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Walt Disney Studios[®] Park **Accessibility Map**



WELCOME TO DISNEYLAND® PARIS

Childhood dreams and adventures, fun-filled parades and breathtaking shows, themed Disney[®] Hotels and sumptuous shops... There are hundreds of reasons to come to Disneyland[®] Paris and spend some unforgettable time with family or friends.

At Disneyland Paris, we do everything we can to make sure all our guests enjoy a magical, emotion-filled, adventure-packed stay.

This map aims to help you plan your trip by telling you everything you need to know about access in the Disney® Parks. It contains details of all the facilities and services we provide for guests with disabilities and/or specific needs

It will allow you to organise your visit, attraction by attraction, guided by the various symbols and icons.

ACCESS PROCEDURES

ATTRACTIONS

Access procedures may differ from one attraction to the next: Cast Members (Disney employees) can refuse access to an attraction if they believe the configuration of the seat or your body shape or size would not allow you to be securely positioned in the attraction vehicle. Certain attractions are subject to specific physical restrictions: see the 🔺 icon.

Access to attractions may be changed without prior warning.

Guests must familiarize themselves with the warnings and instructions that are displayed at the entrance to each attraction, published in the Accessibility Map and provided by Cast Members.

For safety reasons, some of our attractions can only accept one disabled guest at a time:

- Mobility impaired guests,
- Visually impaired guests (blind),
- · Guests with a mental health disorder,
- · Guests with autism or a behavioural disorder,
- · Guests with a learning disability.

To make your experience more enjoyable, a reservation system has been introduced to handle high demand for priority access at attractions with limited capacity.

PARADES AND NIGHTTIME SHOWS

There are specially-designated areas where visitors with specific needs can watch our parades and shows.

Space is limited, so you will need to ask a Cast Member in order to access these areas.

PRACTICAL INFORMATION

WHERE TO FIND INFORMATION **Disneyland Park:**

- Donald Desk, • City Hall.
- Walt Disney Studios Park: · Studio Services.

GO THERE FOR:

- The map for the 2 Disney[®] Parks.
- The entertainment programme, which lists the times of shows, parades and Disney Character Meet 'n' Greets.
- The opportunity to book a table at one of our many restaurants.
- Informative brochures.

pages).

WHY?

HOW?

the Disney[®] Parks.

• The Walt Disney Studios[®] Park & Disneyland[®] Park accessibility maps.

EASY ACCESS TRAIL

indicate the easiest route to take

WHAT IS THE EASY ACCESS TRAIL?

· Access Cards for easier access to attractions.

Our Cast Members will gladly answer all your questions. They will also issue you with an Access Card and will let you know which attractions are

the most easily accessible according to your disability or specific needs.

We would encourage you to ensure you are fully prepared by reading-up

on what each attraction actually entails, as some guests may find certain

attractions frightening (take a look at the attraction charts on the following

A suitable, practical and safe route around the Disney® Parks.

To show guests with disabilities the easiest way of getting around

Pinpoint your current location on the map and identify where you want

to head next. Then simply follow the dotted line on the map, which will



WHICH ATTRACTIONS?

- All attractions in both Disney[®] Parks. · A timed reservation system has been introduced to make things easier for you and your helper(s).
- Simply show your Easy Access Card to the Cast Member at the attraction entrance and he/she will give you a specific time at which to return. A second reservation can only be made once the first one has expired.

DOCUMENTS REQUIRED:

A medical certificate:

- original copy,
- in French or English,
- signed and stamped by the doctor. • issued less than 3 months previously and certifying that the person has a temporary illness (e.g. is wearing a cast) or is pregnant.

HELPERS:

- · No more than 4 people.
- If the cardholder is not going on the attraction, the helper(s) must join the standard queue.

PRIORITY CARD

WHICH GUESTS?

· Disabled guests (anyone who is officially registered as disabled).

WHICH ATTRACTIONS?

• All attractions and photo locations in both Disney® Parks. • To make your experience more enjoyable, a reservation system has been introduced to handle high demand for priority access at attractions with limited capacity.

DOCUMENTS REQUIRED:

FRENCH RESIDENTS:

- Disability card
- Disabled person's priority card
- Difficulty standing card
- War disability card European disabled parking badge

RESIDENTS OF OTHER COUNTRIES:

- Disability card
- European disabled parking badge
- Other official documents issued in your country of residence
- · War disability card
- A medical certificate:
- original copy,
- in French or English signed and stamped by the doctor,

has a permanent disability

- issued less than 3 months previously and certifying that the person

HELPERS:

No more than 4 people.

If the cardholder is not going on the attraction, the helper(s) must join the standard queue.

Including at least 1 able-bodied adult (aged 18 or over) who is capable of helping you, if you have:

- a mobility impairment,
- a visual impairment,
- a mental health disorder* autism or a behavioural disorder*.
- At certain attractions, several guests with this type of disability can be accompanied by just one helper. For safety reasons, some of our attractions can only accept one

Helpers must agree to diligently carry out their role whilst in the

- **Disney Parks. That means:** • following the boarding instructions given by the Cast Member running
- the attraction staying with the disabled guest on the attraction,
- assisting with transfers, boarding and alighting,
- assisting with evacuation procedures,
- passing on any messages and safety instructions, both written and
- verbal, given by Disneyland Paris, offering reassurance, if necessary,
- helping the disabled guest choose the most suitable attractions.
 - FREE Disney Parks admission ticket for one helper on presentation of the appropriate documents (travel package & accommodation not included).



- via specially-adapted entrances, although access is not immediate and will depend on visitor numbers.
- Easy Access Card, which allows guests to access certain attractions via specially-adapted entrances. This card does not, however, give you priority in queues and access is not immediate.

Access Cards feature the information you provide. It is vital that this information is accurate, as it is used to determine possible access restrictions, thereby also determining your safety and that of your helper(s). Disneyland Paris cannot be held liable if you provide inaccurate information when applying for an Access Card. Access Cards remain the property of Disneyland Paris and can be withdrawn if misused. These cards are strictly personal, and you may be asked to provide proof of identity.

EASY ACCESS CARD

WHICH GUESTS?

• Guests with a temporary illness (an illness that has not resulted in them being officially registered as disabled).

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• Expectant mothers.







• **Priority Card.** which gives guests priority access to certain attractions

disabled guest at a time. See the specific details for each attraction.

EPILEPSY AND PHOTOSENSITIVITY

Certain attractions may affect/disturb guests who are prone to epilepsy. Please don't hesitate to go to Donald Desk or City Hall in Disneyland® Park or Studio Services in Walt Disney Studios® Park for more information.

We would advise anyone who suffers from photosensitivity to seek advice from their doctor prior to coming to Disneyland® Paris.

Numerous special visual and lighting effects are used in the Disney® Parks:

- strobe lights
- pulsating lights, • illuminating the outside of buildings (strobe light effects used in outdoor neon signs, for example),
- disco lighting (mirror balls, flashing/rotating dance floor lights, etc.), various effects used in our attraction and shows (such as flashes of lightning or explosions).

GUIDE AND ASSISTANCE DOGS

Guide and assistance dogs are welcome:

- throughout the Resort;
- on certain attractions listed later in this brochure.
- We allow guide and assistance dogs to use the gardens. We would advise you to bring a bowl so that your dog can drink regularly throughout the day.

Please note that Cast Members are not authorised to look after your dog. If you wish to go on an attraction that does not accept dogs, you will have to leave him/her with one of your helpers.

TOP TIP! If you prefer to visit the Disney Parks without your guide or assistance dog, you can leave him/her at our Animal Care Centre free of charge for the day (you will be asked to show your dog's national ID certificate and vaccination book. which must be up to date).

SHOPS AND RESTAURANTS

All our restaurants and shops are equipped with specially-adapted tills where you are granted priority access. Ask a Cast Member for details

TOP TIP! This symbol shows you which tills are equipped with an induction loop.

STROLLER AND WHEELCHAIR RENTALS

Hosted by Hertz

Manual wheelchairs and strollers are available to rent (subject to availability).

WHERE?

Just inside the main entrance to each of the Disney[®] Parks at the Stroller & Wheelchair Rentals point. Wheelchairs cannot be pre-reserved. Please note that Cast Members are not authorised to accompany you around the Disney Parks.

RENTAL CHARGE:

Daily rental: €20. Deposit: €50, to be paid by cheque or credit card imprint (prices subject to change).

TOP TIP! FREE wheelchair rental for Annual Dream Passport holders (deposit required).

FIRST AID AND SPECIFIC NEEDS

Both Disney[®] Parks have a First Aid point. All members of staff working there are qualified and equipped to administer first aid in the event of an emergency.

If you need to keep medication cool, you may leave it at one of these First Aid points. Disneyland[®] Paris is unable to supply specialist medical equipment.

DISNEYLAND® RESORT PARIS

Disney Hotels

 Disneyland[®] Hotel Disney's Hotel Santa Fe® B Disney's Hotel New York® (F) Disney's Hotel Cheyenne® C Disney's Newport Bay Club® G Disney's Davy Crockett Ranch Disney's Sequoia Lodge®

Partner Hotels

- (H) Radisson Blu Hotel (I) Hôtel l'Elysée Val d'Europe (J) Adagio Marne-la-Vallée Val d'Europe K Vienna House Dream Castle Hotel
- (L) Vienna House Magic Circus Hotel Malgonquin's Explorers Hotel N Hôtel Kyriad • B&B Hotel

Services & Activites:

(i) lle-de-France tourist office



The map is not to scale



FOR MORE INFORMATION

Give us a call

From the UK: 08448 008 111

UK group bookings: 08448 088 200

From all other countries: +33 160 306 053

Groupe reservation for all other countries: +33 160 302 080

Contact your travel agent

Go to DisneylandParis.com

(Enquire at your **Disney Hotel**





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Walt Disney Studios[®] Park **Accessibility Map**

	ATTRACTIONS	હ	ć.	•	•	3			2	4	۴	
	 Animagique[®] Theater⁽²⁾ Show stage. See the Programme. Mobility impaired: wheelchair accessible (reserved space or transfer onto a seat). Visually impaired: attraction includes very dimly-lit areas, strobe light effect. Hearing impaired: reserved spaces for hearing impaired guests, attraction equipped with an induction loop. Special effects: bubbles. Lasts: approximately 20 minutes. 	1	1	1	1	~	1	1	1	1	1	
×	 Cars Quatre Roues Rallye⁽²⁾ Mobility impaired: must transfer. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper. Lasts: approximately 2 minutes. 	×	1	1	•	3	1	1	1	X	1	
	 Scrush's Coaster^{©(2)} Mobility impaired: must be ambulatory, steps to climb prior to boarding. Attraction subject to physical restrictions. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper. Mental health disorder, autism, behavioural disorder, learning disability: attraction may frighten certain guests, vehicles travel through the dark. Minimum height: 1m07. Lasts: approximately 3 minutes. 	×	1	1	•	1	1	1	1	×	1	
F	 4. Les Tapis Volants - Flying Carpets Over Agrabah^{©(2)} Mobility impaired: wheelchair accessible, you can either board the ride directly on your wheelchair (specially-adapted vehicle) or transfer onto a seat. Only one wheelchair per flight. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper. Lasts: approximately 2 minutes. 	1	1	1	1	3	1	1	1	×	1	-
	5. Art of Disney Animation ^{©(2)} Mobility impaired: wheelchair accessible (reserved space or transfer onto a seat). Visually impaired: attraction includes very dimly-lit areas. Lasts: approximately 25 minutes.	1	1	1	1	~	1	1	1	1	1	
	 6. Ratatouille : L'aventure Totalement Toquée de Rémy⁽¹⁾⁽²⁾ Mobility impaired: wheelchair-accessible (specially-adapted vehicle); you can board the ride in your wheelchair or transfer to a seat. Visually impaired: guide and assistance dogs are allowed on the attraction. Attraction includes very dimly-lit areas. Guests may get splashed. This attraction is unsuitable for guests who suffer from motion sickness. Lasts: approximately 5 minutes. 	1	1	1	1	12	1	1	1	×	1	
	7. Toy Soldiers Parachute Drop ⁽²⁾ Mobility impaired: must transfer. Mobility impaired, visually impaired (blind): each guest must be accompanied by a helper. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper. Minimum height: 81cm. Lasts: approximately 2 minutes.	×	1	1	•	×	1	1	1	×	1	
×	 8. Slinky Dog Zigzag Spin⁽²⁾ Mobility impaired: must transfer, transfer board available. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper. Lasts: approximately 2 minutes. 	x	1	1	•	3	1	1	1	×	1	
▲ () †[1m20 [] 1m20	 9. RC Racer⁽²⁾ Mobility impaired: must transfer, transfer board available. Attraction subject to physical restrictions. Mental health disorder, autism, behavioural disorder, learning disability: attraction may frighten certain guests. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper. Minimum height: 1m20. Lasts: approximately 2 minutes. 	×	1	1	•	3	1	1	1	X	1	

atouille: L'Aventure Totalement Toquée de Rémy is inspired by Disney•Pixar's Ratatouille

Laverture rotaentieft roduce de renny is inspired by Disney®rivar's Hatatouille Relyland is inspired by Disney®rivar's Toy Story ® is a registered trademark of Mattel, Inc. Hot Wheels® trademark and track used with permission © 2009 Mattel, Inc. All rights reserved. linkv[®] Zia Zaa is a registered trademark of Poof-Slinky. Inc

PROJUCTION	ATTRACTIONS	F	É.		•	• 9			2	4	Y
	 10. CinéMagique⁽²⁾ See the Programme. Mobility impaired: wheelchair accessible (reserved space or transfer onto a seat). Visually impaired: cinema, includes very dimly-lit areas, strobe light effect. Hearing impaired: reserved spaces for hearing impaired guests, venue equipped with an induction loop. Mental health disorder, autism, behavioural disorder, learning disability: attraction may frighten certain guests. Light rainfall effect in the cinema itself. Lasts: approximately 30 minutes. 	1	1	1	1	~	1	<	1	1	1
	 11. Disney Junior Live On Stage!⁽²⁾ See the Programme. Mobility impaired: wheelchair accessible (reserved space or transfer onto a seat). Hearing impaired: reserved spaces for hearing impaired guests, venue equipped with an induction loop. Special effects: bubbles. Lasts: approximately 30 minutes. 	1	1	1	1	~	1	<	1	1	1
	 12. Stitch Live!⁽²⁾ See the Programme. Mobility impaired: wheelchair accessible (reserved space or transfer onto a seat). Hearing impaired: reserved spaces for hearing impaired guests, venue equipped with an induction loop. Lasts: approximately 15 minutes. Shows every 15 minutes. 	1	1	1	1	~	1	1	1	1	1
▲ †∐1m02 <u>77</u> ♥ ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	13. The Twilight Zone Tower of Terror ^{TM(2)} Mobility impaired: must transfer. Attraction subject to physical restrictions. Visually impaired: includes very dimly-lit areas, light effects. Guide and assistance dogs are not allowed onto the attraction and must be left with a helper. A flash photo will be taken. Minimum height: 1m02. Lasts: approximately 5 minutes.	x	1	1	•	1	1	1	1	×	1
	14. Studio Tram Tour®: Behind The Magic(1)(2) Mobility impaired: wheelchair accessible – platform lift to board a specially-adapted vehicle, or transfer onto a seat. Several scenes involve sudden movements that children and some adults may find frightening. Good sitting balance required, some jostling may occur. Mental health disorder, autism, behavioural disorder, learning disability: attraction may frighten certain guests. This is a particularly noisy attraction. Guests may get splashed. Lasts: approximately 30 minutes.	1	1	1	1	15	1	1	1	1	1



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The Twilight Zone Tower of Terror™ is inspired by The Twilight Zone®, a registered trademark of CBS Inc. All Rights Reserved.



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be light effect. attraction and must be left with a helper. rrder, learning disability: attraction may frighten certain guests. tho suffer from epilepsy or photosensitivity.	1	1	1	1	5	1	1	1	×	~
trring Aerosmith ⁽²⁾ eximately 30 seconds. In allowed onto the attraction and must be left with a helper.	x	1	1	•	1	1	1	1	×	1
spaces for wheelchairs on the front two rows of both stands, or transfer onto rder, learning disability: attraction may frighten certain guests.	1	1	1	1	~	1	1	1	1	1

Please follow instructions given by Disneyland Paris staff and comply with the Parks' rules and regulations. We encourage you to take a look at them on our website prior to your visit: http://brochure.disneylandparis.com/

N.B.: The configuration of the seats and safety

systems on attractions may not allow access for guests of certain body shapes or sizes.

Guests must have sufficient upper body

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strength to sit in an appropriate position in

all attraction vehicles. Please note that most

attractions, shows and events are unsuitable for children under 1 year of age.

lights and flashing lights, may cause problems for guests who suffer from photosensitivity.

- internalrules/internalrulesUK.pdf. They are also displayed at the entrance to the Disney Parks. Guests should be properly dressed at all times. For additional information, please refer to the Parks' rules and regulations.
- (1) If the attraction is extremely busy, a reservation system may be set up and you may be asked to come back at a specific time later in the day.
- (2) The queuing area is wheelchair-friendly.
- Single Rider This service can help cut down queuing times at certain attractions. Accessed via a special entrance. it is aimed at guests who are on their own or who don't mind being separated from their group and are prepared to go on the attraction alone. Using this service does not guarantee immediate boarding, and you will not be able to choose your seat or vehicle. Attractions offering this service are identified by this symbol.

- Authorization to ride the attraction depends on the type of limb atrophy you have (a full list is available from City Hall, Donald Desk, Studio Services and the Central Reservations Office)

- 5 behavioural disorder allowed onto the attraction
- Guide and assistance dogs allowed
- Attraction includes very dimly-lit areas
- Suitable for hearing impaired guests
- Suitable for expectant mothers
- Suitable for guests with a debilitating illness or temporary physical impairment
- Height restrictions
- Allotted transfer time
- Must be capable of climbing steps
- Lift
- Strobe light effect
- Guests may get splashed
- Attraction equipped with an induction loop
- Attraction suitable
- X Attraction unsuitable
- Make the absolute most of the magic by cutting down your queuing times with FASTPASS.