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 for international guests, ticket upgrades, dining assistance, separated guest assistance, and information on services for guests with disabilities.

Lost & Found Located at Guest Relations.

Package Pickup Located next to Oscar's Super Service. Your package may be picked up three hours after purchase as you exit the Park or delivered to your Walt Disney World® Resort hotel.

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 transferring 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
- Oscar's Super Service inside the Main Entrance

Wheelchair Replacement Locations
- Tatooine Traders
- The Writer's Stop

Electric Convenience Vehicles (ECVs) A limited number are available on a first-come, first-served basis at the Oscar’s Super Service Shop. Guests must be 18 years of age or older to rent ECVs, and quantities are limited. 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 deposit ticket from the first Park you visit. This will enable you to obtain a replacement wheelchair or ECV the same day, if available, at the next Park with no additional charge. Wheelchairs or ECVs may not be available at the second Park.

VISUAL DISABILITIES

Braille Guides Available at Guest Relations and requires a $25 refundable deposit (must return item on the same day for refund).

Audio Guides Gives you a sense of direction and a brief description of the attractions. Audio Guides are available at Guest Relations and require a $25 refundable deposit (must return item on the same day for refund).

Stationary Braille Maps Used 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 intersection of Hollywood Boulevard and Sunset Boulevard.

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 $25 refundable deposit (must return item on the same day for refund).

HEARING DISABILITIES

Readmission Policy If you leave the Park and plan to return today, you must present your valid ticket or Resort ID with ticket entitle 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.

Kennels Located near the Main Entrance.

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

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 Theme Park shows on a rotating basis as follows:

Disney's Hollywood Studios® — Sundays, Wednesdays
Magic Kingdom® Park — Mondays, Thursdays
Epcot® — Tuesdays, Fridays

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) 827-5141 (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) 827-5141 (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 induction loop at specific attractions. Devices are recommended for guests with mild to moderate hearing loss. Available at Guest Relations and requires a $25 refundable deposit (must return item on the same day for refund).

Reflective Captioning Available at many theater-type attractions, utilizing an LED display to project desired captions onto an acrylic 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 $25 refundable deposit (must return item on the same day for refund). Not all portions of an attraction may be captioned.

Video Captioning Caption-ready monitors are designated with a "CC" symbol and can only be activated by remote control. Video Captioning activation is also incorporated into Disney's Handheld Device which requires a $25 refundable deposit (must return item on the same day for refund). Not all portions of an attraction may be captioned.

Written Aids Guest Assistance Packets 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 Typewriters (TTYs) are available at designated locations throughout Disney's Hollywood Studios®.

SERVICE ANIMALS

Trained service animals are welcome in most locations throughout Disney’s Hollywood Studios®. Guests with service animals should follow the same attractions 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 your 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:
- Star Tours
- Rock 'n' Roller Coaster Starring Aerosmith
- "The Twilight Zone Tower of Terror"

Due to the nature of the experience, Guests with service animals should check with a host for attraction and boarding information at the following attractions:
- The Great Movie Ride
- Toy Story Midway Mania!

Designated "Break" Areas for Service Animals Contact a host near the following backstage areas for directions and assistance:
- Main Entrance at the Studio Kennel
- Behind the gate next to Star Tours
- To the left of the Courthouse (Tri-City Square)
- Behind the gate near Toy Story Midway Mania!
- Near the restrooms at Animation Courtyard
- Behind Theater of the Stars

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