TIPS & INFORMATION

Magical Perks & Rewards
The Walt Disney World® Resort accepts Visa®, MasterCard®, American Express®, Discover®, Diners Club® and JCB®.

Guest Relations: Located near the Main Entrance. Headquarters for services to international guests, ticket upgrades, dining assistance, special guest assistance, lost & found and information on services for guests with disabilities.

Package Pickup: Located near the Main Entrance. Your package may be picked up three hours after purchase as you exit the Park or delivered to your Walt Disney World® Resort hotel.

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

Travel Tips: Should your vehicle become disabled during your visit, complimentary towing is provided by AAA during Park hours.

Kemnells: Located near the Main Entrance.

HEARING DISABILITIES

Hosts with basic abilities in Sign Language can be identified with the appropriate language pin on their nametag.

Sign Language Interpretation: Sign Language schedules are available at Guest Relations that list specific interpreted show times and locations.

The Walt Disney World® Resort provides Sign Language interpretation for our Guests at specific live shows. Theme Park shows on a rotating basis as follows:

Disney's Hollywood Studios® - Sundays, Wednesdays
Magic Kingdom® Park - Mondays, Thursdays
Epcot® - Tuesdays, Fridays
Disney's Animal Kingdom® Theme Park - Saturdays

For future visits, you should request confirmation of our interpreted performance schedule a minimum of 7 days in advance by calling Walt Disney World® Resort Information at (407) 824-4321 (voice) or (407) 827-5514 [TTY]. You will be contacted prior to your visit with an appropriate show schedule that lists the names, dates, and times of our interpreted performances.

Sign Language interpretation can also be requested for other special events and shows, with a minimum of 14 days advance notice. These requests can be made by calling Walt Disney World® Resort Information at (407) 824-4321 (voice) or (407) 827-5514 [TTY]. You will be contacted prior to your visit to verify arrangements.

Assistive Listening: Utilizes Disney's Handheld Device to amplify sound through headphones or in-circuit loop at select attractions. Devices are recommended for guests with mild to moderate hearing loss. Available at Guest Relations and requires a $5 refundable deposit (must return item on the same day for refund).

Reflective Captioning: Available at some theater-style attractions, utilizing an LED display to project desired captioning onto a visible panel positioned in front of you. Contact a host at the attraction to use this system. Not all portions of an attraction may be captioned.

Handheld Captioning: Utilizes Disney's Handheld Device to display text in locations such as moving attractions. Available at Guest Relations and requires a $5 refundable deposit (must return item the same day for refund). Not all portions of an attraction may be captioned.

Video Captioning: Caption-ready monitors are designated with a "V" symbol and can be activated by remote control. Video Captioning activation is also incorporated into Disney's Handheld Device which requires a $5 refundable deposit (must return item on the same day for refund). Not all portions of an attraction may be captioned.

Written Aids: Guest Assistance Packs containing dialogue, narrations, flashlights, and pen and paper are available at or near the performance areas or entrances for most shows and attractions. Contact a host at the attraction for assistance.

Telephones: Pay phones equipped with Text Talkers (TTYs) are available at designated locations throughout Disney's Animal Kingdom®.

MOBILITY DISABILITIES

Please feel free to contact a host regarding accessibility prior to boarding a particular attraction. Certain attractions require guests to transfer from their wheelchairs to a ride system either by themselves or with the assistance of a member of their party. Walt Disney World® Resort hosts are not permitted to physically lift guests in transfer from their wheelchairs.

Wheelchairs: You may bring your own wheelchair or rent one at any of the four Parks. Wheelchair rentals are available on a first-come, first-served basis. Rental wheelchairs may not be transferred from Park to Park.

Wheelchair Rentals
- Garden Gate Gifts
- Outpost

Wheelchair Replacement Locations
- Creature Comforts
- Mammals Marketplace

Electric Convenience Vehicles (ECVs): A limited number are available on a first-come, first-served basis at the Stroller & Wheelchair Rental Shop. Guests must be 18 years of age or older to rent ECVs. NO RESERVATIONS ACCEPTED. ECVs are 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.

Park Hopping Guidelines for Rental Wheelchairs and ECVs: If you are planning to visit more than one Park on the same day, you should return your wheelchair or ECV to the first Park you visit. This will enable you to obtain a replacement wheelchair or ECV on the same day, if available, at the next Park with no additional charge. Wheelchairs or ECVs may not be transferred between the second Park.

VISUAL DISABILITIES

Braille Guides: Available at Guest Relations and require a $5 refundable deposit (must return item on the same day for refund).

Audio Guides: Give you a sense of direction and a brief description of the attractions. Audio Guides are available at Guest Relations and require a $5 refundable deposit (must return item on the same day for refund).

Stationary Braille Maps: Use large print with a clear Braille overlay and some additional raised graphics to highlight key landmarks and attractions. Located near the Guest Relations Lobby and near the Tip Board at the entrance to Discovery Island.

Audio Description: Utilizes Disney's Handheld Device to provide supplemental audio for guests with visual disabilities at specific attractions. Devices are available at Guest Relations and require a $5 refundable deposit (must return item on the same day for refund).

SERVICE ANIMALS

Trained service animals are welcome in most locations throughout the Disney's Animal Kingdom® Theme Park. All service animals must remain on a leash or in harness at all times. Guests with service animals should follow the same attraction entrance procedures as described for guests using wheelchairs. Due to the nature of some attractions, service animals may not be permitted to ride. In those instances, a member of the Guest's party must remain with the animal.

Service Animal Restrictions: Due to the nature of the experience, service animals are not permitted on the following attractions:

- Affection Section at Rafiki's Planet Watch
- Kilimanjaro Safaris
- The aviary area of Pangani Forest Exploration Trail
- The aviary area of Maharajah Jungle Trek
- It's Tough To Be A Bug
- Kilimanjaro Safaris
- The aviary area of Maharajah Jungle Trek
- The aviary area of Maharajah Jungle Trek

CONSERVATION

Be a Conservation Hero

Join Disney in supporting efforts for wildlife around the world by contributing where you see the Disney Worldwide Conservation Fund symbol.

We Can All Make a Difference

- Reuse and recycle whenever possible.
- Create habitats for wildlife in your own backyard.
- Support conservation organizations through contributions and volunteerism.

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