

## Helpers:

*Cast Members* can generally only offer a limited amount of help. In a handful of attractions, the person helping the disabled guest must go on the attraction with him/her so that there is one helper per disabled guest. There are, however, a number of attractions where one helper can accompany several disabled guests at a time, see the specific details for each attraction on pages 6 to 27.

Helpers must follow the boarding instructions given by the *Cast Member* running the attraction.

Helpers agree to diligently carry out their role whilst in the Disney® Parks:

- assisting with transfers, boarding and alighting;
- assisting with evacuation procedures;
- passing on any messages and safety instructions, both written and verbal, given by Disneyland® Paris;
- offering reassurance, if necessary;
- helping the disabled guest choose the most suitable attractions.

If the cardholder is not going on an attraction, his/her helpers must join the standard queue.

## Documents required when applying for a priority card:

French residents: disability card, disabled person's priority card, difficulty standing card, war disability card, European disabled parking badge.

Residents of other countries: disability card, European disabled parking badge or a medical certificate (original certificate in French or English issued less than 3 months previously, signed and stamped by the doctor and **certifying that the person has a disability**).

## Easy Access Card

This card allows you to access certain attractions via specially-adapted entrances. It does not, however, give you priority in queues.

Easy Access Cards are issued to guests with a temporary or debilitating illness (illnesses that have not resulted in them being officially registered as disabled) and to expectant mothers. You will be asked to present a medical certificate in order to be issued with one of these cards (see below).

**Just one person can accompany you as a helper**, unless you hold a «*carte de priorité familiale*», in which case all those listed on the card are considered helpers.

## Documents required when applying for an Easy Access Card:

An original medical certificate in French or English issued less than 3 months previously, signed and stamped by the doctor and **certifying that the person has a debilitating illness, a temporary disability (e.g. is wearing a cast) or is pregnant**.



## Guide and Assistance Dogs

Guide and assistance dogs are welcome throughout the Parks and on certain attractions listed later in this guide book. We allow guide and assistance dogs to use the gardens. We would 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 does not accept dogs, you will have to leave him/her with one of your helpers.



## Stroller and Wheelchair Rentals

*hosted by Hertz*

Manual wheelchairs can be rented from the Stroller & Wheelchair Rentals point situated just inside the main entrance to each of the Disney® Parks (subject to availability). Wheelchairs cannot be pre-reserved.

The daily hire charge is €15, and you will be asked to pay a €150 deposit by cheque or credit card imprint (prices subject to change).

Please note that *Cast Members* are not authorised to accompany you around the Disney Parks.

Strollers can also be rented from the same place (subject to availability).



**TOP TIP! FREE wheelchair rental for Annual Dream Passport holders (deposit required).**



## First Aid and Specific Needs

Each Park has a First Aid point.

All members of staff working there are qualified and equipped to administer any emergency first aid guests may require. Our teams can also provide most kinds of medically-prescribed nursing care 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. Our Central Reservations Office can, however, put you in touch with external suppliers if you wish.

## Parades and shows

Please note that space is limited in the specially-designated area for visitors with specific needs, so **only one helper** will be allowed to accompany the Access Card holder.

## ATTRACTIONS



### City Hall

Information, brochures and bookings for restaurants and activities at Disneyland® Paris.  
Information on access to attractions and Access Card issuing service.  
**Hearing impaired:** Reception desk equipped with an induction loop.



### Disneyland Railroad - Main Street Station

**Lift available:** To access the platform you will need to take the lift, which is situated just below the station near the wheelchair rental point.  
**Mobility impaired:** Must transfer, two steps to climb.  
Wheelchairs can be folded up and loaded onto the train, or left in the station if guests wish to take the full trip around Disneyland® Park.  
**Lasts:** approximately 20 minutes.



### Horse-Drawn Streetcars

**Mobility impaired:** Must transfer, one step to climb.  
Wheelchairs can be folded up and loaded onto the vehicle.



### Main Street Vehicles *Presented by Hertz*

**Mobility impaired:** Must transfer, one step to climb.  
Wheelchairs can be folded up and loaded onto the vehicle.



### Discovery Arcade

**Mobility impaired:** Can be accessed by wheelchair via the main entrance.



### Liberty Arcade - Statue of Liberty Tableau

**Mobility impaired:** Can be accessed by wheelchair via the main entrance.



### Dapper Dan's Hair Cuts *(charge)*

For a haircut and shave just like in the good old days.











✓ Suitable attraction

✗ Unsuitable attraction

● Authorisation to ride the attraction depends on the type of limb impairment you have (a full list is available from City Hall, Studio Services and our website).

② ③ ④ ⑤ Number of guests with a learning disability, mental health disorder, behavioural disorder or autism allowed onto the attraction as a group accompanied by at least one helper. No access restrictions for theatres and show venues.



									
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
X	✓	✓	✓	✓	✓	✓	✓	✓	✓
X	✓	✓	✓	✓ 5	✓	✓	✓	✓	✓
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## ATTRACTIONS



### Legends of the Wild West

**Mobility impaired:** Must be ambulatory, numerous steps to climb (135 steps). There is no wheelchair access to the towers and paths around Fort Comstock.  
**Visually impaired:** Attraction includes very dimly-lit areas, discontinuous handrails.



### Phantom Manor<sup>(1)</sup>

**Mobility impaired:** Must transfer.  
**Mental health disorder, autism, behavioural disorder, learning disability:** Attraction may frighten certain guests.  
**Visually impaired:** Attraction includes very dimly-lit areas (vehicles travel through the dark).  
**Lasts:** approximately 5 minutes.



### Thunder Mesa Riverboat Landing

**Mobility impaired:** No more than one wheelchair per boat. Wheelchairs will be positioned at the front of the boat. (In the event of an emergency you will be evacuated onto another vessel.)  
 Guests wishing to access the upper floors must be ambulatory. Steps to climb.  
**Lasts:** approximately 15 minutes.



### Rustler Roundup Shootin' Gallery <sup>(charge)</sup>

**Mobility impaired:** Wheelchair accessible (2 reserved spaces).  
**Visually impaired:** Silent targets. Shooting gallery.



### Big Thunder Mountain<sup>(1)</sup>

**Mobility impaired:** Transfer time approximately 30 seconds. You will be seated at the back of the train.  
**Mobility impaired, visually impaired (blind) or with a mental health disorder, autism, behavioural disorder or learning disability:** Each guest must be accompanied by a helper.  
**Visually impaired:** Guide and assistance dogs are not allowed onto the attraction and must be left with a helper.  
**Minimum height:** 1m02.  
**Lasts:** approximately 5 minutes.



### Pocahontas Indian Village

Play area for children aged 4 to 8. Weather permitting.



### The Chaparral Theater

**Mobility impaired:** Wheelchair accessible (reserved spaces) or transfer onto a seat.  
 Show stage. See the **Programme**.



### Disneyland Railroad - Frontierland Depot

**Mobility impaired:** Must transfer, two steps to climb.  
 Wheelchairs can be folded up and loaded onto the train, or left in the station if guests wish to take the full trip around Disneyland® Park.  
**Lasts:** approximately 20 minutes.

✓ Suitable attraction











✗ Unsuitable attraction

(1): If the attraction is extremely busy, you may be asked to come back at a specific time later in the day.

● Authorisation to ride the attraction depends on the type of limb impairment you have (a full list is available from City Hall, Studio Services and our website).

② ③ ④ ⑤ Number of guests with a learning disability, mental health disorder, behavioural disorder or autism allowed onto the attraction as a group accompanied by at least one helper. No access restrictions for theatres and show venues.



									
X	X	✓	✓	✓	✓	✓	✓	✓	✓
X	✓	✓	✓	✓	✓	✓	✓	X	✓
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✓	✓	✓	✓	✓	✓	X	✓	✓	✓
X	✓	✓	●	✓	✓	✓	✓	X	✓
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X	✓	✓	✓	✓	✓	✓	✓	✓	✓

## ATTRACTIONS



**La Cabane des Robinson** (lots of climbing and descending)  
**Mobility impaired:** Must be ambulatory, numerous steps to climb (176 steps).  
**Lasts:** approximately 5 minutes.



**Pirates' Beach**  
 2 play areas for budding buccaneers aged 3-6 and 7-9. Weather permitting.  
**Mobility impaired:** Wheelchair accessible.  
**Maximum height:** 1m40.



**Le Passage Enchanté d'Aladdin**  
**Mobility impaired:** Wheelchair accessible.  
**Visually impaired:** Attraction includes very dimly-lit areas.  
**Lasts:** approximately 3 minutes.



**Indiana Jones™ and the Temple of Peril**  
**Mobility impaired:** Must transfer, transfer time approximately 30 seconds.  
**Mobility impaired, mental health disorder, autism, behavioural disorder, learning disability, visually impaired (blind):** Each guest must be accompanied by a helper.  
**Visually impaired:** Guide and assistance dogs are not allowed onto the attraction and must be left with a helper.  
**Minimum height:** 1m40.  
**Lasts:** approximately 5 minutes.



**Adventure Isle**  
 Attraction includes caves and suspended bridges. Numerous steps to climb.  
**Mobility impaired:** Must be ambulatory.  
**Visually impaired:** Attraction includes very dimly-lit areas.



**Pirates of the Caribbean<sup>(1)</sup>**  
**Mobility impaired:** Must transfer to a lower level seat.  
**Visually impaired:** Attraction includes very dimly-lit areas.  
 Guide and assistance dogs are not allowed onto the attraction and must be left with a helper.  
**Mental health disorder, autism, behavioural disorder, learning disability:** Attraction may frighten certain guests. Guests may get splashed.  
**Lasts:** approximately 10 minutes.

✓ Suitable attraction











✗ Unsuitable attraction

(1): If the attraction is extremely busy, you may be asked to come back at a specific time later in the day.

● Authorisation to ride the attraction depends on the type of limb impairment you have (a full list is available from City Hall, Studio Services and our website).

② ③ ④ ⑤ Number of guests with a learning disability, mental health disorder, behavioural disorder or autism allowed onto the attraction as a group accompanied by at least one helper. No access restrictions for theatres and show venues.



									
X	X	✓	●	✓ 5	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
X	✓	✓	●	✓	✓	✓	✓	X	✓
X	X	✓	✓	✓	✓	✓	✓	✓	✓
X	✓	✓	●	✓	✓	✓	✓	X	✓