


## TIPS AND INFORMATION



**Disney FASTPASS® Service** Look for this  symbol on the map  
**Spend less time waiting in line.**



**ticket goes in**  
Insert Park ticket into FASTPASS kiosk.




**receipt comes out**  
Get FASTPASS ticket with designated return time.




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

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

### Transportation

 BUSES go to all other *Walt Disney World*® Resort hotels.

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

**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.

**Shopping** Shop early and take advantage of complimentary package delivery near the Main Entrance, three hours after purchase. You can even have it delivered to your *Walt Disney World* Resort.

**Payment Options**  
The *Walt Disney World* Resort accepts Disney's Visa® Cards, Visa®, MasterCard®, American Express®, Discover®, Diners Club® and JCB®.



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.






### 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

We share our world with billions of other creatures, so our actions have a far-reaching impact. At Disney's Animal Kingdom Theme Park, veterinarians, animal keepers, educators and Cast Members search for new and exciting ways to keep the planet healthy for all its inhabitants. You can help the conservation effort, too:

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

### Special Considerations

**SAFETY:** Please abide by all safety warnings and notices.

 Supervise children at all times. Children under age 7 years must be accompanied by a person age 14 years or older.

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

### Physical considerations on designated attractions:

**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 aggravated 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.


## ACCESSIBILITY AND MOBILITY

**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**  Companion-assisted restroom facilities are available in addition to facilities designed for access by Guests with mobility disabilities. These restrooms are located at:

- Discovery Island
- First Aid, *Discovery Island*
- Chester 'n Hesters, *DinoLand U.S.A.*
- Maharajah Jungle Trek*, Asia
- Expedition Everest*, Asia
- Africa
- Conservation Station, *Rafiki's Planet Watch*

**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.

**Viewing Areas**  Parade routes and some show areas have designated viewing areas for Guests with disabilities. These areas are filled on a first-come, first-served basis. Plan to arrive early, as space is limited. Viewing spaces cannot be reserved or guaranteed. Parties larger than six may be asked to separate and reunite afterwards.

**Accessible Transportation** Following options are available for Guests in wheelchairs or ECVs:

**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.

**Dining and Shopping Locations** Some counter-service 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 DISNEY'S ANIMAL KINGDOM®

**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 Beach* 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](http://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].

Entertainment and attraction availability subject to change without notice. Printed on recycled paper.  
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# GUIDE FOR GUESTS WITH DISABILITIES











## Disney's ANIMAL KINGDOM®

ADVENTURE AWAITS

*Let the Memories Begin*



This guide provides an overview of services and facilities available for Guests with disabilities who are visiting the *Disney's Animal Kingdom*® Theme Park.

	MOBILITY Disabilities	VISUAL Disabilities	HEARING Disabilities
Guest Amenities Available for Rent or Deposit	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.	<b>Braille Guides</b> Printed in Braille and large print text to provide an overview of the Theme Park. <b>Audio Description</b>  Utilizes <i>Disney's Handheld Device</i> to provide supplemental audio information and narration at specific attractions and outdoor locations via an interactive audio menu.  Amenities available for \$25 refundable deposit.	<b>Assistive Listening</b>  Utilizes <i>Disney's Handheld Device</i> to amplify sound through headphones or induction neck loop at specific attractions. <b>Handheld Captioning</b>  Utilizes <i>Disney's Handheld Device</i> to display text at select attractions. <b>Video Captioning</b>  Caption-ready monitors designated with a "CC" symbol can be activated by remote control built into <i>Disney's Handheld Device</i> .  Amenities available for \$25 refundable deposit.
Rental Location	• Garden Gate Gifts near Main Entrance	Guest Relations  See map inside for location	Guest Relations  See map inside for location
Complimentary Amenities and Services for use at the Park	<b>Wheelchair Replacement Locations</b> • Creature Comforts - Discovery Island near First Aid • Mombasa Marketplace - In Africa near Harambe Fruit Market  <b>Companion Restrooms</b> 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 the Guest Relations Lobby and near the Guest Information Board at the entrance to Discovery Island.	<b>Reflective Captioning</b>  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. <b>Written Aids</b> Packets containing dialogue, narrations, flashlights, pen and paper are available at or near performance areas or entrances for most shows and attractions.
More Options	<b>Electric Conveyance Vehicles (ECVs)</b> 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.  <b>Sign Language Interpretation</b>  Available at <i>Disney's Animal Kingdom</i> ® on Tuesdays and Saturdays. 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].
Safety in the Park	<b>Mobility Scooters/ECVs</b> Please keep your speed to the walking speed of those around you.  Adjust and lower speed while maneuvering through enclosed spaces like restrooms, merchandise and food and beverage locations.  Park your device in safe locations clear from walkways and stairs.  <b>Evacuation</b> In the event of an evacuation, Guests may be required to walk certain distances, navigate stairs or narrow walkways. In this case, please have a member of your party assist or carry you, or wait in a vehicle for assistance.  <b>Transfers</b> Some attractions require Guests to transfer from their wheelchairs to the ride. Cast Members are not permitted to physically lift Guests in the transfer.	<h2>SERVICE ANIMALS</h2>	
		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.  <b>Service Animal Restrictions</b> 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. • Affection Section at <i>Rafiki's Planet Watch</i> ® Land • <i>Kali River Rapids</i> ® Attraction • <i>Expedition Everest - Legend of the Forbidden Mountain</i> ® • <i>Primeval Whirl</i> ® Attraction • <i>Dinosaur</i> Attraction  Guests with service animals should check with a host for attraction and boarding information at the following attractions:	
		<ul style="list-style-type: none"> <li>• <i>It's Tough To Be A Bug!</i>® Attraction</li> <li>• <i>Kilimanjaro Safaris</i>® Expedition</li> <li>• The aviary area of <i>Pangani Forest Exploration Trail</i> Walking Tour</li> <li>• The aviary area of <i>Maharajah Jungle Trek</i>® Attraction</li> </ul> <b>Service Animal Relief Areas</b>  <ul style="list-style-type: none"> <li>• Camp Minnie-Mickey: Planter to left of area restrooms</li> <li>• <i>DinoLand U.S.A.</i>: Planter next to Restaurant restrooms</li> <li>• Asia: Planter to right of <i>Maharajah Jungle Trek</i> restrooms</li> <li>• Rafiki's Planet Watch: Planter to right of Conservation Station entrance</li> </ul> <b>Kennels</b> For information and reservations, call 877-4WDW-PETS (493-9738).	

Please contact a Cast Member for information and assistance.

**Specialty Lighting Effects/Photosensitivity** 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 lightning, 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.

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.



**Disney's Wild About Safety** <sup>©Disney</sup>  
**Safety Tip: Watch over your herd.**  
For information, go by Guest Relations and pick up Timon and Pumbaa's safety tip cards!

### Oasis

#### Attraction

##### 1 The Oasis Exhibits

Look out for the giant anteater, exotic boar, muntjac and many, many more amazing animals.

**Mobility Access:** Enter through standard queue.

#### Dining

- A Rainforest Cafe** BLD\$\$ A Wild Place to Shop and Eat. *Note: Entrances both inside and outside the Park.*

### Discovery Island

#### Attractions

##### 2 It's Tough to be a Bug!

3-D show housed in the root system of the Tree of Life. Features Flik and Hopper, inspired by Disney•Pixar's "A Bug's Life." Some creepy-crawly moments in the dark. **Mobility Access:** Obtain a FASTPASS or use Stand-By queue. If FASTPASS is not available, enter through standard queue.

##### 3 Discovery Island Trails

Stroll around the Tree of Life and discover a landscape full of creatures like Galapagos tortoises, lemurs, cotton-top tamarins and African crested porcupines! **Mobility Access:** Enter through main pathway.

#### Dining

- B Isle of Java** \$\$ Coffee, pastries.
- C Flame Tree Barbecue** LDS Freshly smoked barbecue ribs, chicken and freshly tossed salads.
- D Beastly Kiosk** LDS Corn dogs, chips and beverages.
- E Pizzafari** BLDS Pizzas, salads and sandwiches, plus breakfast favorites and unique specialties.

### Camp Minnie-Mickey

#### Attractions

##### 4 Festival of the Lion King

Cool off at this high-energy tribal celebration with joyous music, dance and specialty performances. Plus, sing along with your favorite characters from "The Lion King" movie!

**Mobility Access:** Enter through standard queue.

##### 5 Greeting Trails

Meet Pocahontas, Mickey, Minnie and pals who are here to greet you every day in their own special vacation spots.

**Mobility Access:** Enter through standard queue.

#### Dining

- F Campfire Treats** \$\$ Hot dogs, ice cream.
- G Camp Kiosk** \$\$ Funnel cakes.

### Africa

#### Attractions

##### 6 Kilimanjaro Safaris

An open-air safari vehicle takes you on an exciting expedition through an African-style savanna, where giraffes, gazelles, elephants, rhinos and lions roam freely. **Mobility Access:** Obtain a FASTPASS or use the Stand-By queue. If FASTPASS is not available, enter through standard queue.

##### 7 Pangani Forest Exploration Trail

Discover birds, fish, magnificent troops of gorillas, an underwater hippo viewing area and more on this walking tour.

**Mobility Access:** Enter through main pathway.

#### Dining

- H Dawa Bar** \$\$ Cocktails, wine, domestic and African beers.
- I Tusker House Restaurant** D \$\$ All-you-care-to-enjoy carved meats, salads and desserts—all with an African touch.  
**Donald's Dining Safari Breakfast and Lunch at Tusker House Restaurant** BL \$\$ All-you-care-to-enjoy breakfast and lunch buffet with Donald & friends.
- J Kusafiri Coffee Shop & Bakery** \$\$
- K Harambe Fruit Market** \$\$
- L Tamu Tamu Refreshments** BLD \$\$ Breakfast: Sandwiches, pastries, coffee and orange juice. Lunch and Dinner: Sandwiches and salads.

### Rafiki's Planet Watch

#### Attractions

**8 Wildlife Express Train** HC Non-stop rustic express train to Rafiki's Planet Watch. After exploring, reboard for a trip straight back to Africa. Trains leave every 5-7 minutes. **Mobility Access:** Proceed through standard queue. A host will direct boarding.

##### 9 Habitat Habit!

See amazing cotton-top tamarins on this leg of our outdoor discovery trail, and get helpful hints on how to share the world (and your own backyard) with animals.

**Mobility Access:** Enter through standard queue.

##### 10 Conservation Station

Live animal encounters and interactive exhibits with interesting facts about animal habitats. Plus an in-depth look at the care our creatures receive through veterinary attention, nutrition and research programs.

**Mobility Access:** Enter through standard entrance.

##### 11 Affection Section

Petting yard featuring a number of rare, domesticated breeds from across the globe.

**Mobility Access:** Enter through standard queue.

### Asia

#### Attractions

##### 12 Flights of Wonder

Get out of the sun, have a seat and watch amazing birds enthrall you with incredible flights and humorous natural behaviors. **Mobility Access:** Enter through standard queue.

##### 13 Maharajah Jungle Trek

Wander through the ruins of an ancient palace inhabited by exotic animals, including giant fruit bats, birds, Komodo dragons and tigers!

**Mobility Access:** Enter through the main pathway.

##### 14 Kali River Rapids

Prepare to get soaked as you go white-water rafting down the turbulent waters of the Chakranadi River. Height requirement 38"/97cm.

**Mobility Access:** Obtain a FASTPASS or use Stand-By queue. If FASTPASS is not available, enter through standard queue.

##### 15 Expedition Everest—Legend of the Forbidden Mountain

Board a high-speed train and zip through the misty unknown. But beware of the fierce Yeti (a.k.a. Abominable Snowman). Height requirement 44"/112cm.

**Mobility Access:** Obtain a FASTPASS or use the Stand-By queue. If FASTPASS is not available, enter through the standard queue. Transfer Access Vehicle and Transfer Practice Vehicle available. Contact a host for additional information.

#### Dining

- M Bradley Falls** LD \$ Vegetarian offerings.
- N Mr. Kamal's** LDS Chicken wings.
- O Upcountry** \$\$ Margaritas and frozen beverages.
- P Yak & Yeti Restaurant** RLD \$\$ Pan-Asian cuisine including honey chicken, miso salmon & tempura shrimp.
- Yak & Yeti Local Food Cafes** LDS \$ Honey chicken, orange beef, mandarin chicken salad, sweet & sour chicken.
- Q Anandapur Ice Cream Truck** \$\$ Ice cream treats.



**Wild Africa Trek**  
A privately guided African wildlife expedition! Requires a separately priced ticket. For details or to book, visit Guest Relations or call 407-WDW-TOUR (939-8687).

**Mickey's Jingle Jungle Parade**  
Join Mickey and his friends as they jingle in a jungle full of holiday fun! See parade route on map.

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

Look for the Mickey Check on menus at various locations throughout the Walt Disney World® Resort for kids' meals and other items that meet **Disney Nutrition Guidelines**. For more information, please visit [www.disneymickeycheck.com](http://www.disneymickeycheck.com)

**Please do not feed the animals or throw objects (including coins) into the water.**  
All the animals you'll meet throughout Disney's Animal Kingdom Theme Park are on a nutritionally balanced diet, and any food that's not in their normal diet could be harmful. Please help keep our waterways clean and pure for the animals. We, and the animals, thank you.

### DinoLand U.S.A.

#### Attractions

**16 The Boneyard** A play maze built around fun dinosaur fossils. You can even dig up some woolly mammoth bones! **Mobility Access:** Enter through the designated access gate.

**17 Fossil Fun Games** Dino-rific carnival-style games. **Mobility Access:** See a host at each game location for placement.

**18 Finding Nemo—The Musical** "Sea" this exciting, original stage show that brings Disney•Pixar's "Finding Nemo" to life right before your eyes through merging puppetry with live performances! **Mobility Access:** Enter through standard queue.

**19 Primeval Whirl** This spinning coaster sends you through curves, hills, drops... and dinosaur jaws! Height requirement 48"/122cm. **Mobility Access:** Obtain a FASTPASS or use the Stand-By queue. If FASTPASS is not available, enter through standard queue. Transfer Access Vehicle available. Contact a host for additional information.

**20 TriceraTop Spin** Board a friendly dinosaur on this outdoor flying adventure. **Mobility Access:** Enter through standard queue.

**21 DINOSAUR** Blast back 65 million years to save the last dinosaur on this always thrilling, sometimes frightening, journey through the past... and the dark. Height requirement 40"/102cm. **Mobility Access:** Obtain a FASTPASS or use Stand-By queue. If FASTPASS is not available, enter through standard queue.

#### Dining

- R Restaurantosaurus** LD \$ Lunch/Dinner items include burgers, hot dogs and tossed salads.
- S Trilo-Bites** \$\$ Turkey legs, beverages.
- T Dino Bites** \$\$ Ice cream treats, churros.
- U Dino Diner** LD \$ Hot dogs, frozen beverages.

#### Guest Amenities

- Restrooms
- 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
- Kodak® "PictureSpot"
- Disney's PhotoPass® Service
- Disney Vacation Club Information Center
- Pin Trading location
- Stroller/Wheelchair rentals
- Service Animal Relief Areas
- Disney FASTPASS® Subject to availability
- Tips and Show Times
- Attractions Info
- Character Greetings
- May be frightening for children
- Physical considerations See reverse side
- Minimum height requirement Rider switch available
- Sign Language on Tues. & Sats. at specific time. Schedule available at Guest Relations.
- 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
- Reflective Captioning
- Parade Route
- Parade Viewing for Guests with disabilities
- Animal viewing location
- Kids' Discovery Club

#### Devices Available at Guest Relations

- Handheld Captioning
- Video Captioning
- Assistive Listening
- Audio Description

**Dining**  
All dining locations listed accept the Disney dining plans. Reservations recommended. Call 407-WDW-DINE (939-3463)

PRICING PER PERSON:  
\$ = \$14.99 and under  
\$\$ = \$15-\$35.99  
\$\$\$ = \$36-\$59.99  
B Breakfast L Lunch D Dinner S Snack

DISNEY RESORT BUS FACILITY TRAMS TO GUEST PARKING