according to your disability or specific needs.

We would encourage you to prepare your trip as much as possible by familiarizing yourself with what each attraction actually entails, as some guests may find certain attractions frightening (take a look at the attractions charts on the following pages).

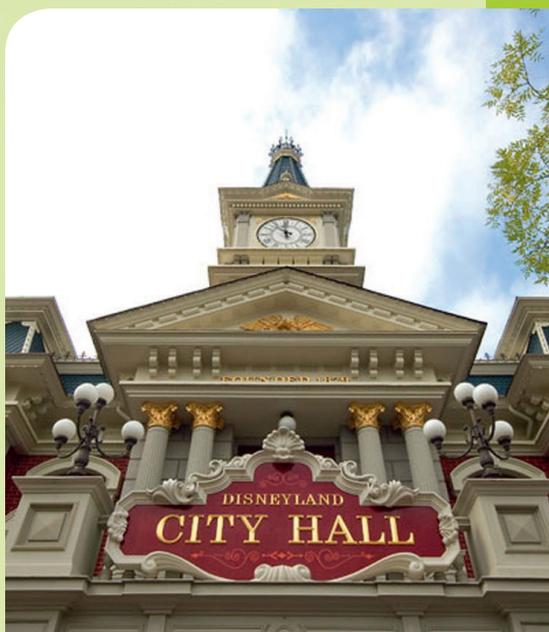
**Access procedures** : they may differ from one attraction to the next.

*Cast Members* can refuse access to an attraction if they believe that the configuration of the seat or your body shape or size would not allow you to be securely positioned in the attraction vehicle/boat.

Certain attractions are subject to specific physical restrictions: see the ▲ symbol/icon.

Guests must take note of the warnings and instructions that are displayed at the entrance to each attraction, published in the Accessibility Guide and given by *Cast Members*. Access to attractions may be changed without prior warning.

The access restrictions based on health or safety cannot be considered as discriminatory.



\* *Disney employees*

For safety reasons, some of our attractions can only accept one disabled guest at a time:

- Mobility impaired guests
- Visually impaired guests (blind)
- Guests with a cognitive or mental health disorder
- Guests with behavioural disorder or autism
- Guests with a learning disability

For a better experience, a reservation system has been introduced to handle high demand for priority access at attractions with limited capacity.

### **Epilepsy and photosensitivity**

Numerous special visual and lighting effects are used in the Disney® Parks. The lighting effects we use are primarily strobe lights and flashing lights, but we also use other effects such as:

- illuminating the outside of buildings (strobe light effects used in outdoor neon signs, for example);
- disco lighting (mirror balls, flashing/rotating dance floor lights, etc.);
- various effects used in our attractions and shows (such as flashes of lightening or explosions).

Certain attractions may consequently be unsuitable for guests who are prone to epilepsy, and we would ask such guests to be particularly vigilant. Please don't hesitate to go to City Hall in Disneyland® Park or Studio Services in Walt Disney Studios® Park for more information.

We would advise anyone who suffers from photosensitivity or whose seizures are triggered by light to seek advice from their doctor prior to coming to Disneyland Paris.



## Access Cards

There are 2 different types of Access Card: the Priority Card and the Easy Access Card.

Both these cards are issued by Disneyland® Paris and feature the information provided by guests. These cards are issued to guests who have a disability or a debilitating illness as well as to expectant mothers.

It is vital that the information you provide is accurate, as cards are issued on a case-by-case basis with the information you give being used to determine possible access restrictions, thereby also determining your safety and that of your helper(s).

Disneyland Paris cannot be held liable if you provide inaccurate information when applying for an Access Card.

These cards are strictly personal, and you may be asked to provide proof of identity. They remain the property of Disneyland Paris and can be withdrawn if misused.

The vast majority of attractions in the Disney® Parks have been specifically designed to make them accessible to as many guests as possible, including guests with disabilities or specific needs.

All the standard queuing areas in Walt Disney Studios® Park and some of those in Disneyland® Park (Buzz Lightyear Laser Blast, Princess Pavilion, Meet Mickey Mouse) are disabled-friendly. You can, however, opt to use the easy access queue if you prefer.

## Priority Card

This card gives you and your helpers priority access to certain attractions in both Parks via specially-adapted entrances, although access is not instant and queuing times will depend on visitor numbers.

Cards are issued to disabled guests. In order to receive a card, you will be asked to present supporting documents or a medical certificate (for residents of countries other than France – see the following page).

**You can be accompanied by a maximum of 4 helpers.**

**Warning:** for safety reasons, every guest who

- is mobility impaired or visually impaired (blind),
- has a cognitive or mental health disorder\*,
- has a behavioural disorder or autism\*,
- has learning disabilities\*

must be accompanied by at least one able-bodied adult aged 18 or over who is capable of helping him/her.

*\* In certain attractions each helper can accompany several guests with these types of disability. See the specific details for each attraction on pages 6 to 27.*

