



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®.



REPUBLIQUE FRANÇAISE



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Disneyland® Paris Park

Walt Disney Studios® Park



WHERE TO FIND INFORMATION

Disneyland® Park:



1 Priority access low-level desks*

2 City Hall

Walt Disney Studios® Park:



1 Priority access low-level desks* 2 Studio Services

3 Annual Pass Desk*

*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 there to give you help and information. They are called **Cast Members**.



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

In the Disney® Parks, you can also speak to Cast Members wearing a jacket with the “information” logo .



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 Parks Accessibility Maps
- ♥ Access Cards for easier access to attractions, shows, shops, restaurants and Disney Character Meet 'n' Greet
- ♥ Bracelets for pregnant Guests
- ♥ Maps of the two Disney® Parks
- ♥ A booking service for all our restaurants
- ♥ The Programme containing information on the times of shows, parades and Disney Character Meet 'n' Greet, which is available on the Disneyland Paris mobile app
- ♥ Identification bracelets
- ♥ A special needs pushchair

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 independence 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 Disney Parks Accessibility Maps).



PRACTICAL INFORMATION



The Disneyland® Paris mobile app

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

Download our free official app⁽¹⁾ for iPhone® and Android® to explore the interactive Disney® Parks map and easily find information about our attractions, restaurants, shops, shows and parades, including opening hours and queuing times.

Visit our website DisneylandParis.com to find out more.



Accessibility Maps



The Parks 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 our website DisneylandParis.com (go to the “Before you arrive - Accessibility and specific needs” section) or pick up a printed copy when you arrive from a dedicated access desk at the Disney Parks entrance, City Hall, Studio Services or the Reception or Concierge 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.

(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⁽¹⁾

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 on request when making your booking or from your Disney® Hotel Reception
- ♥ Big button telephones 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 enquire 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

(1) 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)
- ♥ Adapted changing rooms are available for mobility impaired Guest
- ♥ Dog crates can be provided for guide and assistance dogs



TOP TIP! You can now collect your access cards or pregnancy bracelets (supporting documents required) from the Concierge or Reception Desk of your Disney® Hotel. (Further details on pages 16-19).



Welcome to Disneyland® Paris



TRANSPORT

- ♥ **Disneyland® Paris runs a free shuttle service between the Disney® Parks and the Disney® Hotels (excluding Disney's Davy Crockett Ranch).**

These shuttle buses are wheelchair accessible. There is also reserved seating for Guests with disabilities.

- ♥ **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, Studio Services or the Disney Express desk on the 1st 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.

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 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

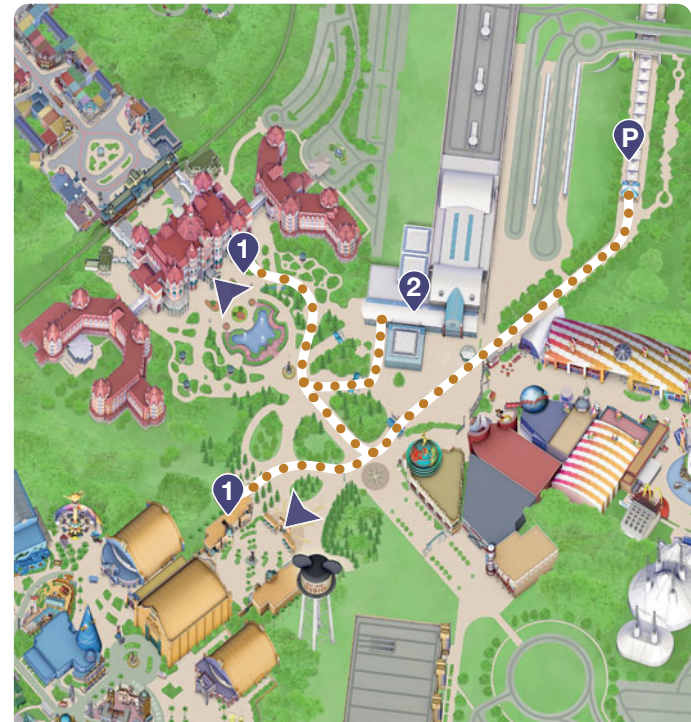


Ticket purchase

Low-level 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.

Check the validity of your official supporting documents in the appendix to this guide on page 18 or on the website [DisneylandParis.com](https://www.disneylandparis.com).



- ① Priority access low-level desks
- ② Train stations
- P Parking
- ▲ Entrance
- Easy Access Trail



Welcome to Disneyland® Paris

Wheelchair and stroller rentals

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

Subject to availability, no pre-booking.

Daily hire charge and deposit required.

Labels to identify your adapted pushchair are available on request at Stroller and Wheelchair Rentals, City Hall, Studio Services, priority desks at the Disney Parks entrance and the Concierge and Reception desks at Disney Hotels.

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





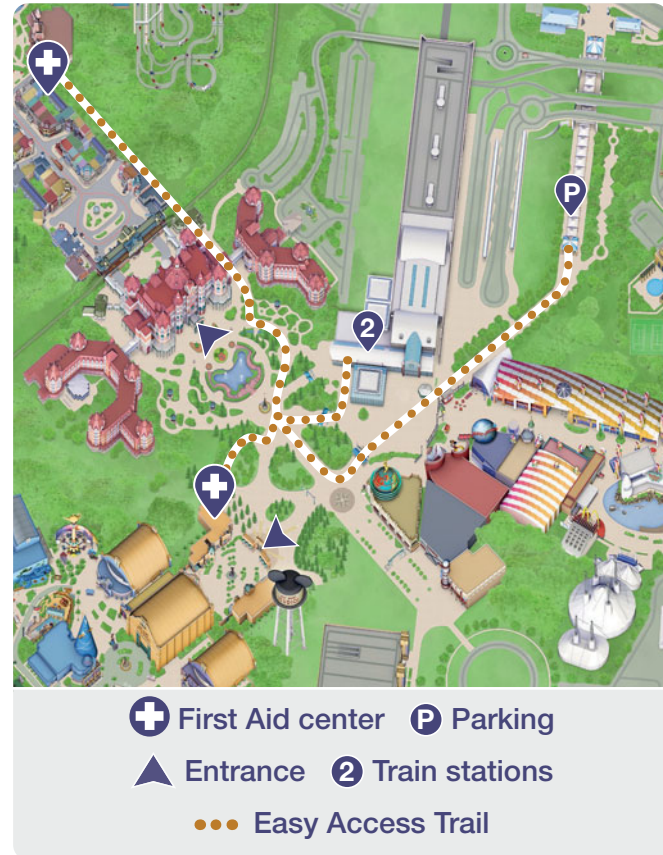
First aid and special needs

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

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

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

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





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 totally suitable for wheelchairs, so please don't hesitate to ask a Cast Member for help
- ♥ All the restaurants welcome guide and assistance dogs



TOP TIP! All our restaurants have menus with Audio Description. Download the Audiospot app for Android or IOS.





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.





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 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 from 50€ purchase in shop.

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 totally free of charge.



TOP TIP! Restaurants and shops where you see this symbol  have a magnetic loop.



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, Hotels and Resorts. 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 on 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 **Disney Parks 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! If you prefer to visit the Disney Parks without your guide dog or assistance animal, you can leave it for **free** at the Animal Care Centre for the day (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.



Attractions, Disney Character Meet 'n' Greetings & Shows



ACCESS PROCEDURES

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 or Concierge Desk at your Disney® Hotel to request your Priority Card or Facility Card. One of our Cast Members can help you fill out the required autonomy questionnaire and will 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 an access card online before your trip by visiting our website [DisneylandParis.com](https://www.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 and 2 people maximum for shows and parades.

The Priority Card grants priority access to attractions, although access is not immediate, shows, Disney Character Meet 'n' Greetings, 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



Facility Card

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

The Facility Card grants priority access to attractions, although access is not immediate (access procedures are subject to change depending on Disney Park visitor numbers, simply make yourself known to a Cast Member).



A reservation system has been introduced for you and your companions. 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! Note that the Access Card does not give holders the right to immediately access the attractions or meet Disney Characters.



Attractions, Disney Character Meet 'n' Greet & Shows



Documents required

Priority Card

For Guests with disabilities or special needs (anyone who is officially registered as disabled).

✓ **Valid official proof of disability in French or English (a letter of diagnosis is not accepted).**

- | | |
|------------------------------------|--|
| ♥ Disability Living Allowance | ♥ National Disability Card |
| ♥ Attendance Allowance Award | ♥ Disabled ID |
| ♥ Personal Independence Payment | ♥ Credability Access Card |
| ♥ Blue Badge | ♥ A recognised Assistance Dog ID Card |
| ♥ Armed Forces Compensation Scheme | ♥ Registration Card known as the BD8 or a Certificate of Visual Impairment (CVI) |

Facility Card

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

✓ **Medical certificate (a letter of diagnosis is not accepted):**

- original in English or French
- signed and stamped by a General Practitioner (GP) or consultant
- dated within the last 3 months and indicating the number of one of the 30 recognised Long Term Illnesses (LTI)

For all other countries: a medical certificate in English or French signed and stamped by a GP or consultant dated within 3 months, indicating the number of one of the 30 Long Term Illnesses (LTI) in the appendix on page 24.



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.



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



Priority access bracelet for pregnant Guests:

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

Documents required for a pregnancy bracelet:

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

The Pregnancy Bracelet grants priority access to attractions, although access is not immediate, shows, Disney Character Meet 'n' Greet, 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 conditions for attractions have changed for pregnant Guests. Please take a look at the Accessibility Maps for further information.

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

★ 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 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 28 in the appendix). Accessibility Maps are available from City Hall, dedicated desks, Studio Services, Concierge and Reception Desk of Disney Hotels and the low-level ticket desks at the Disney Park entrances. They can also be downloaded from our website.



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





★ 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, 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 disabled Guest 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 disabled Guest choose the most suitable attractions



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.



Attractions, Disney Character Meet 'n' Greet & Shows



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 28 in the appendix.



IMPORTANT! For your safety, you should 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 may not ride.

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 in 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 (available 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 ticket desks at the entrance to the Disney Parks, 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 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)



Disney Character Meet 'n' Greet & Shows

Theatres:

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.

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 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.

Meet 'n' Greet with Disney Characters:

All our Meet 'n' Greet locations can be accessed by disabled Guests. 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 Meet 'n' Greet locations. Please speak with a Cast Member.

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



TOP TIP! Download the free official Disneyland app for iPhone® and Android® to find out the locations and times of Disney Character Meet 'n' Greet.

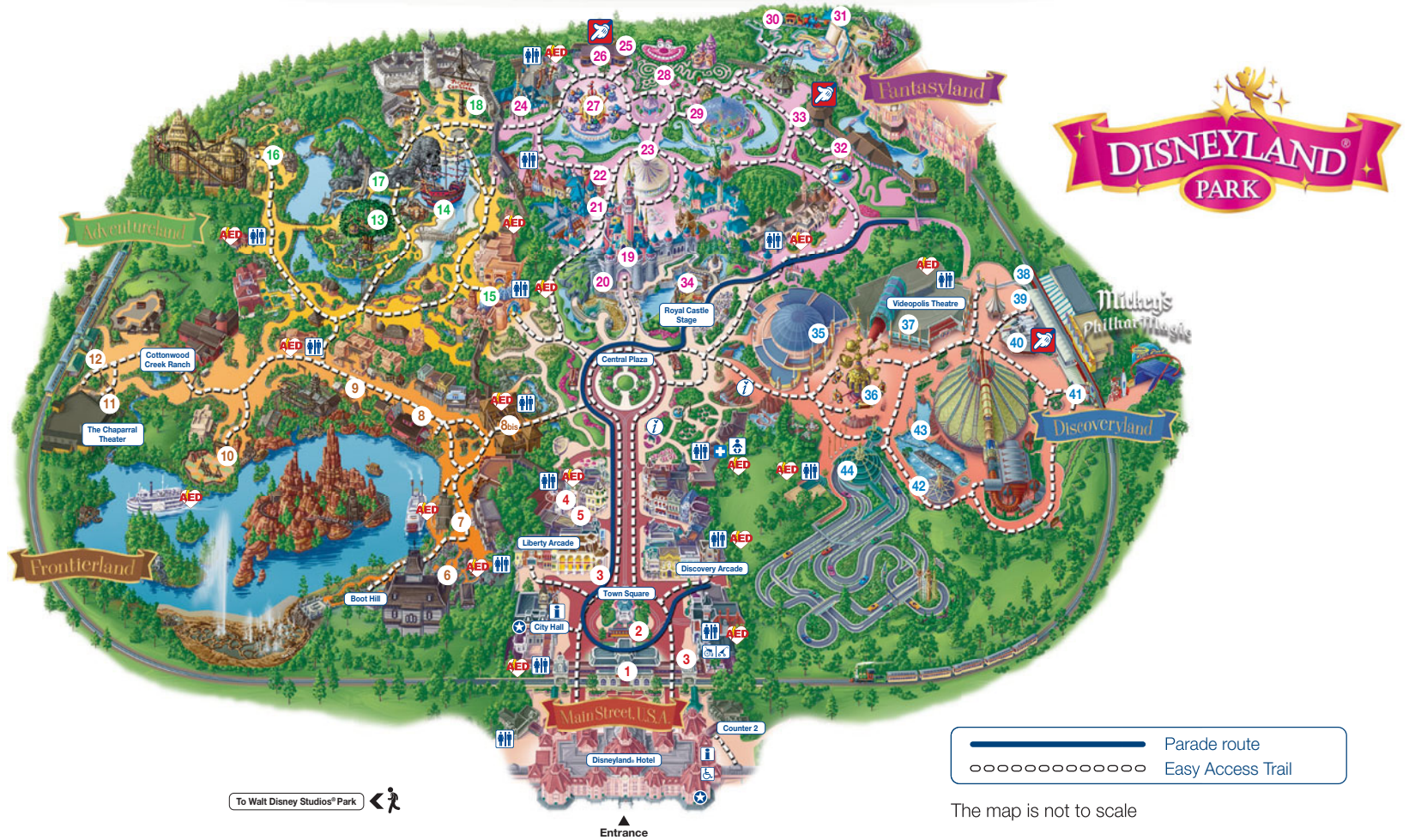
 Numbered list of Long Term Illnesses (LTI)**Facility Card**

1. Debilitating stroke.
2. Bone marrow aplasia and other chronic types of cytopenia.
3. Chronic arterial disease with ischemic events.
4. Complicated schistosomiasis.
5. Chronic heart failure, chronic heart valve disease, serious heart arrhythmia, chronic congenital heart disease.
6. Chronic liver disease and cirrhosis.
7. Severe primary immunodeficiency disorder requiring long-term treatment, human immunodeficiency virus (HIV).
8. Type 1 diabetes and type 2 diabetes.
9. Severe neurological and muscular disorders (including myopathy), severe epilepsy.
10. Haemoglobinopathy, chronic constitutional/severe acquired haemolysis.
11. Haemophilia and severe constitutional haemostatic disorders.
12. Severe arterial hypertension. This LTI was removed from the list in 2011.
13. Coronary artery disease.
14. Acute/chronic respiratory failure.
15. Leprosy.
16. Parkinson's disease.
17. Inherited metabolic disorders requiring long-term specialised treatment.
18. Cystic fibrosis.
19. Acute/chronic nephropathy and primary nephrotic syndrome.
20. Paraplegia.
21. Periarteritis nodosa, acute disseminated lupus erythematosus, progressive systemic sclerosis.
22. Severe progressive rheumatoid arthritis.
23. Long-term psychiatric disorders.
24. Ulcerative colitis and progressive Crohn's disease.
25. Multiple sclerosis.
26. Progressive structural scoliosis (where the curve is 25 degrees or more) through to spinal maturity.
27. Severe ankylosing spondylitis.
28. Organ transplant disorders.
29. Active tuberculosis.
30. Malignant tumour, lymphoma or haematopoietic cancer.

N.B. Severe arterial hypertension was removed from the list of LTI by the decree of 24 June 2011.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Appendix



Ride evacuation conditions - Disneyland® Park



Desk 2 / City Hall
Disney® Parks Information Office
Accessibility information point (Access Cards)



Information board
Attraction queuing times



Guest Relations



First Aid and Special Needs



Attractions (Main Street, U.S.A.®)



Attractions (Frontierland®)



Attractions (Adventureland®)



Attractions (Fantasyland®)



Attractions (Discoveryland)



Automated External Defibrillator



Accessible toilets for guest with disabilities



Baby Care Centre
Lost Children



Disney Characters Meet 'n' Greet location



Appendix



Ride 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 several dark, narrow passages and flight of stairs to reach the attraction entrance. You are able to alight 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.

Ride 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	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



Ride 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 (<i>in the cave</i>)	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

Ride 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 : l'Aventure Continue	1	1			1	1	1	1
40. Starport	1	1			1	1	1	1
41. Mickey and his Orchestre 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

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 several dark, narrow passages and flight of stairs to reach the attraction entrance. You are able to alight 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.



Ride evacuation conditions - Walt Disney Studios® Park

 Desk 1 / Studio Services
Disney® Parks Information Office
Accessibility information point (Access Cards)

 Information board
Attraction queuing times

 Guest Relations

 First Aid and
Special Needs

 Attractions (Front Lot)

 Attractions (Production Courtyard®)

 Attractions (Toon Studio®)

 Attractions (Worlds of Pixar)

 Attractions (Toy Story Playland)

 Attractions (MARVEL Avengers Campus)

 Automated External Defibrillator

 Accessible toilets for guest with disabilities

 Baby Care Centre
Lost Children



Appendix



Ride evacuation conditions

Front Lot	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
1. Disney Studio 1	1	1			1	2	1	1

Production Courtyard®	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
2. Studio Theater	1	1			1	2	1	1
8. Stitch Live!	1	1			1	2	1	1
9. Studio D	1	1			1	2	1	1
10. The Twilight Zone Tower of Terror™	1	3			3	1	1	2

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 several dark, narrow passages and flight of stairs to reach the attraction entrance. You are able to alight 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.

Ride evacuation conditions

Toon Studio®	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
6. Animagique® Theater	1	1			1	2	1	1
7. Les Tapis Volants - Flying Carpets Over Agrabah®	1	1			1	1	1	1
8. Animation Celebration®	1	1			1	2	1	1

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

Ride evacuation conditions

Toy Story Playland	Ease of vehicle evacuation	Steps, stairs	Ladders	Platform, boats	Distance to exit	Darkness	Passage width	
13. Toy Soldiers Parachute Drop	1	1	3		1	1	1	2
14. Slinky Dog Zigzag Spin	1	1			1	1	1	1
15. 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	
16. Avengers Assemble: Flight Force	2	3			3	2	2	3
17. Spider-Man W.E.B Adventure	1	1			2	1	2	1
18. 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 several dark, narrow passages and flight of stairs to reach the attraction entrance. You are able to alight 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.

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WHERE TO FIND INFORMATION



By **phone:**

United Kingdom: 3448008898

(national call rates apply. Cost may vary according to network)

International: 0033160306053

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Via your **travel agent**



DisneylandParis.com “Before you arrive - Accessibility and specific needs” tab



The **concierge** or **reception**
of your Disney® Hotel

