**WHICH ATTRACTIONS?**

- All attractions in both Disney® Parks.
- A pre-arranged reservation system has been introduced to make things easier for you and your helper.
- Simply show your Easy Access Card to the Cast Member at the attraction entrance and he/she will give you specific details at which to return. A second reservation can only be made once the first one has been returned.

**DOCUMENTS REQUIRED:**

- A medical certificate:
  - Original copy:
    - In French or English.
    - Stamped by the doctor.
    - Dated not more than 3 months previously and certifying that the person has a temporary problem (e.g. in seeing or a hearing) or is pregnant.

**HELPERS:**

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

**PRIORITY CARD**

- 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
  - Certificate from your doctor
  - War disability card

- RESIDENTS OF OTHER COUNTRIES:
  - Disability card
  - European disabled parking badge
  - Other official documents issued in your country of residence

**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 mild impairment,
  - A visual impairment,
  - A mental health disorder*.

**WHICH GUESTS?**

- Guests with a learning disability.
- Guests with a mental health disorder*,
- Guests who are visually impaired,
- Guests who are mobility impaired,
- Guests with autism or a behavioural disorder*.
- Guests with a war disability card
- Guests with a difficulty standing card
- Guests with a priority card
- Guests who are visitors with special needs
- ...
PRACTICAL INFORMATION
WHERE TO FIND INFORMATION
- Donald Duck
- The City Hall
- Wheelchair & Stroller Rentals point

Walt Disney Studios Park:
- Donald Duck
- The City Hall
- Wheelchair & Stroller Rentals point

GO THERE FOR:
- The map for the 2 Disney® Parks; The entertainment programmes; which lists the times of shows, events and Disney Characters; Meet ‘n’ Greets; The opportunity to book a table at one of our many restaurants; Information brochures; The Walt Disney Studios Park & Disneyland® Park accessibility maps.
- 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 tell you 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 each attraction actually entails, as some guests may find certain attractions frightening (take a look at the attraction charts on the following pages).

WELCOME TO DISNEYLAND® PARIS
Childhood dreams and adventures, fun-filled parades and breathtaking shows, themed Disney® Hotels and delicious dishes... 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.

We will all 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 (employees) can refuse access to an attraction if they believe that the configuration of the seat or your body shape or size might pose a danger to your health or to other guests.

Certain attractions are subject to specific physical restrictions:
- Guests with a learning disability.
- Visually impaired guests
- Mobility impaired guests,
- Guests under 14 years of age (for safety reasons).
- Guests on crutches.
- Guests who are pregnant.
- Guests under 10 years of age (for safety reasons).

Access to attractions may be changed without prior warning.

 Disneyland Paris cannot be held liable if you provide inaccurate information (e.g. is wearing a cast) or is pregnant.

WHICH ATTRACTIONS?
- All attractions in both Disney® Parks.
- A reservation system has been introduced to make things easier for you and your helpers.

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 been completed.

WHICH GUESTS?
- Guests with disabilities.
- Guests who are accompanied by a helper.

EASY ACCESS TOOL
WHAT IS THE EASY ACCESS TOOL?
A suitable, practical and official tool around the Disney® Parks...

WHY?
To assist guests with disabilities the easiest way of getting around the Disney® Parks.

HOW?
- Prepare your current location on the map and indicate where you want to head next. Then simply follow the dotted line on the map, which will indicate the easiest route to take.

EASY ACCESS CARD
WHICH GUESTS?

Visually impaired guests
- Mobility impaired guests
- Guests with a learning disability.
- Guests under 14 years of age.

WHICH ATTRACTIONS?
- All attractions.

DOCUMENTS REQUIRED:
- A medical certificate:
  - original copy,
  - signed and stamped by the doctor,
  - issued less than 3 months previously and certifying that the person has a temporary disability.

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?
- Guests with a learning disability which is officially registered as disabled.

WHICH ATTRACTIONS?
- All attractions and photo locations in both Disney® Parks.

DOCUMENTS REQUIRED:
- FRENCH RESIDENTS: Stability card
- Disabled person’s priority card
- War disability card
- European disabled parking badge

RESIDENTS OF OTHER COUNTRIES:
- European disabled parking badge
- Other official documents issued in your country of residence
- War disability card
- A medical certificate:
  - original copy,
  - signed and stamped by the doctor,
  - issued less than 3 months previously and certifying that the person has a permanent disability.

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

At least one 18-year-old adult (aged 18 or over) who is capable of helping you, if you have:
- a mobility impairment,
- a visual impairment,
- a mental-health disorder,
- a auditory 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 disabled guest at a time:
- Mobility-impaired guests,
- Visually impaired guests (blind),
- Guests with a mental-health disorder,
- Guests with a auditory or a behavioural disorder,
- Guests with a learning disability.

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.

FREE Disney Parks admission ticket for one helper on presentation of the appropriate documents (travel package & accommodation not included).

EPILEPSY AND PHOTORESISTIVENESS

Certain attractions may affect/trigger guests who are prone to epilepsy. If you wish to go to Disneyland® Paris, you must fill in a STOP form at the Health Care Centre free of charge for the day (you will be asked to show your official medical certificate and prescription booklet, which must be up to date).

GET A FREE DISNEYLAND® RESORT PARKS MAP

Resigned for adults, this map allows guests to access certain attractions which allows guests to access certain attractions which gives guests priority access to certain attractions

TOURIST INFORMATION CENTRES

• Disneyland® Park
• Disney’s Sequoia Lodge
• Disney's Hotel New York®
• Disney’s Newport Bay Club®
• Disney’s Hotel Cheyenne®
• Disney’s Hotel New York
• Disney’s Sequoia Lodge
• Disney’s Newport Bay Club
• Disney’s Hotel New York
• Disney’s Sequoia Lodge
• Disney’s Newport Bay Club
• Disney’s Hotel New York
• Disney’s Sequoia Lodge
• Disney’s Newport Bay Club

Getting to Disneyland® Paris

- By car:
  - From Paris: A4 Motorway (A13 motorway), via Paris-Nord 2
  - From Troyes: N3 Motorway (A4 Motorway), via Paris-Nord 2

- By public transport:
  - By rail:
    - RER D (also called TGV), via Paris-Nord 2, RER D, or Montparnasse-Bienvenue RER D
    - Or by bus:
      - From Paris: No. 352 or No. 353
      - From Disneyland® Paris: No. 352
      - From Champs Elysées: No. 351
      - From Orly: No. 352

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

Numerous special visual and light effects are used in the Disney® Parks:
- strobe lights,
- pulsating lights,
- illuminating the outline of buildings (strobe light effects used in outdoor neon sign, for example),
- dazzling flash lights, flashing/rotating dance floor lights, etc.,
- illuminating the outside of buildings (towards nightclubs and attractions such as那has of firelighting 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 ease the gardens.

We would advise you to bring a leash 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 your dog with one of your helpers.

SHOPS AND RESTAURANTS

All our restaurants and shops are equipped with specially adapted toilets, should you need them.

STROLLER AND WHEELCHAIR RENTALS

Hired by Disney

Manual wheelchairs and strollers are available to rent (a valid to be available).

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 Disneyland® Parks.

Rental charge:
- Daily rental: €40, Deposit: €40, to be payable cheque or credit card (imposes certain restrictions to change).

FOR MORE INFORMATION

Give us a call
From the UK: 08448 008 111
From all other countries: + 33 160 306 053
For more information, please visit our website.

“Your stay at Disneyland® Paris starts with the tourist office in Ile-de-France and ends with the one in your home town.”

First AID AND SPECIFIC NEEDS

All members of staff working there are qualified and equipped to deal with any unexpected emergency.

If you need to keep medication cool, you may leave it at one of these points in the event of an emergency.

For more information, please visit our website.