



Accessibility Guide

Do you have special needs or disabilities?

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



FR RÉPUBLIQUE FRANÇAISE



Contents



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Practical information

WHERE TO FIND INFORMATION p. 3

PRACTICAL INFORMATION p. 4-5



Staying in a Disney® Hotel

SPECIFIC EQUIPMENT p. 6-7

- Rooms
- Swimming pool



Welcome to Disneyland® Paris

TRANSPORT p. 8

SERVICES p. 8-19

- Guest parking
- Ticket windows
- Wheelchair and stroller rentals
- Toilets

First aid and special needs

Changing room

Restaurants

Shops

Blue Booklet

Image bank for guests with communication difficulties

Assistance animals

Audio description

Tactile map with audio on Virtuoz tablet

List of Long Term Illnesses (LTI)

Pregnant Guests

Attractions

Companions

Evacuation conditions

Epilepsy and photosensitivity

Disney Character Encounters & Shows



Attractions, Disney Character Encounters & Shows

ACCESS PROCEDURES

p. 20-29

- Access cards
- Required documents



Appendix

EVACUATING THE ATTRACTIONS

p. 30-40

- Disneyland® Park
- Walt Disney Studios® Park



WHERE TO FIND INFORMATION

Disneyland® Park



1 Priority access low-level windows*

2 City Hall

--- Easy Access Trail

Walt Disney Studios® Park



1 Priority access low-level windows*

2 Studio Services

3 Disneyland Pass Office*

--- Easy Access Trail

*You do not need a Disney® Parks entrance ticket to access our information offices.



Practical information



PRACTICAL INFORMATION



Who to ask for help in the Disney® Parks?

Disneyland® Paris employees are always happy to help you. They are called Cast Members.



Cast Members are easily identified by their nametags. All Cast Members wear costumes, although they change from one themed area to another.

In the Disney Parks, you can also ask for help from Cast Members wearing a jacket with the information .



Available in our information points:

- ♥ The Accessibility Guide
- ♥ The Blue Booklet (for guests with cognitive disabilities including Autism Spectrum Disorder (ASD) and their companions)
- ♥ The Accessibility Maps
- ♥ Access cards for easier access to attractions, shows, shops, restaurants and Disney Character Encounters
- ♥ Bracelets for pregnant Guests
- ♥ The Map of the 2 Disney Parks
- ♥ A booking service for all our restaurants
- ♥ The Activity Programme, including times for shows, parades and Disney Character Encounters available on the Disneyland Paris Mobile App
- ♥ Identification bracelets
- ♥ A special needs tag for strollers
- ♥ A tactile and audio map on Virtuoz tablet

Our Cast Members will gladly answer all your questions. They will let you know which attractions are the most easily accessible according to your level of autonomy and/or special 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 charts in the Accessibility Maps).



PRACTICAL INFORMATION



The Disneyland® Paris Mobile App

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

Download our free official app* for iPhone and Android, explore the interactive Disney® Parks map and find information on our attractions, restaurants, shops, shows and parades, including opening hours, schedules and attraction wait times.

For more information, visit our website DisneylandParis.com.



Accessibility Maps



The Accessibility Maps provide important information on our attractions, restaurants and shops to help you plan your visit. They also show the location of priority entrances for our attractions as well as boarding, alighting and evacuation conditions.

You can download the Accessibility Maps from the DisneylandParis.com website, 'Prepare your visit – Accessibility at Disneyland Paris' page, or ask for a printed version on site at dedicated windows, at the entrance to Disney Parks, at City Hall or Studio Services, as well as at the Reception or Concierge Desk of your Disney Hotel.

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.

*Some app functions require location data and a Wi-Fi or mobile data 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.



SPECIAL EQUIPMENT*

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



Rooms

- ♥ Kits for Guests who are deaf or hearing impaired are available upon request when booking your stay or at the Reception of your Disney Hotel
- ♥ Big button telephones for visually impaired Guests are available upon request when booking your stay or at the Reception of your Disney Hotel
- ♥ Specially adapted bath seats can be provided upon request to enable mobility impaired Guests to bathe unassisted
- ♥ Certain Disney Hotels are equipped with specially adapted showers for mobility impaired Guests
- ♥ Many of our rooms are specially adapted for wheelchair users
- ♥ Welcome kits for guide and assistance dogs

*Subject to availability.





Big button telephones



Kits for deaf or hearing impaired Guests

Swimming pools

- ♥ Pool hoists can be provided to allow mobility impaired Guests to access our pools more easily (subject to availability)
- ♥ Specially adapted changing rooms
- ♥ Dog crates can be provided for guide and assistance dogs
- ♥ Wheelchair adapted to wet environments



TOP TIP! You can now collect your access cards or pregnancy bracelets (supporting documents required) from the Reception or Concierge Desk of your Disney® Hotel. (details on pages 20 to 24)



Welcome to Disneyland® Paris



TRANSPORT

- ♥ **The free Disneyland® Paris shuttles serve the Disney® Parks and Disney® Hotels (except for Disney Davy Crockett Ranch).**

These shuttles are wheelchair accessible. There is also reserved seating for Guests with disabilities. Please note: electric mobility scooters are not allowed.

- ♥ **Specially adapted minibuses are also available on request, reserved for non-transferable wheelchair users.** You can request the minibus service at the Reception of your Disney Hotel, City Hall, Studio Services or the Disney Express counter on the 1st floor of the TGV/RER Marne-la-Vallée/Chessy train station. This service cannot be booked prior to your arrival. Waiting times may vary.

- ♥ **By train: Save time with Disney Express (paid service)**

Collect your room number, your key and your Priority or Easy Access Card. You can also drop off your luggage at the Disney Express counter upon your arrival at Marne-la-Vallée/Chessy train station. Then head straight to the Disney® Parks without stopping at your Disney Hotel to check in.

Disneyland® Paris provides a wide range of services to help Guests with disabilities or special needs enjoy every magical moment of their trip.



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 Parking Card upon 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.

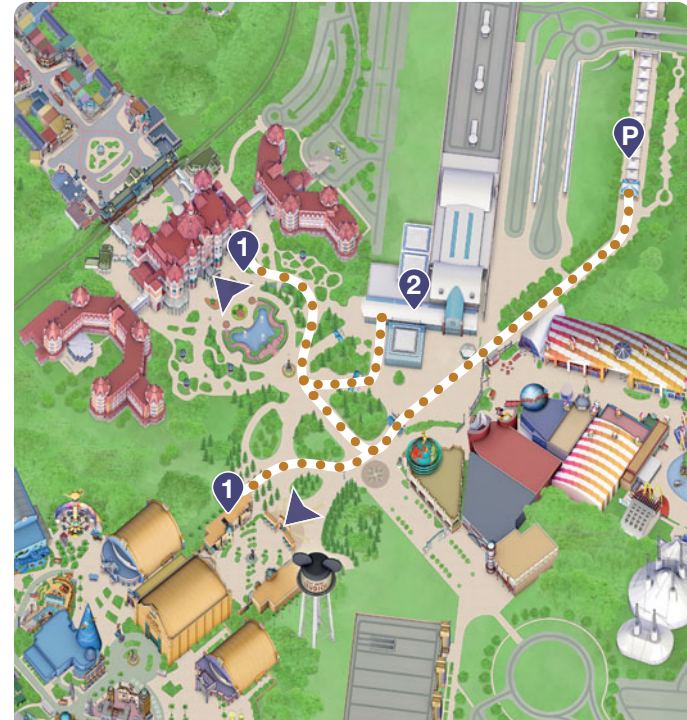
Throughout the resort, accessible parking spaces are clearly marked with this symbol



Ticket Windows

Low-level ticket windows are available at the entrance to both Disney® Parks.

Guests with disabilities are eligible for a reduced-price entrance ticket for themselves and one companion, simply by presenting an official document certifying they have a permanent disability. Check the validity of your official supporting documents on our website [DisneylandParis.com](https://www.disneylandparis.com).



- 1 Priority access low-level windows* P Guest Parking
- Entrance 2 Train station ●●● Easy Access Trail

*You do not need a Disney® Parks entrance ticket to access our information offices.



Welcome to Disneyland® Paris



Wheelchair and stroller rentals

Manual wheelchairs and strollers can be hired from the **Stroller & Wheelchair Rentals** points in both Disney® Parks.

Subject to availability, no pre-booking.

Daily hire charge and deposit required.

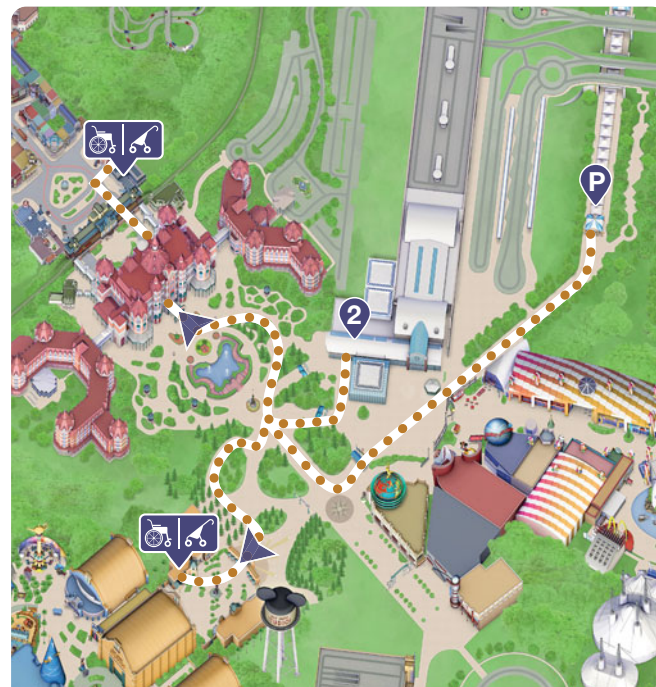
ID tags for your stroller, are available upon request at Stroller & Wheelchair Rentals, at City Hall, Studio Services, priority windows at the entrance to Disney Parks, as well as at Reception and Concierge Desks at Disney Hotels. Please note that no electric mobility scooter charging points are available at Disney Parks and Hotels. We recommend hiring one of our wheelchairs.



Toilet facilities

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 you need changing facilities for an adult or child (over 3 years of age), please go to one of the Disney Parks' First Aid Centres (details on page 11).



Stroller & Wheelchair Rentals



Entrance



Easy Access Trail



Parking



Train station



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:

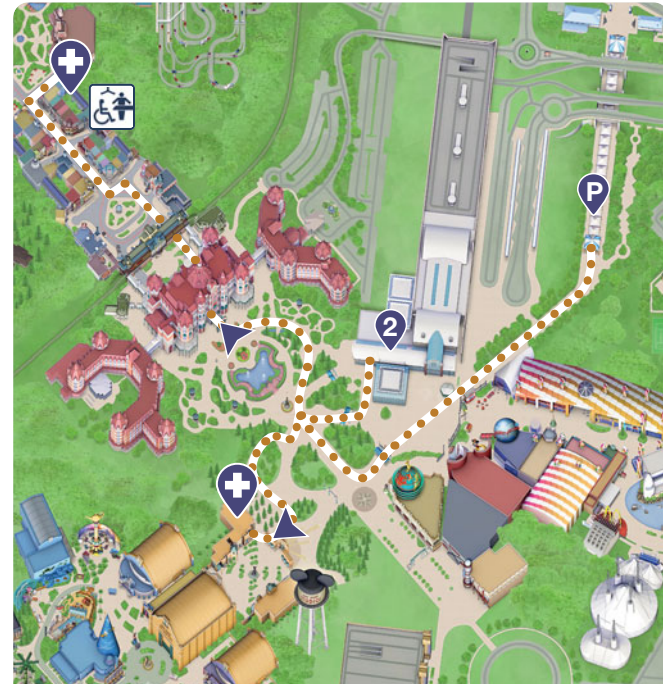
- ♥ **Disneyland® Park:** As soon as the Park opens.
Closing time is one hour after the Park closes.
- ♥ **Walt Disney Studios® Park:** Opens and closes at the same time as the Park.







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

Changing Room

In Disneyland Park, a changing room is available at the First Aid Centre on Main Street, U.S.A.® for any Guests who may need to use it. This changing room offers a comfortable and private space to be used by Guests with disabilities and their companion(s). This room is equipped with:

- ♥ A transfer hoist
- ♥ An adjustable bed
- ♥ Toilets complying with standards for people with reduced mobility



-  First Aid Centre
-  Changing Room
-  Entrance
-  Easy Access Trail
-  Parking
-  Train station




Welcome to Disneyland® Paris

Restaurants

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



TOP TIP! All our restaurants have menus with Audio Description . Download the Audiospot app available for Android and IOS (details on page 18).





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! Booking 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. Remember to tell us about any special dietary requirements at the time of booking.



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





Welcome to Disneyland® Paris



Shops

- ♥ All Disneyland® Paris shops are wheelchair accessible
- ♥ Some of our shops are equipped with accessible fitting rooms (please ask a Cast Member for information)
- ♥ Specially adapted cash desks equipped with an induction loop system and handsets are available for Guests who are deaf or hearing impaired
- ♥ All our shops welcome guide and assistance dogs
- ♥ Don't hesitate to ask a Cast Member (Disney employee) for help if there is an item you cannot reach

Shopping Service: A unique shopping experience

Make your purchases even easier with our free Shopping Service when you spend €50 or more in our shops.

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





Blue Booklet

The Blue Booklet is a resource for guests with cognitive disabilities including Autism Spectrum Disorder (ASD) and their companions. This guide was compiled in consultation with experts on Autism Spectrum Disorder. It is designed to help you plan your visit and make the most of your trip to Disneyland® Paris in the best possible conditions. It features especially information on the sensory stimulation you will experience at our attractions and restaurants.

Download the Blue Booklet for free from our website [DisneylandParis.com](https://www.disneylandparis.com).

It is also available at:

- ♥ Priority access low-level windows at Park entrances
- ♥ The Reception or Concierge Desk of your Disney® Hotel
- ♥ Studio Services
- ♥ City Hall



Image Bank for Guests with communication difficulties

Disneyland Paris worked with experts to create an image bank for Guests who have communication difficulties. This image bank can be used in the form of a visual timetable, choice board or integrated into Guests' alternative communication file.

Prior to your visit, download them for free from our website [DisneylandParis.com](https://www.disneylandparis.com).



Welcome to Disneyland® Paris



Assistance animals

Guide dogs and assistance animals are welcome at Disneyland® Paris.

Guests accompanied by a guide dog or assistance animal must be in control of their animal at all times, keeping them on a lead or harness while in the Disney® Parks and Disney Hotels. Please note that Cast Members are not authorised to look after your guide dog or assistance animal.

If you plan to bring your assistance 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 a Disney Hotel or upon entering the Disney Parks.

Guide dogs and assistance animals are permitted to use 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.

Our resort does not sell food for guide dogs or assistance animals, so we would recommend bringing food and a bowl so your animal can drink regularly throughout the day.





Due to the nature of some attractions, guide dogs and assistance animals may not be permitted to ride. For further details, please take a look at the **Accessibility Maps**.

Please note that Cast Members are not authorised to look after your guide dog or assistance animal. If you wish to go on an attraction that the guide dog or assistance animal is not permitted to ride, the animal must be left with a member of your party.



TOP TIP! When guide or assistance dogs are unable to board an attraction, some have a **dedicated waiting area for them**. This means you can board the attraction vehicle with your companions while your **guide or assistance dog rests in a secure area**, and be reunited with him as soon as you disembark (subject to availability). Please refer to the Attractions Accessibility Maps or contact our Cast members.



If you would like to visit our Disney® Parks without your guide dog or assistance animal, you may leave them for the day **free of charge** at the Animal Care Centre in Guest Parking (national identification certificate and up-to-date vaccination record are required).

Please note that our Animal Care Centre has limited capacity and does not offer a reservation service. We may have to refuse your animal if the Centre is at full capacity. We recommend making alternative arrangements before your visit.



Welcome to Disneyland® Paris

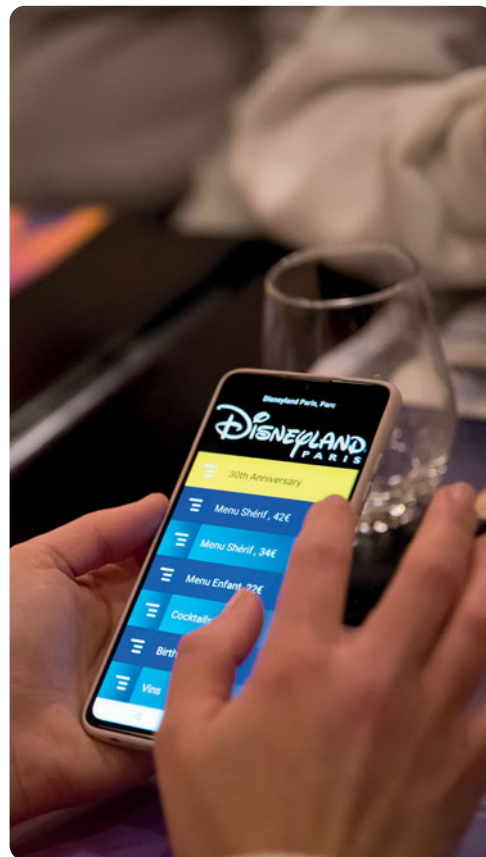
🎧 Audio Description

Disneyland® Paris now uses the AudioSpot app, available on the App Store and Google Play, to provide audio information to visually impaired Guests. This service is available in:

- ♥ Our restaurants, with information on the environment, type of cuisine and restaurant menu
- ♥ Our attractions, giving detailed information on the attraction and continuing inside some of them to offer a total immersive experience
- ♥ In some of our entertainment venues, to enjoy a synochronised description of our shows (more information on our shows on page 25 in English and French)
- ♥ Our Disney Hotels (services, restaurants and bars)

Take a look at our Accessibility Maps to find all the equipped venues. This system currently provides information on the surrounding environment using voice synthesis and automatically translated into 13 other languages – French, English, Spanish, Italian, German, Chinese, Japanese, Dutch, Portuguese, Russian, Catalan, Arabic and Danish – depending on the language settings on your smartphone.

Simply put on your earphones, headphones or bone conduction headphones to enjoy the app content, and follow the guide!



TOP TIP! Download the free
Audiospot app 🎧





Virtuoze tactile and audio map

Disneyland® Paris is equipped with Virtuoze, a tablet which enables sight impaired people to understand and move around in their environment with the help of tactile and audio maps.

This service is free and does not require pre-booking. Simply ask for your tablet at City Hall in Disneyland® Park and at Studio Services in Walt Disney Studios® Park.

Maps for each land in the 2 Disney® Parks are available, as well as detailed information on our buffet and table service restaurants:

Virtuoze is also available in certain of our Disney Hotels:

- ♥ Disney Hotel New York – The Art of Marvel
- ♥ Disney Hotel Cheyenne
- ♥ Disney Newport Bay Club

Virtuoze is available in 8 languages: French, English, Italian, Spanish, German, Dutch, Portuguese and Danish.
You must provide your own earphones.





Attractions, Disney Character Encounters & Shows



ACCESS PROCEDURES

Upon arriving at the Disney® Parks, please head straight to the dedicated windows at the entrance of our Parks, or the Reception or Concierge Desk of your Disney Hotel to request your Priority Card or Easy Access Card.

One of our Cast Members can help you fill out an autonomy questionnaire and take your photo for your access card.

The questionnaire is designed to ascertain your level of independence and ensure we have the people and equipment in place to evacuate you in complete safety. It is indicated by a coloured dot on your Priority Card.



TOP TIP! You can also request a Priority Card prior to your stay on our website DisneylandParis.com.



Access cards



Priority Card

For Guests with disabilities (anyone who is officially registered as disabled) accompanied by a maximum of 4 people for attractions, Disney Character Encounters and theatres, and 2 people maximum for outdoor shows and parades.

The Priority Card grants priority — but not immediate — access to attractions, theatres, outdoor shows and Disney Character Encounters, as well as to restaurant and shop cash desks (access procedures are subject to change depending on Disney Park visitor numbers, simply make yourself known to a Cast Member).



Access cards



Easy Access Card

For Guests with a recognised Long Term Illness accompanied by a maximum of 4 people, for attractions only.

The Easy Access Card grants priority — but not immediate — access to attractions (access procedures are subject to change depending on Disney® Park visitor numbers, simply make yourself known to a Cast Member).



A reservation system is available for you and your companions. Simply show your Easy Access 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! Please note, these cards **do not provide immediate access** to attractions, theatres, outdoor shows, or Disney Character Encounters.



Appendix



Documents required



IMPORTANT! You will be asked to provide proof of identity when you request a Priority Card or Easy Access Card.

Priority Card

For Guests with disabilities (who are officially registered as disabled).

✓ **Valid official proof of disability in French or English.**

The list of official proofs of disability accepted at Disneyland Paris is available, by country, on our website :
“Before you arrive - Request a priority card”

Easy Access Card

For Guests with any of the 30 Long Term Illnesses recognised in France.

✓ **Medical certificate:**

- ♥ original in English or French
- ♥ signed by a General Practitioner (GP) or consultant
- ♥ dated within 3 months by a GP or consultant, indicating that you suffer from one of the listed 30 Long Term Illnesses (LTI), without specifying the LTI in question



IMPORTANT! If the access card holder is not going on an attraction, everyone in their party must join the standard queue. Children under 3 count as members of the party.



List of Long Term Illnesses (LTI)

Easy Access Card

- Active tuberculosis, leprosy;
- Acute/chronic nephropathy and primary nephrotic syndrome (kidney failure);
- Acute/chronic respiratory failure;
- Alzheimer's disease and other types of dementia;
- Bone marrow aplasia and other chronic types of cytopenia;
- Chronic arterial disease with ischemic events;
- Chronic heart failure, chronic heart valve disease, serious heart arrhythmia, chronic congenital heart disease;
- Chronic liver disease (hepatitis B or C) and cirrhoses;
- Complicated schistosomiasis;
- Coronary artery disease: myocardial infarction;
- Cystic fibrosis;
- Debilitating stroke;
- Haemoglobinopathy, chronic constitutional/severe acquired haemolysis;
- Haemophilia and severe constitutional haemostatic disorders;
- Inherited metabolic disorders requiring long-term specialised treatment;
- Long-term psychiatric disorders;
- Malignant tumour, lymphoma, haematopoietic cancer or any type of cancer;
- Multiple sclerosis;
- Organ transplant disorders;
- Paraplegia;
- Parkinson's disease;
- Progressive structural scoliosis;
- Severe neurological and muscular disorders (including myopathy), severe epilepsy;
- Severe primary immunodeficiency disorder requiring long-term treatment, human immunodeficiency virus (HIV);
- Severe progressive rheumatoid arthritis;
- Severe spondylitis;
- Type 1 diabetes and type 2 diabetes in a child or adult;
- Ulcerative colitis and progressive Crohn's disease;
- Vasculitis, systemic lupus erythematosus, systemic scleroderma.



Attractions, Disney Character Encounters & Shows



IMPORTANT! These cards are issued based on the information you provide. 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, everyone in your party must join the standard queue. We cannot guarantee that you will be eligible for one of these cards. Please take a look at the Accessibility Maps to familiarise yourself with the access and evacuation procedures.

We cannot issue access cards without first having seen the appropriate official documentation required. Only original documents will be accepted.



Pregnant Guests

The image shows a template for a Disneyland Paris Priority Access Bracelet. It features the Disneyland Paris logo on the left. To the right of the logo are two rows of fields: 'ACC: /' and 'DATE EXP: /'. Further right is a small illustration of a Disney character (a rabbit) and a series of ten empty circles, likely for a photo or identification code.

Priority access bracelet for pregnant Guests.

For expectant mothers, accompanied by a maximum of 4 people for attractions and theatres, and a maximum of 2 companions for outdoor shows and parades.

Documents required for a pregnancy bracelet:

- ♥ Proof of identity
- ♥ Proof of pregnancy dated within 3 months in French or English

The Pregnancy Bracelet grants priority — but not immediate — access to attractions, shows and Disney Character Encounters, as well as restaurant and shop cash desks (access procedures are subject to change depending on Disney® Park visitor numbers, simply make yourself known to a Cast Member).

Please take a look at the Accessibility Maps for further information on access conditions for pregnant Guests.



★ 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 **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 is subject to availability
- ♥ 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 and our regulatory obligations 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 **Accessibility Maps** (take a look at the evacuation procedures on page 30 in the appendix). Accessibility Maps are available from City Hall, priority windows, Studio Services, Concierge and Reception Desks of Disney Hotels and the low-level ticket windows at the Disney Park entrances. They can also be downloaded from our website.



TOP TIP! Look for the QR code on the Magic All panels at each attraction entrance. Scan it to download the Accessibility Maps.



★ Attractions, Disney Character Encounters & Shows

★ Attractions

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



IMPORTANT! At certain attractions, Guests will need to transfer from the wheelchair to the attraction vehicle, either alone or with help from a companion within a limited time. These attractions are identified with the **T** symbol on our Accessibility Maps.



★ Assistance recommendations

We advise Guests with disabilities to have at least one companion or more depending on the level of autonomy and their specific needs. The role of the companion is to:

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



IMPORTANT! For safety reasons, only a limited number of Guests with disabilities can board certain attractions at the same time. This may result in a waiting period before you board.



★ Evacuation conditions

The Accessibility Maps contain an assessment of the evacuation conditions for all our attractions. You must consult the evacuation conditions to assess how easy it is for you to be evacuated if required. You can also consult the evacuation procedures on page 30 in the appendix.



IMPORTANT! For your safety, on certain attractions you need to be in good health and free from high blood pressure, heart, back or neck problems, motion sickness, or other conditions or disabilities that could be aggravated by this adventure. Expectant mothers should not take part in certain adventures.

Seat configuration and attraction safety systems may prevent guests of certain body shapes or sizes from participating. Guests must have sufficient upper body strength to hold themselves in the appropriate position in all attraction vehicles. Refer to the ▲ symbol on the **Accessibility Maps**.

Please note that most attractions, shows and events are not recommended for children under 1 year old.

Please follow the instructions of Disneyland® Paris employees and obey the Internal Park Rules and Regulations (posted at the entrance to the Disney® Parks and on our website).

☀ Epilepsy and photosensitivity

Certain attractions may affect/disturb guests who are prone to epilepsy. Please don't hesitate to go to the dedicated ticket windows at the entrance to the Disney Parks, City Hall in Disneyland® Park or Studio Services in Walt Disney Studios® Park for further 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 and are indicated by the ☀ symbol on the Accessibility Maps.

♥ Strobe lights

♥ Flash photography

♥ Pulsating lights

♥ Exterior building illuminations

(strobe light effects used in external neon signs, for example)

♥ Stage lighting

♥ Various effects used in our attractions and shows (such as flashes of lightning or explosions)

★ Attractions, Disney Character Encounters & Shows

Disney Character Encounters & Shows

Theatres:

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



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



Some of our theatres offer performances with sign singing or sign language interpretation (French Sign Language only). Check the mobile app for details.



The Audiospot app enables you to enjoy the shows with audio description. Please refer to the accessibility maps for more information (more information on audiodescription on page 18).





Shows and parades:

Priority Card holders and **pregnant Guests** can access specially designated areas.

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 Encounters:

All our photo locations can be accessed by Guests with disabilities. Please note, however, that capacity is limited.

To make the experience of **Priority Card** holders and **pregnant Guests** more enjoyable, a timed reservation system has been introduced to handle high demand for access to our Disney Character Encounter locations. Please speak with a Cast Member.

Access to Disney Character Encounters may be changed without notice.

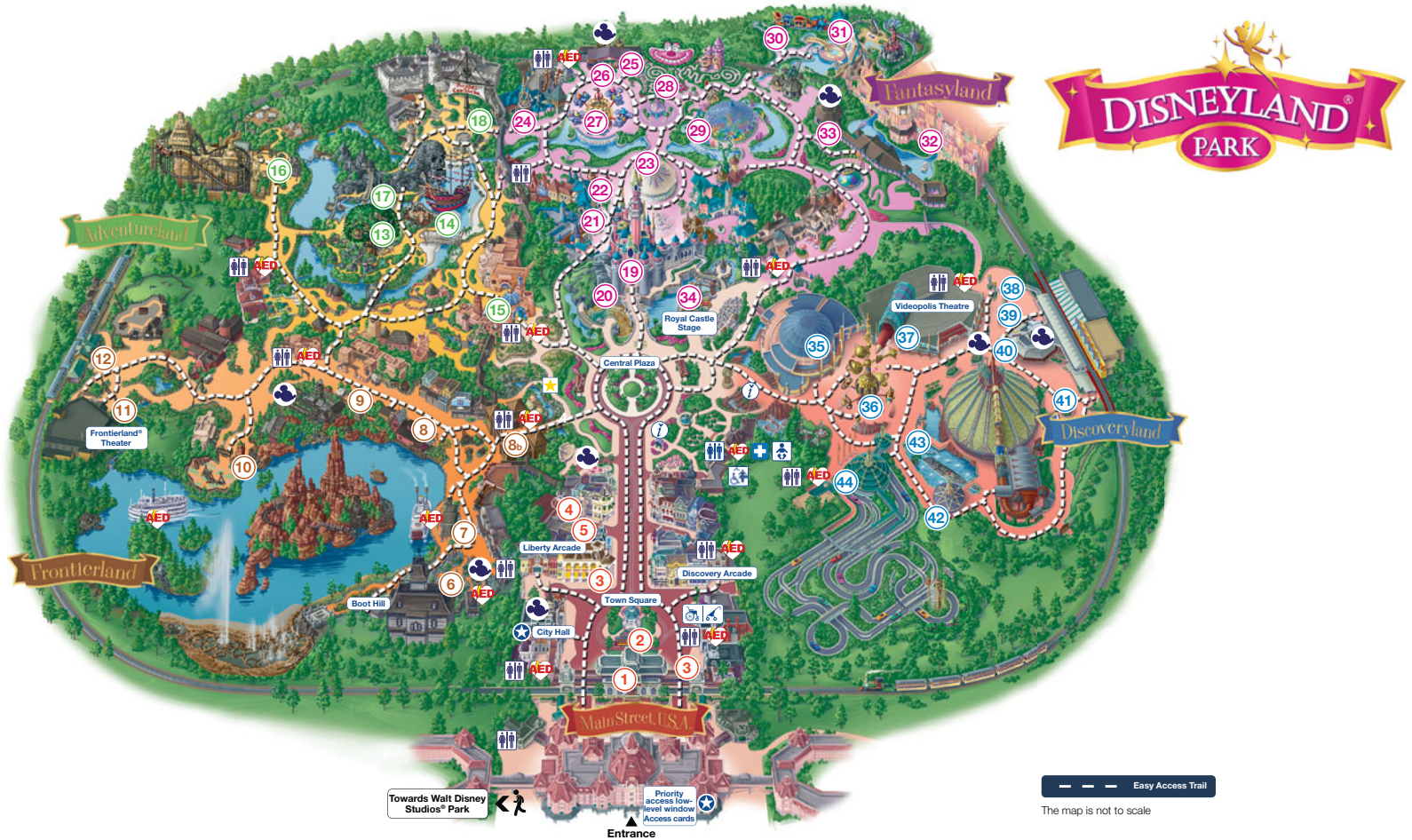



Top tip! Download the free official **Disneyland Paris mobile app** for iPhone and Android to find out the locations and times of Disney Character Encounters.






Appendix



 Dedicated ticket window for Guests with disabilities at the Park entrances
Disney® Parks Information Office
Accessibility information point (access cards)

 Information board
Attraction queuing times

 First Aid and
Special Needs

 Attractions Main Street, U.S.A.®

 Attractions Frontierland®

 Attractions Adventureland®

 Attractions Fantasyland®

 Attractions Discoveryland

 Automated External Defibrillator


 Toilets accessible for Guests with disabilities

 Baby Care Centre
Lost Children

 Changing room

 Disney Character Encounter location

 Stroller & Wheelchair Rentals

 Access to the nighttime show for Priority Card holders



Appendix



Attraction evacuation conditions

Main Street, U.S.A.®	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
1. Disneyland Railroad - Main Street Station	2	2			3	3	3	3
2. Horse-Drawn Streetcars	1	1			1	1	1	1
3. Main Street Vehicles	1	1			1	1	1	1
4. Statue of Liberty Tableau	1	1			1	3	1	1
5. Dapper Dan's Hair Cuts	1	1			1	1	1	1

Frontierland®	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
6. Phantom Manor	1	2			2	2	2	2
7. Thunder Mesa Riverboat Landing	3	1	2	3	1	1	1	3
8. Rustler Roundup Shootin' Gallery	1	1			1	1	1	1
8a. Legends of the Wild West	1	1			1	1	1	1
9. Big Thunder Mountain	3	3			3	3	2	3


1 Easy evacuation conditions, no difficulty in getting out of the vehicle. Few steps, only a short distance to the exit, in open, well-lit areas.

2 Evacuation conditions include dark, narrow passages and flights of stairs to reach the attraction exit. You are able to alight from the vehicle throughout the attraction journey.

3 Evacuation conditions may be complicated. It may be difficult to get out of the vehicle (platform, boat, ladder, etc. required). Long distances to reach the exit, steps, in dark, narrow areas.

Attraction evacuation conditions

Frontierland®	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
10. Frontierland Playground	1	1			1	1	1	1
11. Frontierland® Theater - The Lion King: Rhythms of the Pride Lands	1	1			1	1	1	1
12. Disneyland Railroad - Frontierland Depot	2	2			3	3	3	3


Adventureland®	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
13. La Cabane des Robinson	1	1			1	1	1	1
14. Pirates' Beach	1	1			1	1	1	1
15. Le Passage Enchanté d'Aladdin	1	1			1	1	1	1
16. Indiana Jones™ et le Temple du Péril	3	2			2	3	2	3
17. Adventure Isle	1	2			1	2	1	1
18. Pirates of the Caribbean	3	2		3	3	2	2	3



Appendix



Attraction evacuation conditions

Fantasyland®	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
19. Sleeping Beauty Castle	1	1			1	1	1	1
20. La Tanière du Dragon (in the cave)	1	1			1	3	1	1
21. Blanche-Neige et les Sept Nains®	1	1			1	1	1	1
22. Les Voyages de Pinocchio	1	1			1	1	1	1
23. Le Carrousel de Lancelot	1	1			1	1	1	1
24. Peter Pan's Flight	3	3	3	3	2	1	2	3
25. Disneyland Railroad - Fantasyland Station	2	2			3	3	3	3
26. Meet Mickey Mouse	1	1			1	1	1	1
27. Dumbo the Flying Elephant	1	1			1	1	1	1
28. Alice's Curious Labyrinth	1	1			1	1	1	1
29. Mad Hatter's Tea Cups	1	1			1	1	1	1
30. Casey Jr. - le Petit Train du Cirque	3	1	3		2	1	2	3
31. Le Pays des Contes de Fées	3	2		3	3	1	2	3
32. "it's a small world"	1	1			3	1	1	2
33. Princess Pavilion	1	1			1	1	1	1
34. Royal Castle Stage	1	1			1	1	1	1

Attraction evacuation conditions

Discoveryland	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
35. Buzz Lightyear Laser Blast	1	1			2	1	1	1
36. Orbitron® (Machines Volantes)	1	1			1	1	1	1
37. Videopolis® Theatre	1	1			1	1	1	1
38. Disneyland Railroad - Discoveryland Station	2	2			3	3	3	3
39. Star Tours: the Adventures Continue	1	1			1	1	1	1
40. Starport	1	1			1	1	1	1
41. Mickey's PhilarMagique	1	1			1	1	1	1
42. Les Mystères du Nautilus	1	1			1	1	1	1
43. Star Wars™ Hyperspace Mountain	3	3		3	3	1	3	3
44. Autopia®	1	1			3	1	1	1

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2 Evacuation conditions include dark, narrow passages and flights of stairs to reach the attraction exit. You are able to alight from the vehicle throughout the attraction journey.

3 Evacuation conditions may be complicated. It may be difficult to get out of the vehicle (platform, boat, ladder, etc. required). Long distances to reach the exit, steps, in dark, narrow areas.


Appendix




We are continuously improving your experience at Disneyland® Paris to make your visit even more magical. The entrance to Walt Disney Studios® Park will go through several phases of renovation works. Please speak with a Cast Member for more information.

Easy Access Trail

The map is not to scale

 Dedicated ticket window for Guests with disabilities at the Park entrance
Disney® Parks Information Office.
Accessibility Information Point (access cards)

 Information board
Attraction queuing times

 First Aid and
Special Needs

 Attractions World Premiere Plaza

 Attractions Worlds of Pixar

 Attractions Toy Story Playland

 Attractions MARVEL Avengers Campus

 Automated External Defibrillator

 Toilets accessible for Guests with disabilities

 Baby Care Centre
Lost Children

 Disney Character Encounter location

 Stroller & Wheelchair Rentals



Appendix



Attraction evacuation conditions

World Premiere Plaza	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
1. World Premiere	1	1			1	2	1	1
2. Animation Celebration - Frozen: A Musical Invitation	1	1			1	2	1	1
3. Animagique® Theater - Mickey and the Magician	1	1			1	2	1	1
4. Les Tapis Volants - Flying Carpets Over Agrabah®	1	1			1	1	1	1
5. Studio Theater - TOGETHER	1	1			1	2	1	1
6. Stitch Live!	1	1			1	2	1	1
7. Studio D	1	1			1	2	1	1
8. The Twilight Zone Tower of Terror™	1	3			3	1	1	2
9. Theater of the Stars - Alice & the Queen of Hearts: Back to Wonderland	1	1			1	1	1	1

Attraction evacuation conditions

Worlds of Pixar	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
10. Cars Quatre Roues Rallye	1	1			1	1	1	1
11. Crush's Coaster®	3	3			2	2	2	3
12. Ratatouille: l'Aventure Totalement Toquée de Rémy	1	1			2	1	1	1
13. Cars ROAD TRIP	1	1			3	1	1	2

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2 **Evacuation conditions include dark, narrow passages and flights of stairs** to reach the attraction exit. You are able to alight from the vehicle throughout the attraction journey.

3 **Evacuation conditions may be complicated**. It may be difficult to get out of the vehicle (platform, boat, ladder, etc. required). Long distances to reach the exit, steps, in dark, narrow areas.



Appendix



Attraction evacuation conditions

Toy Story Playland	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
14. Toy Soldiers Parachute Drop	1	1	3		1	1	1	2
15. Slinky Dog Zigzag Spin	1	1			1	1	1	1
16. RC Racer	2	2			1	1	1	1

MARVEL Avengers campus	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
17. Avengers Assemble: Flight Force	2	3			3	2	2	3
18. Spider-Man W.E.B Adventure	1	1			2	1	2	1
19. Hero Training Center	1	1			1	1	1	1

1

Easy evacuation conditions, no difficulty in getting out of the vehicle. Few steps, only a short distance to the exit, in open, well-lit areas.

2

Evacuation conditions include dark, narrow passages and flights of stairs, to reach the attraction exit. You are able to alight from the vehicle throughout the attraction journey.

3

Evacuation conditions may be complicated. It may be difficult to get out of the vehicle (platform, boat, ladder, etc. required). Long distances to reach the exit, steps, in dark, narrow areas.



WHERE TO FIND INFORMATION



By **phone:**

United Kingdom: 3448008898
(National call rates apply. Cost
may vary according to network.)

International: 0033160306053
(International call rates apply. Cost
may vary according to network.)



Via your **travel agent**



DisneylandParis.com “Before you arrive -
Accessibility at Disneyland Paris” page



At the **Concierge** or **Reception Desk**
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