

6. 2 1 **Disneyland**_® 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. We do absolutely everything we can to ensure every single one of our guests enjoys 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 advise you to use it to prepare for your visit, attraction by attraction, by referring to the various symbols, icons and keys.

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 or 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 timed 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 quests with disabilities can watch our parades and shows.

Space is limited, so please make yourself known to a Cast Member if you wish to access these areas, subject to availability.

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PRACTICAL INFORMATION

WHERE?

DISNEYLAND® PARK: Donald Desk: • City Hall.

WALT DISNEY STUDIOS® PARK: · Studio Services.

GO THERE FOR

- 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;
- Informative brochures;
- The Accessibility Map for the Disney Parks;
- · Access cards to facilitate access to attractions.

Our Cast Members will gladly answer all your questions. They will also issue you with an access card when appropriate, 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 detailed attraction charts overleaf).

The Disney® Parks operate a no-smoking policy, which also applies to e-cigarettes and vaporizers. Special areas have been set aside for those who wish to smoke. These areas are clearly indicated in this Accessibility Map. Please smoke only in these designated areas.

EASY ACCESS TRAIL

WHAT IS THE EASY ACCESS TRAIL? A suitable, practical and safe route around the Disney Parks.

WHY?

To show guests with disabilities the easiest way of getting around the Disney Parks.

HOW?

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 indicate the easiest route to take.



SPECIAL CARDS TO ACCESS THE ATTRACTIONS

Disneyland® Paris issues 2 different types of Access Card:

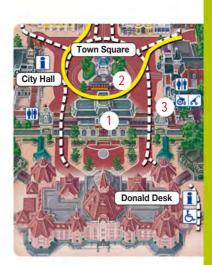
- **Priority Cards,** which give guests priority access to certain attractions via specially-adapted entrances, although access is not immediate and will depend on visitor numbers;
- Easy Access Cards, which allow guests to access certain attractions via specially-adapted entrances. These cards do not, however, give guests priority in queues and access is not immediate.

Each of these cards feature the information you provide. It is vital 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. These cards remain the property of Disneyland Paris and can be withdrawn if misused. They are strictly personal, and you may be asked to provide proof of identity.

EASY ACCESS CARD WHICH GUESTS?

• Guests with a temporary medical condition (medical conditions that have not resulted in them being officially registered as disabled); • Expectant mothers.

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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 card to the Cast Member at the attraction entrance. 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, and so on.

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 medical condition (e.g. is wearing a cast on a lower limb)

HELPERS

or is pregnant.

- 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 (who are officially registered as disabled).

WHICH ATTRACTIONS?

• All attractions and photo locations in both Disney® Parks; • To make your experience more enjoyable, a timed 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;
- CMI card (Carte Mobilité Inclusion);
- War disability card;
- European disabled parking badge.

RESIDENTS OF OTHER COUNTRIES:

- Disability card;
- War disability card; • European disabled parking badge;
- Other official documents issued by your country of residence;
- · A medical certificate:
- original copy;
- in French or English;
- signed and stamped by the doctor; - issued less than 3 months previously, certifying that you have 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.

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* or a learning disability*, 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, other attractions can only accept one disabled guest at a time. See the specific details for each attraction.

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, as and when required;
- helping the disabled guest choose the most suitable attractions.

TOP TIP! Free Park admission ticket for one helper on presentation of the appropriate documents (travel package & accommodation not included).

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; pulsating lights;
- exterior building illuminations (strobe light effects used in external
- neon signs, for example); • disco lighting (mirror balls, flashing and rotating dance floor lights, etc.); • various effects used in our attractions and shows (such as photo
- flashes, flashes of lightning or explosions).

GUIDE AND ASSISTANCE DOGS

- Guide and assistance dogs are welcome:
- throughout the Resort,
- on certain attractions (please see the detailed attraction charts overleaf).

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 AN AURANTS

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 \mathbf{P}_{T} 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. Cast Members are not authorised to accompany you around the Disney Parks.

RENTAL CHARGE

Daily rental: €20 Deposit: €50 for strollers €75 for wheelchairs. The rental charge and deposit must be paid in cash or by credit card. (The Disney Parks no longer accept cheques. Prices subject to change).

TOP TIP! Free wheelchair rental for Annual Magic Plus Pass, Infinity Pass and Annual Dream Pass holders (deposit required).

FIRST AID AND SPECIFIC 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.

If a disabled adult or child (over 3 years of age) needs changing, please go to one of these First Aid Centres. If you need to keep medication cool, you may leave it at one of these Centres. Disneyland_® Paris is unable to reserve specialist medical equipment. If you require any such equipment, please call our guest advisors on:

08448 008 111

DISNEYLAND® PARIS RESORT

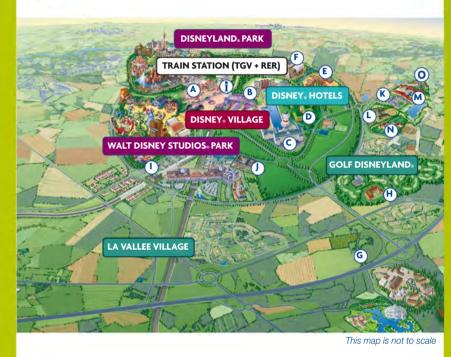
Disney® Hotels

(A) Disneyland_® Hotel E Disney's Hotel Santa Fe® B Disney's Hotel New York® F) Disney's Hotel Cheyenne® G Disney's Davy Crockett Ranch C Disney's Newport Bay Club® Disney's Sequoia Lodge® **Partner Hotels** (L) Vienna House

- (H) Radisson Blu Hotel (1) Hôtel l'Elysée Val d'Europe
- Adagio Marne-la-Vallée
- Val d'Europe
- (K) Vienna House
- Magic Circus Hotel M Algonquin's Explorers Hotel N Hôtel Kyriad
- O B&B Hôtel
- Dream Castle Hotel

Services & Activities

(i) Île-de-France tourist office





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 088 200 (5p/min from a BT landline, other networks may vary) From all other countries: +33 160 306 053 (International call rate applies. Cost may vary according to network) Groupe 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**

Version 6. September 2017



















Disneyland Park Accessibility Map

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Fanta	syland ATTRACTIONS	Ġ.	É		•	3		1	Ì	\$	۲	
 	19. Sleeping Beauty Castle Mobility impaired: a lift is available for wheelchair users. For safety reasons, wheelchairs are not allowed into the Gallery during parades. The Castle Dungeon is not wheelchair accessible, numerous steps to climb. Visually impaired: attraction includes very dimly-lit areas.	1	1	1	1	-	1	1	1	1	1	DISNEYLAND + PARK
	 20. La Tanière du Dragon (in the cave) Mobility impaired : wheelchair accessible. Wheelchair users can also use the lift to access the attraction, except during Parades. Several steps to climb. Visually impaired: attraction includes very dimly-lit areas, several steps to climb. Mental health disorder, autism, behavioural disorder, learning disability: attraction may frighten certain guests. 	1	1	1	1	~	1	1	1	1	1	17
() () () () () () () () () () () () () (21. Snow White and the Seven Dwarfs Lasts: approximately 3 minutes. Mobility impaired: must transfer, one step to climb. Visually impaired: attraction includes very dimly-lit areas. 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.	×	1	1	1	1	1	1	1	×	1	
() () () () () () () () () () () () () (22. Pinocchio's Fantastic Journey Lasts: approximately 3 minutes. Mobility impaired: must transfer, one step to climb. Visually impaired: attraction includes very dimly-lit areas. 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.	×	1	1	1	1	1	1	1	×	1	
(1)	23. Lancelot's Carousel Lasts: approximately 5 minutes. Mobility impaired: must transfer. Climb up onto the ride turntable, one step to climb to board the carriage. Visually impaired: guide and assistance dogs must ride in the carriage with their owner.	×	1	1	1	10	1	1	1	1	1	Creek Ranch 9
	 24. Peter Pan's Flight⁽¹⁾ Lasts: approximately 3 minutes. Mobility impaired: must be ambulatory. If the ride needs to be evacuated, you must be capable of getting out of the suspended vehicle unassisted and going down steps, or even a ladder, and then walking approximately 50m. Visually impaired: attraction includes very dimly-lit areas. Guide and assistance dogs are not allowed onto the attraction and must be left with a helper. 	×	×	1	•	1	1	1	1	x	1	The Chaparral Theater 10
6	25. Disneyland Railroad - Fantasyland Station Lasts: approximately 30 minutes. Times available at venue. Mobility impaired: must transfer, two steps to climb. Wheelchairs can be folded up and loaded onto the train, or left in the station if guests wish to take the full trip around Disneyland® Park.	×	1	1	1	1	1	1	1	1	1	
	 26. Meet Mickey Mouse⁽²⁾ Meet Mickey Mouse backstage as he prepares for his show, surrounded by scenery and all his favourite costumes. Mobility impaired: wheelchair accessible. See the Programme. 	1	1	1	1	-	1	1	1	1	1	Frontierland
@ X	27. Dumbo the Flying Elephant Lasts: approximately 3 minutes. Mobility impaired: must transfer, one step to climb. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper.	×	1	1	1	12	1	1	1	1	1	
🗊 🔛 🦐	28. Alice's Curious Labyrinth Mobility impaired: the entire labyrinth is wheelchair accessible. Only the "Castle" section is not wheelchair accessible (86 steps), tight doorway.	1	1	1	1	15	1	1	1	1	1	38. A 4
F	 29. Mad Hatter's Tea Cups Lasts: approximately 3 minutes. Mobility impaired: must transfer. Warning: due to the centrifugal force that is generated by the spinning of the tea cups, this attraction is not suitable for guests who find it difficult to stay in a seated position. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper. 	×	1	1	1	4	1	1	1	×	1	This map is not to scale
@ X	30. Casey Jr. Lasts: approximately 3 minutes. Mobility impaired: must transfer. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper.	×	1	-	1	13	1	1	1	×	1	Discoveryland ATTRACTIONS
🗑 🐆	31. Le Pays des Contes de Fées Lasts: approximately 3 minutes. Mobility impaired: must transfer to a lower level seat.	×	1	1	1	4	1	1	1	1	1	35. Buzz Lightvear Laser Blast ⁽¹⁾⁽²⁾ Lasts: approxim
🗑 🐆	32. "it's a small world" <i>Presented by Osram</i> Lasts: approximately 10 minutes. Mobility impaired: wheelchair accessible, you can either board the ride directly on your wheelchair (specially-adapted boat) or transfer onto a seat.	1	1	1	1	1	1	1	1	1	1	Mobility impaired: wheelchair accessible, you can either board the ride direct (specially-adapted vehicle) or transfer onto a seat. Visually impaired: strobe light effect. A flash photo will be taken.
X	33. Princess Pavilion ⁽¹⁾ ⁽²⁾ A royal Meet 'n' Greet with one of our Disney Princesses. Mobility impaired: wheelchair accessible. See the Programme .	1	1	1	1	1	1	1	1	1	1	Mobility impaired: must transfer. Visually impaired: guide and assistance dogs are not allowed onto the attraction with a helper.
	34. Royal Castle Stage Show stage. See the Programme . Mobility impaired: wheelchair accessible (designated spaces) or transfer onto a seat.	1	1	1	1	1	1	1	1	1	1	Image: State of the state
Front	ierland Attractions	£.	ć.	(•	•9		k	2	•	٣	38. Disneyland Railroad - Discoveryland Station Lat Times available at venue. Mobility impaired: must transfer, two steps to climb. Wheelchairs can be folded up and loaded onto the train, or left in the station if the full trip around Disneylands Park.
() () () () ()	 6. Phantom Manor⁽¹⁾ Lasts: approximately 7 minutes. Mobility impaired: must transfer. Mental health disorder, autism, behavioural disorder, learning disability: attraction may frighten certain guests. Visually impaired: attraction includes very dimly-lit areas, vehicles travel through the dark. 	×	1	1	1	1	1	1	1	×	~	Image: Star Tours: The Adventures Continue Lasts: Attraction subject to physical restrictions. Mobility impaired: must transfer, lift available. Visually impaired: stratction includes very dimly-lit areas. Guide and assistant onto the attraction and must be left with a helper.
	7. Thunder Mesa Riverboat Landing Laster approximately 15 minutes										-	Minimum height: 1m02.

😚 ! 🔊 🐆	 6. Phantom Manor⁽¹⁾ Lasts: approximately 7 minutes. Mobility impaired: must transfer. Mental health disorder, autism, behavioural disorder, learning disability: attraction may frighten certain guests. Visually impaired: attraction includes very dimly-lit areas, vehicles travel through the dark. 	×	1	1	1	1	1	1	1	×	1
🚱 🐆	7. Thunder Mesa Riverboat Landing Lasts: approximately 15 minutes. Mobility impaired: no more than one wheelchair per boat. Wheelchairs will be positioned at the front of the boat. (In the event of an emergency, you will be evacuated onto another vessel). Guests wishing to access the upper floors must be ambulatory. Steps to climb.	1	1	1	1	15	1	1	1	1	1
🚱 🐆	8. Rustler Roundup Shootin' Gallery (charge) Mobility impaired: wheelchair accessible (2 designated spaces). Visually impaired: silent targets. Shooting gallery.	1	1	1	1	-	1	1	1	1	1
😚 🔛 🔊 🦐	8a. Legends of the Wild West Mobility impaired: must be ambulatory, numerous steps to climb (135 steps). There is no wheelchair access to the towers and paths around Fort Comstock. Visually impaired: attraction includes very dimly-lit areas, discontinuous handrails.	×	×	1	1	-	1	1	1	1	1
	 9. Big Thunder Mountain⁽¹⁾ Lasts: approximately 5 minutes. Attraction subject to physical restrictions. Mobility impaired: transfer time approximately 30 seconds. You will be seated at the back of the train. Visually impaired: 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. 	×	1	1	•	1	1	1	1	×	1
60 >	10. Pocahontas Indian Village Play area for children aged 4 to 8. Weather permitting.	1	1	1	1	1	1	1	1	1	1
(*)	 11. The Chaparral Theater Show stage. See the Programme. Mobility impaired: wheelchair accessible (designated spaces) or transfer onto a seat. Hearing impaired: venue equipped with an induction loop. 	1	1	1	1	-	1	1	1	1	1
6	 12. Disneyland Railroad - Frontierland Depot Lasts: approximately 30 minutes. Times available at venue. Mobility impaired: must transfer, two steps to climb. Wheelchairs can be folded up and loaded onto the train, or left in the station if guests wish to take the full trip around Disneyland Park. 	×	1	1	1	1	1	1	1	1	1



Minimum height for driving a car alone: 1m32.

Buzz Lightyear Laser Blast is inspired by Disney•Pixar's Toy Story 2



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L'internet												
🚱 🔂 🛌	 La Cabane des Robinson (lots of climbing and descending) Lasts: approximately 5 minutes. Mobility impaired: must be ambulatory, numerous steps to climb (176 steps). 	×	×	1	•	15	1	1	1	1	1	
1m40	14. Pirates' Beach 2 play areas for budding buccaneers aged 3-6 and 7-9. Weather permitting. Mobility impaired: wheelchair accessible. Maximum height: 1m40.	1	1	1	1	1	1	1	1	1	1	
R	15. Le Passage Enchanté d'Aladdin Lasts: approximately 3 minutes. Mobility impaired: wheelchair accessible. Visually impaired: attraction includes very dimly-lit areas.	1	1	1	1	1	1	1	1	1	1	
	 16. Indiana Jones™ and the Temple of Peril Lasts: approximately 5 minutes. Attraction subject to physical restrictions. Mobility impaired: must transfer, transfer time approximately 30 seconds. Visually impaired: guide and assistance dogs are not allowed onto the attraction and must be left with a helper. Minimum height: 1m40. 	×	1	1	•	1	1	1	1	×	1	
	17. Adventure Isle Attraction includes caves and suspended bridges. Numerous steps to climb. Mobility impaired: must be ambulatory. Visually impaired: attraction includes very dimly-lit areas.	×	×	1	1	1	1	1	1	1	1	
(* <mark> </mark> • • • • • • • • • • • • • • • • • • •	 Pirates of the Caribbean⁽¹⁾ Lasts: approximately 10 minutes. Mobility impaired: must transfer to a lower level seat. Visually impaired: attraction includes very dimly-lit areas. 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. Guests may get splashed. A flash photo will be taken. 	×	1	1	•	1	1	1	1	×	1	

MainSt	reet, U.S.A. TATTRACTIONS	ę.	Ë		•	y		K	Ń	\$	٣
i 21 b	i. City Hall Information, brochures and bookings for restaurants and activities at Disneyland® Paris. Information on access to attractions and Access Card issuing service. Hearing impaired: reception desk equipped with an induction loop.	1	1	1	1	1	1	1	1	1	1
1	i. Donald Desk Information, brochures and bookings for restaurants and activities at Disneyland® Paris. Information on access to attractions and Access Card issuing service.	1	1	1	1	1	1	1	1	1	1
	1. Disneyland Railroad - Main Street Station Lasts: approximately 20 minutes. Times available: to access the platform you will need to take the lift, which is situated just below the station near the wheelchair rental point. Mobility impaired: must transfer, two steps to climb. Wheelchairs can be folded up and loaded onto the train, or left in the station if guests wish to take the full trip around Disneyland® Park.	×	1	1	1	1	1	1	1	1	1
6	2. Horse-Drawn Streetcars Times available at venue. Mobility impaired: must transfer, one step to climb. Wheelchairs can be folded up and loaded onto the vehicle.	x	1	1	1	15	1	1	1	1	1
@ >	3. Main Street Vehicles Presented by Hertz Times available at venue. Mobility impaired: must transfer, one step to climb. Wheelchairs can be folded up and loaded onto the vehicle.	×	1	1	1	15	1	1	1	1	1
🚱 🐆	4. Statue of Liberty Tableau Mobility impaired: can be accessed by wheelchair via the main entrance.	1	1	1	1	1	1	1	1	1	1
😚 🐆	5. Dapper Dan's Hair Cuts (<i>charge</i>) For a haircut and shave just like in the good old days.	1	1	1	1	1	1	1	1	1	1