## **TIPS AND INFORMATION**

#### **Disney FASTPASS<sup>®</sup> Service** Look for this **7** symbol on the map Spend less time waiting in line.

# ticket ages in



receipt comes out

Insert Park ticket into FASTPASS kiosk.

Get FASTPASS ticket with designated return time.

Come back during designated return time and hop on with little or no wait.

**Shopping** Throughout Future World, at

shops like Club Cool Hosted by Coca Cola®

with exclusive Coca Cola merchandise and

complimentary beverage samples from around

the world; The Art of Disney; Gateway Gifts;

Mouse Gear, the premier shopping experience at

Epcot<sup>®</sup>; and in every country of World Showcase,

Shop early and take advantage of complimentary

merchandise package delivery. You can pick

near the Main Entrance or at World Traveler at

International Gateway. Or you can even have

it delivered to your Walt Disney World Resort hotel. See a merchandise Cast Member for more

Guest Relations Located near Spaceship Earth.

Headquarters for services for international

Guests, ticket upgrades, dining assistance,

separated Guest assistance, lost & found

and information on services for Guests with

you'll find shopping experiences as amazing as

time to ride

Guests with mobility- or queue-related assistance needs are encouraged to use the Disney FASTPASS® Service wherever possible.

the Park itself.

information

disabilities.

#### Transportation

**BUSES** go to all other *Walt Disney* World<sup>®</sup> Resort hotels.

- ♥ BOAT LAUNCHES go to Disney's Yacht & Beach Club Resorts and Disnev's BoardWalk.
- **WONORAILS** go to Disney's Contemporary Resort, Disney's Polynesian Resort, Disney's Grand Floridian Resort & Spa, and to the Transportation and Ticket Center
- "Travel Tips Should your vehicle become up your package three hours after purchase disabled during your visit, complimentary towing is provided by AAA during Park

Readmission Policy If you leave the Park and plan to return today, you must present your valid ticket or Resort ID with ticket entitlement and utilize the Ticket Tag system.

#### Payment Options

The Walt Disney World Resort accepts Disney's Visa® Cards, Visa<sup>®</sup>, MasterCard<sup>®</sup>, American Express<sup>®</sup>, Discover<sup>®</sup>, Diners Club<sup>®</sup> and JCB<sup>®</sup>

For more information, visit Guest Relations located by the Main Entrance.



**Environmentality** Please look for the recycling containers throughout the Park and join us in our commitment to the environment.

#### **Special Considerations**

SAFETY: Please abide by all safety warnings and notices.



For your safety while on attractions, remain seated with hands, arms, feet and legs inside the vehicle. Supervise children

## Physical considerations on designated attractions:

A 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 appravated by this adventure. Expectant mothers should not ride.

Courtesy We work hard to offer a comfortable, safe and enjoyable experience for all our Guests. Please assist us by showing common courtesy to fellow Park Guests. Please be respectful of others. Do not use profanity or engage in unsafe, illegal or offensive behavior. Proper attire, including shoes and shirts, must be worn at all times.

Entertainment and attraction availability subject to change without notice. Printed on recycled paper. © Disney 8340398/ADMIN1251 11/12

## **ACCESSIBILITY AND MOBILITY**

Viewing Areas P& Parade routes and

some show areas have designated viewing

areas are filled on a first-come, first-served

basis. Plan to arrive early, as space is limited.

areas for Guests with disabilities. These

Viewing spaces cannot be reserved or guaranteed. Parties larger than six may be

asked to separate and reunite afterwards.

Buses can accommodate various types

of wheelchairs and ECVs. The

standard lift size is 30" x 48".

The wheelchair or ECV must

fit the lift without being forced

and be securely fastened in the

restraints. We recommend that

Guests using ECVs transfer to a

bus seat while onboard.

the type of watercraft and

the existing water levels and

elevators and/or ramps, at Ticket

& Transportation Center, Epcot<sup>®</sup>.

Disney's Grand Floridian Resort &

Spa, Disney's Polynesian Resort

Watercraft access varies depending on

conditions.

Monorail system can be accessed by

Accessible Transportation Following

options are available for Guests in

wheelchairs or ECVs:

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 & Companionassisted 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 West & East
- The Land Soarin'
- Showcase Plaza Refreshment Port
- Germany
- Morocco Norway

#### 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 counterservice locations and merchandise may 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.



Special Dietary Requests We offer menu selections for all of our Guests seeking well-balanced meals, snacks and beverages, as well as those with lifestyle dining requests or food allergies and intolerances. Please ask to speak with a chef upon arrival at the restaurant.

#### **BEYOND** EPCOT®

Resorts/Special Reservations Walt Disney World Resorts offer special equipment and facilities for Guests with disabilities. Accommodations may include: wheelchairs, wheelchair accessible bathrooms, bed accessories, strobe-light smoke detectors, in-room TTYs and other features. 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 Reach Water Park

**Downtown Disney®** Guest Relations locations at *Downtown Disney* Marketplace and Downtown Disney West Side

ESPN Wide World of Sports Complex Information Booth near the entrance at ESPN Wide World of Sports Complex. Information about upcoming sporting events is available at www.espnwwos.com or by calling 407-828-3267.

Recreation and Activities Accessibility will vary depending on the type and location of the activity. For specific information and service options, please contact a Cast Member at the location.

Golf Single-rider, adaptive golf carts and clubhouse accommodations are available at all Walt Disney World Resort Golf courses. For additional information and tee times, please call 407-WDW-GOLF (939-4653) [voice] or 407-939-7670 [TTY].

# GUIDE FOR GUESTS WITH DISABILITIES



Let the Memories Begin



This guide provides an overview of services and facilities available for Guests with disabilities who are visiting Epcot.

Guest Am Available or Deposit MODILITY

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More Opt

Safety in the Park



	Disabilities	VISUAL Disabilities	HEARING Disabilities
menities e for Rent sit	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. <b>Park Hopping Options</b> 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.         Audio Description Discription Discription Device 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 I Utilizes Disney's Handheld Device to amplify sound through headphones or induction neck loop at specific attractions.         Handheld Captioning I Utilizes Disney's Handheld Device to display text at select attractions.         Video Captioning I C Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into Disney's Handheld Device.         Amenities available for \$25 refundable deposit.
ocations	<ul> <li>Stroller &amp; Wheelchair Rental Shop to the left of Spaceship Earth</li> <li>International Gateway</li> </ul>	Guest Relations 🖬 See map inside for locations.	Guest Relations 1 See map inside for locations.
nentary es and s for use ark	Wheelchair Replacement Location       •         • Germany – Karamelle-Küche         Companion Restrooms         See map inside for locations indicated with	<b>Stationary Braille Maps</b> 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 near Duffy the Disney Bear.	Reflective Captioning RC 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.
otions	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. NO RESERVATIONS ACCEPTED. 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 or call 407-824-4321.	Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag. Sign Language Interpretation <sup>[4]</sup> Available at <i>Epcot</i> <sup>®</sup> on Fridays. 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] or 407-827-5141 [TTY].
n the Park	Mobility Scooters/ECVs	SERVICE	ΔΝΙΜΔΙ S

VICLAI

## SERVICE ANIMALS

Trained service animals must remain on a leash or in a harness at all times. Cast Members are not able to take control of the service animal. Guests with service animals should follow the same attraction entrance procedures as Guests using wheelchairs.

LIE A DINIC

Service Animal Restrictions Due to the nature of some attractions, service animals may not be permitted to ride. Please inquire with a Cast Member about available options, including a rider switch with a member of your party.

- Mission: SPACE® Attraction
- Test Track
   Attraction
- Soarin'® Attraction

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

- Spaceship Earth
- Innoventions
   Pavilion
- Captain EO

#### Please contact a Cast Member for information and assistance.

#### Specialty Lighting Effects/Photosensitivity

transfer.

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 ightning, 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 to through common household appliances such as vacuum cleaners and hair dryers.



BisNEW's Wild About Safety 🕬 Safety Tip: Watch over your herd (supervise your children at all times). For information, go by Guest Relations and pick up Timon and Pumbaa's safety tip cards!

Service Animal Relief Areas 🌆

United Kingdom: right of restrooms

877-4WDW-PETS (493-9738).

Norway: left across from area restrooms

restrooms

MouseGear

• Future World West: next to Imagination!

• Future World East: next to restrooms behind

Kennels For information and reservations, call

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.

Please keep your speed to the walking speed of

Adjust and lower speed while maneuvering

merchandise and food and beverage locations.

Park your device in safe locations clear from

In the event of an evacuation, Guests may be

required to walk certain distances, navigate stairs

member of your party assist or carry you, or wait in

or narrow walkways. In this case, please have a

Some attractions require Guests to transfer from

their wheelchairs to the ride. Cast Members

are not permitted to physically lift Guests in the

through enclosed spaces like restrooms,

those around you.

walkways and stairs.

a vehicle for assistance.

Evacuation

Transfers

## **FUTURE WORLD EAST**

#### 1 Spaceship Earth Presented by Siemens ATTRACTION

Spaceship Earth 🔊 🔅 (HC) 🔊 See yourself in the future (literally) as you ride, play, create, compete and explore inside the Park's amazing icon. Mobility Access: Enter through the exit on RIGHT or LEFT.

#### **2) Universe of Energy** ATTRACTION

#### Ellen's Energy Adventure 🔊 🖉 🕫 🔊 Ride with Ellen DeGeneres as she goes back to the dinosaur era. 45-minute shows. Mobility Access: Enter through standard queue.

## **3** Mission: SPACE Presented by HP

#### **ATTRACTIONS** Mission: SPACE . 💋 🄃 🐼 🖸 Tap into your inner

astronaut as you blast into space without leaving Earth! Join the Orange Team for an intense journey **A** or the Green Team for a milder mission. Minimum height 44"/112 cm. Expectant mothers should not ride. Mobility Access: Obtain a FASTPASS® OR enter through standard queue. Transfer Device available

Advanced Training Lab & Experience a team competition game and play through an interactive crawl area. Mobility Access: Located at the exit of the *Mission: SPACE* Attraction. Guests wishing to bypass the *Mission:* SPACE Attraction may enter through the shop to the left of the attraction.

## 4 Test Track<sup>®</sup> Presented by Chevrolet<sup>®</sup>

**ATTRACTION** ening **Test Track 💯 🖅 🍐**  🚺 🥳 Buckle up for a thrill, now designed by YOU! Feel like you're part of a design studio as you create your own virtual custom concept vehicle and then put your design through its paces on the exhilarating hills, hairpin turns and straight-aways of the Test Track circuit. Mobility Access: Obtain a FASTPASS OR enter through standard queue. Transfer Practice Vehicle available. Minimum height 40"/102 cm.

#### 5 Innoventions East & West

Come play, smash, invent and explore as you learn how to make the world a better place! **A** Mobility Access: Enter through main entrance. See a host for boarding requirements. NOTE: Some attractions may require Guests to transfer from their wheelchair or ECV.

#### DINING

Electric Umbrella LD \$ Angus burgers, chicken and freshly tossed salads, Hosted by Coca-Cola

## **FUTURE WORLD WEST**

#### 6 Epcot<sub>®</sub> Character Spot

#### ATTRACTION

Meet Mickey and his pals in their own whimsical "toon" version of *Innoventions*® for photos, autographs, hugs and smiles! [&] Mobility Access: Enter through standard queue.

DINING Fountain View Ice Cream §\$ Hand-dipped ice cream, sundaes, smoothies and beverages.

#### **7** The Seas with Nemo & Friends ATTRACTIONS

The Seas with Nemo & Friends ( K at the D at the your undersea pals on a quest to find Nemo! Inspired by Disney Pixar's "Finding Nemo." Mobility Access: Enter through standard queue.

Turtle Talk With Crush 💩 💋 🙌 Shoot the breeze with Crush during his awesomely interactive show inspired by Disney • Pixar's "Finding Nemo," dude. Mobility Access: Enter through standard queue.

Coral Reef Restaurant C L D \$\$ Seafood, steaks and more.

## 8 The Land (Attractions on the lower level of the building can be accessed using the elevator to the left of The Garden

#### ATTRACTIONS

Soarin'® 17 1 🐼 CC 🤨 Feel the exhilarating rush of this free-flying, hang-gliding adventure. Minimum height 40"/102 cm. Mobility Access: Obtain a FASTPASS OR enter through standard queue.

Living with the Land 27 🔊 🕫 🕬 Boat voyage through amazing greenhouses and a fish farm. Presented by Chiquita. Mobility Access: Obtain a FASTPASS OR use standard queue.

The Circle of Life ( ) 🖉 ( ) Short film featuring characters from "The Lion King." Mobility Access: Enter through standard queue.

#### DINING

Sunshine Seasons B L D S Seasonally inspired soups, salads, sandwiches, wood-fired specialties and desserts.

The Garden Grill <sup>13</sup> D <sup>\$\$</sup> Enjoy Chip 'n Dale's Harvest Feast for dinner

## (9) Imagination!

**ATTRACTIONS** Journey Into Imagination With Figment 🕭 🛏 🔊 A journey that engages the imagination and the senses. Mobility Access: Enter through standard queue.

Captain EO ! 🔈 💋 R C CC 🔊 🥶 A 3D film that follows Captain EO and his crew on a mission to rescue the planet through the gift of music, dance and light.

ENTRANCE

MONORAIL

STATION

Ô

Mobility Access: Enter through standard queue

ImageWorks 💩 Laugh and learn through fun, interactive play areas. Mobility Access: Located at the exit of the Journey Into Imagination attraction. For Guests wishing to bypass the Journey Into Imagination With Figment attraction, you may enter the "What If" Labs through the merchandise shop to the left of the attraction.

## WORLD SHOWCASE

## (10 Mexico (Entrance to the building can be accessed by using the ramp located to the right.)

#### ATTRACTION

Gran Fiesta Tour Starring The Three Caballeros 🔊 🖧 HC 🔊 🧐 Donald Duck, Panchito and José Carioca host a musical boat tour, Mobility Access Enter through standard queue. Follow directional signs to designated load area.

> ODVSSEV CENTER

> > DVC 🏂

ō.

#### DINING

San Angel Inn Restaurante 🕕 LD \$\$ Intimate twilight dining. La Hacienda de San Angel O D\$\$ Old world Mexican cuisine. La Cantina de San Angel L D \$ Lagoon-front casual cuisine. La Cava del Tequila S Tequila bar (not on Disney dining plans).

## (11) Norway

#### ATTRACTION

Maelstrom 📶 🛃 🛱 HC RC 🔊 Viking boat voyage; 5-minute film finale. Mobility Access: Obtain a FASTPASS OR 12) China enter through standard queue. Transfer Device

available.

WEST

LL 👫 絶 🛅

DISNEY

RESORT BUS

FACILITY

IllumiNations: eflections of Earth

́ 9 】

20 Canada

World ShowPlace **Events Pavilion** 

new interactive experience is now at *Epcot*! Disney Phineas & Ferb: Agent P's World Showcase Adventure is based on Agent P, the wily alter ego of Perr the Platypus. Using a "F.O.N.E." device (Field Operative Notification Equipment), you can transform into a secre agent, then scour World Showcase for clues and evil "Inators" to help Agent P defeat his nemesis Ir. Doofenshmirtz. Presented by Verizon. WORLD SHOWCASE DVENTURE

For Character Greeting, Dining, Show and Attraction Times, pick up a TIMES GUIDE.

**NORWAY DINING** Continued Princess Storybook Dining at Akershus Royal Banguet Hall B SS L D SSS Dine with Disney Princesses family-style. Kringla Bakeri Og Kafe S S Pastries, sandwiches,

12 China

ATTRACTION Reflections of China 🕭 🔊 RC 🔊 Circle-Vision 360 film. 14-minute shows. Mobility Access: Enter through standard queue.

#### CHINA DINING

Nine Dragons Restaurant 
 L 
 S\$ Chinese cuisine, wine and beer. Lotus Blossom Café L D S Equ rolls, orange chicken with rice.

### **13** Germany

#### DINING

Biergarten Restaurant 🖪 L D \$\$ 💋 Enjoy our German Oktoberfest with entertainment, wines and Radeberger beer. Sommerfest L D S Bratwurst, pretzels, desserts,



## (17) Morocco

## 19 United Kingdom

#### **nternational Gateway**

At International Gateway, you can get boat transportation to select Epcot<sup>®</sup> Resorts, and then to Disney's Hollywood Studios®

#### Showcase Plaza

(21) Duffy the Disney Bear Meet the newest member of the Disney Character family.

#### DINING

Refreshment Port L D S Crispy chicken sandwiches, fried shrimp, frozen drinks and more.

Promenade Refreshments L D \$ Hot dogs, soft-serve ice cream and beer.

## **14) Italy**

#### DINING

Tutto Italia Ristorante 
 L D 
 SS Pasta and fine Italian specialties. Tutto Gusto Wine Cellar L D S SS Wines, small plates (not on Disney dining plans). Via Napoli Ristorante e Pizzeria 
L D 
Via Napoli Ristorante e Pizzeria Piatti alla Parmigiana, tiramisù,

#### (15) The American Adventure

#### **ATTRACTION**

The American Adventure 💩 💋 📭 🔊 Inspirational story of America and its people. 30-minute shows. American Heritage Gallery: National Treasures exhibit. Mobility Access: See a host at entrance for access to second floor.

#### DINING

Liberty Inn LD \$ Angus burgers, hot dogs, chicken and freshly tossed salads. Fife & Drum Tavern L D S Turkey legs, frozen beverages and beer.

#### 16 Japan DINING

Mitsukoshi Restaurants: Mobility Access: Guests can access the second level dining areas by using the elevator to the LEFT of the front of the

- Mitsukoshi department store. Teppan Edo 
   L D 
   SS Chicken, steak and seafood cooked before your eves; Kirin beer.
- Katsura Grill L D S Beef, chicken, noodles and sushi rolls. Mobility Access: Guests can access the Katsura Grill via the pathway behind the Pagoda
- Kabuki Cafe S S Shaved ice, edamame, miso soup, sake.

## 17 Morocco

#### DINING

Restaurant Marrakesh (3) L D \$\$ Dine like a king, with live belly dancer show, beef, lamb, chicken and couscous

Tangierine Café L D \$ Roasted chicken, lamb, salads and desserts.

### (18) France

#### ATTRACTION

Impressions de France 💩 🗖 📧 🔍 A film celebrating the beautiful French countryside. 20-minute shows. Mobility Access: Enter through LEFT side of entrance hallway.

#### DINING

Chefs de France 
 L D 
 S
 Casual French cafe. Monsieur Paul 
 D 
 SSS Gourmet French cuisine in an elegant

at the entrance of Chefs de France.

Boulangerie Pâtisserie S S Pastries and baked goods.

#### (19 United Kingdom



Rose & Crown Pub & Dining Room B L D \$\$ Bass Ale, fish and chips, steaks. Yorkshire County Fish Shop L D \$ Fish and chips, beverages, Bass Ale.

#### (20) Canada **ATTRACTION**

O Canada! 💩 💋 RC 🔍 Circle-Vision 360 film. Hosted by Canadian actor Martin Short. 14-minute shows. Mobility Access: Enter through path on RIGHT next to Le Cellier Steakhouse.

DINING

Le Cellier Steakhouse 
 L SS D SSS Steaks, pasta and seafood.

ook for the *Mickey Check* on menus at various locations throughout the Walt Disney World<sup>®</sup> Resort for kids' meals and other items that meet **Disney Nutrition Guidelines**. For more information, please visit www.disnevmickevcheck.com.

#### Guest Amenities testrooms **Companion Restrooms** First Aid Presented by Florida Hospital Guest Relations 🗞 ATMs Presented by CHASE Automated External Defibrillators Designated smoking area 🔀 Baby Care Center TTY 🔝 Locker rentals The sector of t Disney's PhotoPass® Service Disney Vacation Club® Pin Trading location <u> and</u> Stroller and Wheelchair rentals Service Animal Relief Areas Disney FASTPASS® Subject to availability Leave A Legacy Locator Tips and Show Times ⊌¶ Sign Language on Fris. at specific time. chedule available at Guest Relations. Attractions Info Character Greetings (I) May be frightening for children Physical considerations See reverse side Minimum height requirement. ■ *Rider switch available* A 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 RC Reflective Captioning IllumiNations Viewing for Guests with disabilities Agent P's Disney Phineas & Ferb: Agent P's World Showcase Adventure Single Rider Queue Kidcot Fun stops **Devices** (at Guest Relations) HC Handheld Captioning CC Video Captioning Assistive Listening Difference Audio Description All dining locations listed accept the Disney dining plans unless otherwise noted Reservations recommended. Call 407-WDW-DINE (939-3463)

PRICING PER PERSON

\$ = \$14.99 and under

B Breakfast L Lunch

Snack

**\$\$** = \$15-\$35.99

**SSS** = \$36-\$59.99

D Dinner



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