**TIPS & INFORMATION**

**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.

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

**Shopping** Throughout *World of *Future, 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®; and in every country of *World Showcase, you’ll find shopping experiences that are as amazing as the Park itself. There’s no easier way to take a bite of the wonder, a piece of the culture and a lot of the magic home with you.

**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 into 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**
- **Gift Shop** (outside the Main Entrance – limited quantities and no ECVs)
- **Stroller & Wheelchair Rental Shop** to the left of Spaceship Earth
- **International Gateway**

**Wheelchair Replacement Locations**
- Germany – Gies und Donnelan

**Electric Convenience Vehicles (ECVs)** A limited number are available on a first-come, first-served basis at the Stroller & Wheelchair Rental Shop. You 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. ECVs 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 retain your wheelchair 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** 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 in *Future World* and International Gateway, near the Tip Board in *Future World*, and near the entrance to *World Showcase*.

**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 $100 refundable deposit (must return item on the same day for refund).

**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 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) 824-3232 [voice] or (407) 827-5141 (TTY). You will be contacted prior to your visit with an appropriate show schedule that lists the shows, 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) 824-3232 [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 $100 refundable deposit (must return item on the same day for a refund).

**Reflective Captioning** Available at many theater-type attractions utilizing an LED display to project captions onto an acrylic panel positioned in front of you. Contact a host at the attraction to use this system. Not all portions of the attraction may be captioned.

**Handheld Captioning** Utilizes Disney's Handheld Device to display text in locations such as dining areas or attractions. Available at Guest Relations and requires a $100 refundable deposit (must return item on the same day for refund). Not all portions of the attraction may be captioned.

**Video Captioning** Caption-ready monitors are designated with a “CC” symbol and can only be activated by remote control. Remote control activators are available at Guest Relations and require a $25 refundable deposit. Video Captioning activation is also incorporated into Disney's Handheld Device which requires a $100 refundable deposit (must return item on the same day for refund). Not all portions of the 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 *Epcot®*.

**SERVICE ANIMALS**

Trained service animals are welcome in most locations throughout *Epcot®*. All service animals must remain on a leash or in a 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 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:
- **Mission: SPACE** – Mission: SPACE
- **Test Track** – Test Track
- **The Land** – Soarin’

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:
- **Spaceship Earth** – Spaceship Earth
- **Innoventions**
- **Imagination!** – "Honey...I Shrank the Audience"

**Designated "Break" Areas for Service Animals** Contact a host near the following backstage areas for directions and assistance:
- **Behind the gate to the left of the Universe in Energy in Future World East**
- **Behind the gate to the right of Imagination! in Future World West**
- **Behind the gate to the left of the Steve Church in Norway**
- **Behind the gate to the left of Germany**
- **Behind the gate to the left of Morocco**
- **International Gateway behind the World Traveler**

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