



# Accessibility Guide



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Do you have a special requirement?

**This guide provides an overview of all the specially adapted services and facilities we provide to help you have a safe and magical time with us here at Disneyland Paris®.**



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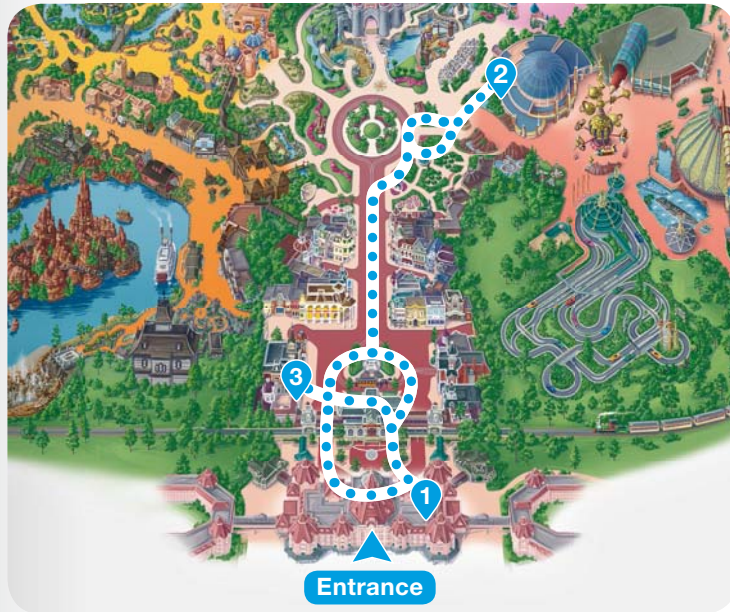
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## WHERE TO FIND INFORMATION

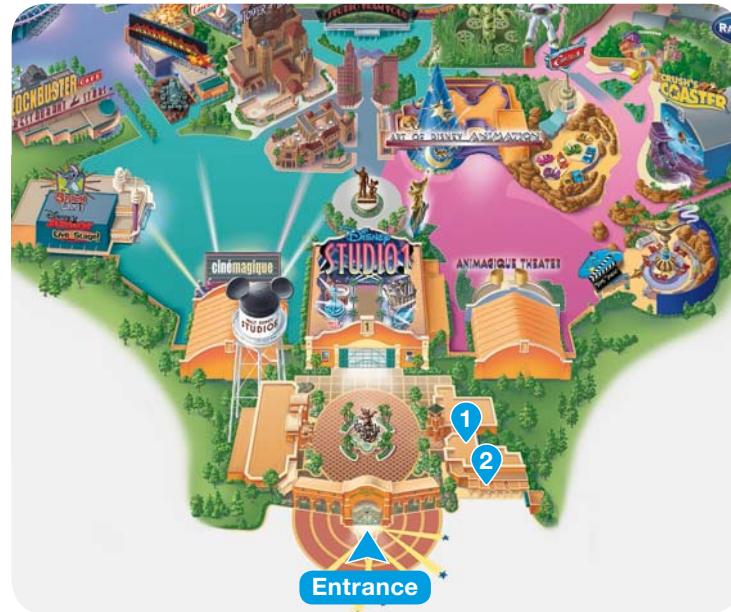
### Disneyland® Park:

- 1 Donald Desk\*
- 2 Annual Pass Office
- 3 City Hall
- Easy Access Trail



### Walt Disney Studios® Park:

- 1 Studio Services
- 2 Annual Pass Office\*



\*These information desks are accessible to Guests without Park admission tickets



## WHERE TO FIND INFORMATION



### Come to the information desks for:

- ♥ The Accessibility Guide
- ♥ The Disney® Parks Accessibility Maps
- ♥ Access Cards to facilitate access to attractions and Disney® Character Meet'n' Greets
- ♥ Special bracelets for Guests with a cognitive or mental health disorder, including those on the autism spectrum

- ♥ The Guide to 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

Our Cast Members (Disney employees) will gladly answer all your questions. They 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 detailed attraction charts in the Disney Parks Accessibility Maps).



## WHERE TO FIND INFORMATION

### Disneyland® Paris Mobile App

**Get real-time information with the Disneyland® Paris mobile App.**

Download our official app for iPhone® and Android® totally free of charge<sup>(1)</sup> to explore our interactive map of the Disney® Parks and instantly access information about attractions, restaurants, shops, shows and parades, including opening times and queuing times.

Please take a look at our website, DisneylandParis.com, for further details.

### The Disney® Parks Accessibility Maps

We'd highly recommend taking a look at the Disney Parks® Accessibility Maps to help you plan your trip, as they tell you everything you need to know about our various attractions and shows.

The Disney Parks® Accessibility Maps can be downloaded from the 'Guests With Disabilities' section of our website, or you can pick up a printed copy from either Donald Desk, City Hall or Studio Services when you arrive.

#### **Easy Access Trail**

The Easy Access Trail indicates the easiest, safest route around the Disney Parks. Simply follow the dotted line on our Accessibility Maps.

*(1) Some App features use location data and require a Wi-Fi or mobile internet connection.*



## Staying in a Disney® Hotel

All of our Disney® Hotels cater for Guests with disabilities and special needs. If you have special needs, please let us know when making your booking or inform your Disney® Hotel's Reception desk team.

### **SPECIFIC EQUIPMENT<sup>(1)</sup>**

Certain hotels can provide special equipment to help make your stay even more enjoyable.

#### **Room**

- ♥ Kits for Guests who are deaf or hearing impaired are available on request.
- ♥ Big button remote controls can be provided for visually impaired Guests. Simply ask when making your booking or enquire at Reception when checking-in.
- ♥ Specially adapted bath seats can be provided to enable mobility impaired Guests to bathe without assistance. Please ask when making your booking.
- ♥ Certain hotels are equipped with adapted showers for mobility impaired Guests.
- ♥ Lots of our rooms are specially adapted for wheelchair users.
- ♥ Welcome kits for guide and assistance dogs are available on request.

#### **Pool**

- ♥ Pool hoists can be provided to allow mobility impaired Guests to access our pools more easily (subject to availability).
- ♥ Adapted changing rooms are available for mobility impaired Guests.
- ♥ Dog crates can be provided for guide and assistance dogs.

*(1) Subject to availability.*





## TRANSPORT

- ♥ The free Disneyland® Paris shuttle service runs between the Disney® Parks and all the Disney Hotels (excluding Disney's Davy Crockett Ranch). These shuttle buses are wheelchair accessible. There is also reserved seating for visually impaired Guests.
- ♥ Specially adapted minibuses are also available on request specifically for non-transferable wheelchair users. If you wish to use this service, please enquire at the Reception desk in any Disney Hotel, or go to City Hall or, Studio Services or the Disney® Express desk on the 1<sup>st</sup> floor of the TGV/RER train station. This service cannot be pre-booked prior to your arrival. Waiting times may vary.
- ♥ By train: **Save time with Disney Express (additional charge)**  
Collect your room number and key and drop off your luggage at the Disney Express desk on arriving at Marne-la-Vallée/Chessy train station. Then head straight to the Disney® Parks without having to go via your hotel to check in.

## SERVICES

### **Shopping Service:** A unique shopping experience

Shopping's even easier with our free Shopping Service.

Do your shopping before 3pm and simply leave your purchases in the shop. You can then pick them up from 6pm onwards before leaving the Parks for the day, or get them dropped off at your Disney® hotel totally free of charge.

### **Restaurant Reservations**

Add an extra sprinkling of magic to your stay by booking a table at one of our many restaurants. It's easy - simply give us a call today on **+33 (0)1 60 30 40 50** (international call charges may apply, charges may vary depending on your network provider). Reservations can be made up to 2 months prior to your arrival date.

**You can also get your Disney Hotel's Reception Desk team to book a table for you, unless you are staying at Villages Nature® Paris.**



**TOP TIP!** Access Cards can now be picked up directly from your Disney® Hotel's Concierge Desk or Reception Desk! All you have to do is simply present all the necessary supporting documents. (See pages 14 and 15 for further details)




# Welcome to Disneyland® Paris

Disneyland® Paris offers a variety of services to help Guests with disabilities or special needs enjoy every magical moment of their stay.

## SERVICES

### Guest Parking

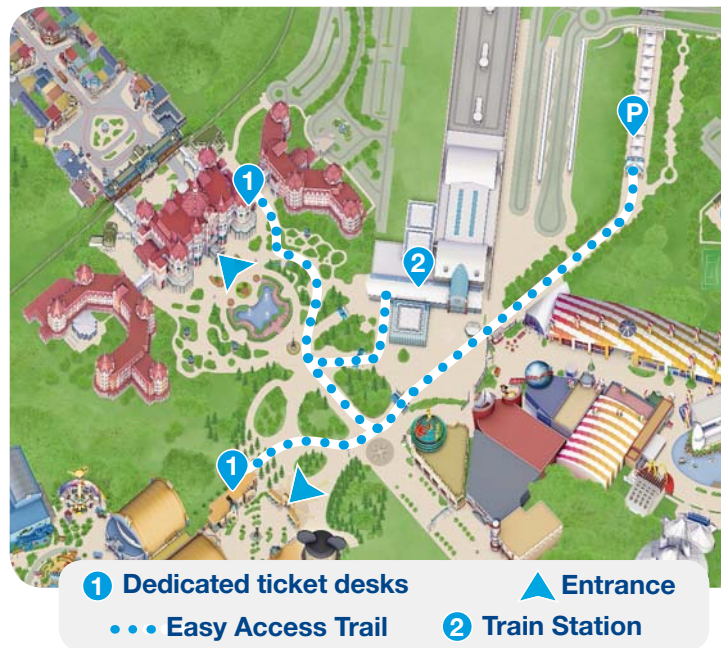
Designated parking spaces are available for Guests with disabilities and special needs. To access these spaces, simply show your Blue Badge or your European disabled parking badge on arriving at the car park payment booth. Only a limited number of designated spaces are available. The motor home car park also has designated disabled parking spaces.

Throughout the resort, accessible parking spaces are clearly marked with this symbol .

### Ticket Purchase

Dedicated ticket desks are available at the entrance to both Disney® Parks.

Guests with disabilities can benefit from reduced-price entry simply by **presenting an official document certifying they have a permanent disability.**







### Free admission for Carers (aged 15 and over)

Each disabled guest's Carer is eligible for a complimentary admission ticket to both Disney® Parks, subject to being present when the ticket is purchased. The offer applies when booking a stay (hotel package) or when purchasing an admission ticket directly from the dedicated desks at the entrance to the Disney® Parks. The appropriate supporting documents must be presented at the ticket desk in order to take advantage of this offer:

#### ✓ Official proof of disability valid, for example:

##### Examples of documents to provide:

- ♥ European Disability Card
  - ♥ Disability Living Allowance (DLA)
  - ♥ War Invalidity Card
  - ♥ Attendance Allowance award letter (AA)
  - ♥ Incapacity Card
  - ♥ Personal Independence Payment letter (PIP)
- ♥ Current and valid **Blue Badge**
  - ♥ European Parking Card
  - ♥ **Disabled ID card or Disabled Person Railroad or Disabled Alert Card.** These documents are only accepted on condition that they are accompanied by a letter from a General Practitioner (GP) or Consultant (dated within the last 12 months) confirming the need for a full-time carer or certifying that the person has a permanent disability. This does not need to be a letter of diagnosis.



**IMPORTANT! Unfortunately we are unable to issue a Carer's admission ticket unless we have seen the appropriate supporting documents as listed above.** Only original documents will be accepted. To take advantage of this offer, please contact our Central Booking office on 0825 954 528 (calls charged at €0.15/min + provider's access charge).



## Stroller and Wheelchair Rentals

Manual wheelchairs and strollers can be rented from the **Stroller and Wheelchair Rental** points in both Disney® Parks.

Subject to availability, no pre-booking.

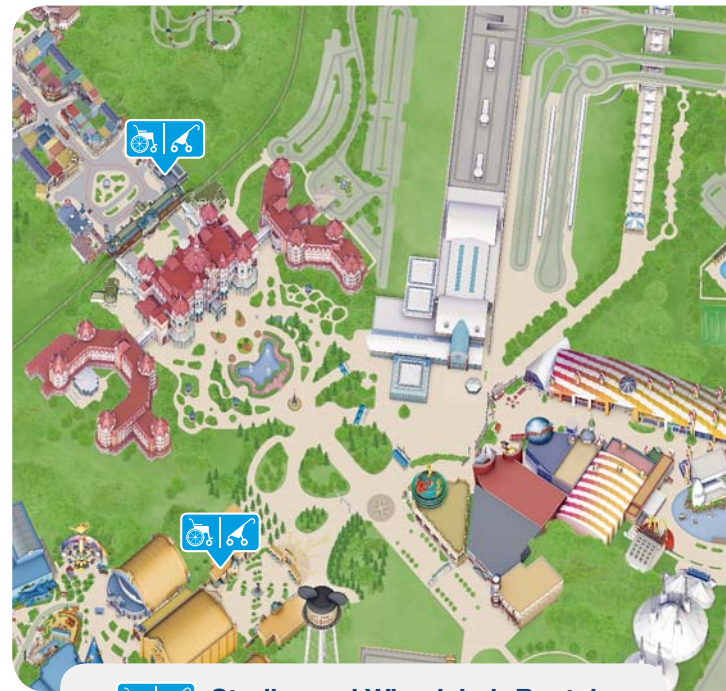
Daily hire charge and deposit required.



## Toilets

All our toilets can be accessed by mobility impaired Guests. They are also equipped with flashing warning lights that will be activated in the event of an evacuation.

If a disabled adult or child (over 3 years of age) needs changing, please go to one of the Parks' First Aid Centres (see page 11 for further details).



**Stroller and Wheelchair Rentals**



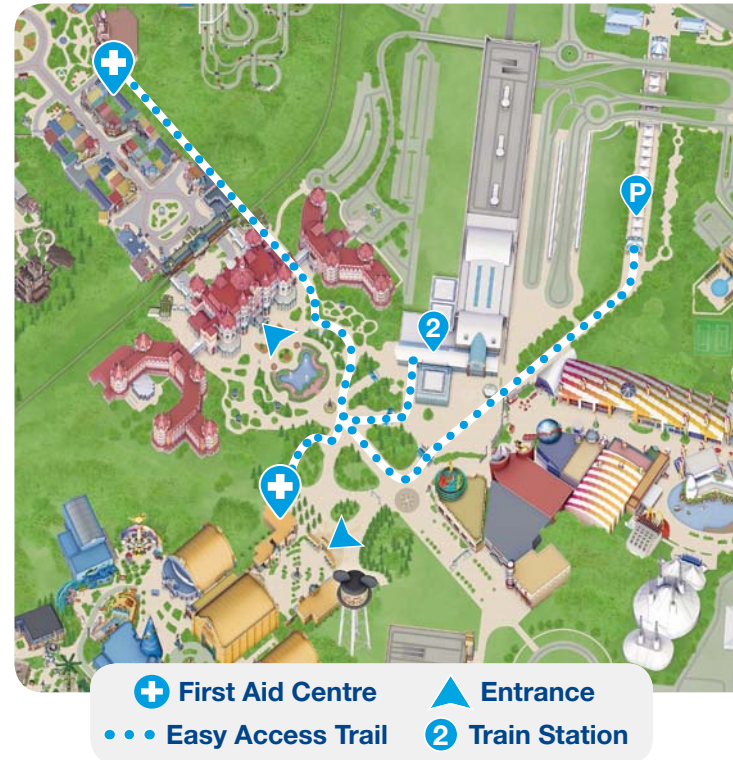
## First Aid and Special Needs

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

Our First Aid Centres are open 7 days a week at the following times:

- ♥ **Disneyland® Park:** opens when the Park opens, closes one hour after.
- ♥ **Walt Disney Studios® Park:** opens and closes at the same time as the Park.

If you need to keep medication cool, you may leave it at one of these Centres.





## Shops

Don't hesitate to ask a Cast Member (Disney employee) for help if there is an item you cannot reach. Some of our shops are equipped with accessible fitting rooms (please ask a Cast Member for information).

- ♥ All our shops welcome guide and assistance dogs
- ♥ All the Disneyland Paris shops can be accessed in a wheelchair
- ♥ Specially adapted cash desks equipped with an induction loop and handsets are available for Guests who are deaf or hearing impaired

## Restaurants

If you want to be sure of getting a table at the table service restaurant of your choice, we would strongly advise booking in advance! Bookings can be made up to 2 months prior to your arrival date simply by calling our Dining Reservation Service on **+33 (0)1 60 30 40 50** (international call charges apply, charges may vary depending on your network provider).

You can also make a booking once you have arrived by contacting the Reception Desk at your Disney® Hotel or by going to City Hall or Studio Services. If you have any special needs, don't forget to let us know when you book.

- ♥ All our table service restaurants are wheelchair accessible
- ♥ Further details regarding specific dietary requirements are available on our website, [DisneylandParis.com](https://www.disneylandparis.com)
- ♥ All our restaurants welcome guide and assistance dogs
- ♥ In certain counter service and/or buffet service restaurants, the queuing areas and counters aren't always totally suitable for wheelchairs, so please don't hesitate to ask a Cast Member for help



**TOP TIP!** This symbol  shows you which cash desks in our restaurants and shops are equipped with an induction loop



## Service Animals

### **Guide and assistance dogs are welcome at Disneyland® Paris.**

Guests accompanied by a service animal must keep their animal under control at all times and keep it on a lead or harness whilst in the Parks and hotels. Please note that Cast Members are not authorised to look after your animals.

If you plan to bring your service animal with you to Disneyland Paris, please make sure you have the animal's up-to-date travel documents with you (proof of vaccination, documentary proof that the animal is an assistance animal). These will need to be presented when you check in to the hotel or on entering the Parks.

We tolerate guide and assistance dogs using the gardens to relieve themselves. For the comfort of other Guests, however, we would ask all animal owners to make sure they clean up after their animals if at all possible.

Meals are not provided for guide and service dogs, so we would recommend bringing food and a bowl so your dog can drink regularly throughout the day.

Due to the nature of certain attractions, service animals may not be permitted to ride. For further details, please refer to the **Disney® Parks Accessibility Maps**.

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 or your Carer.



**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).

Please note, however, that our Animal Care Centre has limited space and we do not offer a reservation service. We will be obliged to turn your animal away if we have reached our maximum capacity. We would consequently recommend making alternative arrangements prior to your trip.

# ★ Attractions, Disney® Character Meet'n' Greet & Shows

## 🗝️ ACCESS PROCEDURES

### 🗝️ Access Cards

On arriving at the Disney® Parks, please head straight to the dedicated desks at the entrance to the Parks or go to City Hall, Studio Services, or the Reception, Concierge Desks at your Disney® Hotel along with your party.

Disneyland® Paris issues **2 different types of Access Card**, which allow Guests with permanent disabilities or special needs to access certain attractions via specially adapted entrances.

**NB: these cards do not give instant access to the attractions or to Disney® Character Meet 'n' Greet.**

- ♥️ **Priority Card** for disabled Guests (anyone who is officially registered as disabled) accompanied by a maximum of 4 people, including the Carer.

The Priority Card grants priority access to attractions, although access is not immediate (access procedures are subject to change depending on Park visitor numbers).

- ♥️ **Easy Access Card** for Guests with a temporary mobility impairment and expectant mothers accompanied by a maximum of 4 people.

A timed reservation system has been introduced to make things easier for you and your party. Simply show your card to the Cast Member at the attraction entrance and you will be given a specific time at which to return. A second reservation can only be made once the first one has expired, and so on. In the meantime, head off to enjoy everything else the Disney Parks have to offer.

**⚠️ IMPORTANT!** These cards are issued based on the information you provide. It is vital this information is accurate, as it is used to determine possible attraction access restrictions, thereby also determining your safety and that of anyone accompanying you. Disneyland Paris cannot be held liable if you provide inaccurate information when applying for an Access Card. Access Cards are strictly personal, so you will be asked to provide proof of identity. These cards remain the property of Disneyland Paris and can be withdrawn if misused. If you are not going on an attraction, the rest of your party must join the standard queue. We cannot guarantee that you will be eligible for one of these cards.





## Documents required to apply for an Access Card

**Priority Card** for disabled Guests (anyone who is officially registered as disabled).

### ✓ Official proof of disability valid, for example:

- ♥ European Disability Card
- ♥ Disability Living Allowance (DLA)
- ♥ War Invalidity Card
- ♥ Attendance Allowance award letter (AA)
- ♥ Incapacity Card
- ♥ Personal Independence payment letter (PIP)
- ♥ Current and valid Blue Badge
- ♥ European Parking Card
- ♥ Disabled ID card or Disabled Person Railroad or Disabled Alert Card. These documents are only accepted on condition that they are accompanied by a letter from a General Practitioner (GP) or Consultant (dated within the last 12 months) confirming the need for a full-time carer or certifying that the person has a permanent disability. This does not need to be a letter of diagnosis.

**Easy Access Card** for Guests with a temporary mobility impairment and expectant mothers

- ✓ **Letter from a General Practitioner (GP) or consultant:** original copy, in French or English, signed and stamped (dated within the last 3 months) certifying that the person has a temporary mobility impairment (e.g. has recently undergone a knee operation) or is pregnant.



**IMPORTANT!** Unfortunately we are unable to issue an Access Card unless we have seen the appropriate supporting documents, as listed above. Only original documents will be accepted.



### Carers

For safety reasons, certain disabled Guests must be accompanied by at least one able-bodied adult aged 15 or over who is capable of helping them, notably when boarding some of our attractions. That person will be their Carer during their time in the Parks.

#### A Carer is required for any Guest who:

- ♥ Is mobility impaired or a wheelchair user (with or without the ability to transfer alone)
- ♥ Has a visual impairment (blind)
- ♥ Has a cognitive or psychological disorder
- ♥ Has a behavioural disorder or is on the autism spectrum
- ♥ Has a mentally deficient

#### Carers' Role:

- ♥ Follow the boarding instructions given by the Cast Member running the attraction
- ♥ Stay with the disabled guest on the attraction
- ♥ Assist with transfers, boarding and alighting
- ♥ Assist with evacuation, if required
- ♥ Offer reassurance, as and when required
- ♥ Pass on any messages and safety instructions, both written and verbal, given by Disneyland® Paris
- ♥ Help the disabled guest choose the most suitable attractions

**NB: if the Access Card holder is not going on an attraction, everyone in their party must join the standard queue**



**IMPORTANT!** For safety reasons, only a limited number of disabled Guests can board certain attractions at the same time. This may result in a waiting period before you board. Please refer to the **Disney® Parks Accessibility Maps** for specific details for each attraction.



## ★ Attractions

**Certain attractions are subject to specific access procedures and restrictions in order to guarantee your safety. We would highly recommend taking a look at the Disney® Parks Accessibility Maps to help you plan your trip.**

- ♥ Cast Members can refuse entry to an attraction in accordance with the attraction's access restrictions\* or 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.
- ♥ Access to attractions may be changed without prior notice.
- ♥ Access restrictions are based solely on health and safety.

\*Attraction access procedures and restrictions are drawn up by Disneyland Paris to reflect each attraction's specific features. They take into account the access conditions, the vehicle type, the anxiety-inducing effects of the attraction and the evacuation conditions in line with our regulatory obligations and in order to guarantee the safety of all our Guests.

Guests must familiarise themselves with the warnings and instructions that are displayed at the designated entrance to each attraction and published in the **Disney Parks® Accessibility Maps**. These Maps are available from City Hall, Donald Desk, Studio Services, the Disney® Hotels and the low-level ticket desks at the Park entrances. They can also be downloaded from our website.

### **Specific equipment may be provided at certain attractions:**

- ♥ Transfer boards to make it easier to board the attraction.
- ♥ Specially adapted vehicles that allow Guests to remain in their wheelchair.

At certain attractions, Guests will need to:

- transfer from the wheelchair to the attraction vehicle, either alone or with help from their Carer.
- transfer from the wheelchair to the attraction vehicle within a limited time. These attractions are identified with this symbol **T** in the Disney® Parks Accessibility Maps.



## Attractions, Disney® Character Meet'n' Greet & Shows

### Evacuation conditions

Certain attractions are subject to specific access procedures and restrictions in order to guarantee your safety, notably in the event of an evacuation.



**IMPORTANT!** Certain attractions are subject to specific physical restrictions. For safety, you should be in good health and free from high blood pressure, heart, back or neck problems, motion sickness or any other health conditions or disabilities that could be aggravated by the adventure. See the icon ▲ on the **Disney® Parks Accessibility Maps**.

### 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 visiting Disneyland® Paris. Numerous special visual and lighting effects are used in both Disney® Parks:

- ♥ Strobe lights
- ♥ Flash photos
- ♥ Pulsating lights
- ♥ Exterior building illuminations (strobe light effects used in external neon signs, for example)
- ♥ Stage lighting (such as mirror balls, flashing and rotating dance floor lights, etc.)
- ♥ Various effects used in our attractions and shows (such as flashes of lightning or explosions)



### **TOP TIP!** Get real-time information with the Disneyland® Paris mobile App

Download our official app for iPhone® and Android® totally free of charge to explore our interactive map of the Disney® Parks and instantly access information about attractions, including opening times and queuing times (see page 5 for further details).



## Disney® Character Meet'n' Greet & Shows

All our Meet 'n' Greet locations cater for Guests with disabilities and special needs. Take a look at the Programme for further details once you are here.

### Theatres:

Some of our theatres are equipped with an induction loop system .

There is also reserved seating for Guests with disabilities and their party. The number of places for wheelchair user and their companions is limited

### Shows and parades:

**Priority Access Card** holders can access specially designated areas to watch our shows and parades.

Access to this area is restricted, and only a limited number of people will be able to accompany you. Please make yourself known to a Cast Member if you wish to access these areas.

### Disney® Character Meet 'n' Greet:

All our Meet 'n' Greet locations can be accessed by disabled Guests. Please note, however, that capacity is limited.

To make your experience more enjoyable, a timed reservation system has been introduced to handle high demand for access to our Meet 'n' Greet locations. Please ask a Cast Member for details.

Access to Disney Character Meet 'n' Greet may be changed without notice.



**TOP TIP!** Download our official app for iPhone® and Android® totally free of charge or take a look at the Programme for up-to-date information about the times and locations of Disney® Character Meet 'n' Greet.



## FOR MORE INFORMATION



Give us a **call**:

From the UK: 08448 008 111

*(5p/min from a BT landline, other networks may vary)*

Uk group bookings: 08448 008 200

*(calls cost 5p/min+your phone company's access charge)*

From all other countries: +33 160 306 053

*(International call rate applies. Cost may vary according to network)*

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

*(International call rate applies. Cost may vary according to network)*



Contact your **travel agent**



Go to **DisneylandParis.com**



Enquire at your Disney® Hotel's **Concierge Desk**



**papiers**  
Avec Ecofolio  
tous les papiers  
se recyclent.