



# 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 guests 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.**

## 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:**

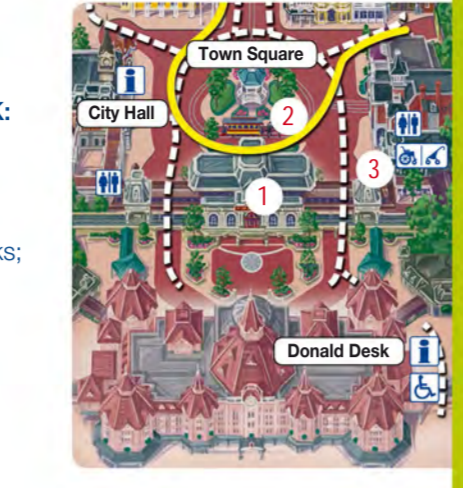
- **Priority Cards**, which give guests priority access to certain attractions via specially-adapted entrances, although access is not immediate and will depend on visitor numbers;
- **Easy Access Cards**, which allow guests to access certain attractions via specially-adapted entrances. These cards do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



## 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*) 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 (*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 PHOTSENSITIVITY

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 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** Calls charged at 0.09min + your phone company's access charge

# DISNEYLAND® PARIS RESORT


## Disney® Hotels

- |  |  |
|--|--|
|  Disneyland® Hotel          |  Disney's Hotel Santa Fe®     |
|  Disney's Hotel New York®   |  Disney's Hotel Cheyenne®     |
|  Disney's Newport Bay Club® |  Disney's Davy Crockett Ranch |
|  Disney's Sequoia Lodge®    |  |

## Partner Hotels

- |   |   |
|---|---|
|  Radisson Blu Hotel                  |  Vienna House Magic Circus Hotel |
|  Hôtel l'Elysée Val d'Europe         |  Algonquin's Explorers Hotel     |
|  Adagio Marne-la-Vallée Val d'Europe |  Hôtel Kyriad                    |
|  Vienna House Dream Castle Hotel     |  B&B Hôtel                       |

## Services & Activities

-  Île-de-France tourist office



*This map is not to scale*



## 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**



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