WALT DISNEY WORLD

Accessibility *Planning Guide*

Your on the go guide to comfortable, magical days for every member of your family

START HERE ›

PLANNED WITH CARE
BY YOUR **PPV ADVISOR**



WELCOME TO PLANNING

Planning for *Every Guest*

Every family travels a little differently. Keep this guide on your phone for quick answers before and during your trip.

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01

CHAPTER 1

The *Basics*

What to know before you plan a single park day.

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01 START HERE

Your Planning *Timeline*

01

RIGHT AFTER YOU BOOK

Learn the Basics & Share Your Needs

Read How Accessibility Works and the DAS pages. Then tell your advisor about anyone in your party who uses a mobility device, has sensory or medical needs, is hard of hearing or has low vision, or travels with a service animal. We will request an accessible room if your family needs one.

Pages 5 through 10

02

60 DAYS BEFORE YOUR FIRST PARK DAY

Plan How You Will Get Around & Review DAS Eligibility

Reach out to us to reserve a scooter or wheelchair. We work with specific rental companies that deliver right to your resort. For guests who may qualify for Disability Access Service, registration opens 60 days before your park visit.

Pages 9 & 12

03

TWO WEEKS BEFORE YOU TRAVEL

Make Your Requests & Pack Your Bag

- ASL interpretation for the Hoop Dee Doo Musical Revue or the Keys to the Kingdom Tour? Request it at least 14 days ahead.
- Build a simple visual schedule and practice waiting in line at home.
- Call your airline and TSA Cares, and pack medications, chargers, and comfort items.

Pages 17 through 24

04

IN THE PARKS

Ask Early & Take Breaks Often

Stop by Guest Relations for anything you need, tell the cast member at each attraction entrance how they can help, and use the break areas before anyone is worn out.

Pages 19 & 25

Tap any red link in this guide to open Disney's official page. Disney updates its services often, so always check Disney's website for the latest details.

01 RIGHT AFTER YOU BOOK

How Accessibility *Works*

Disney offers several ways to help guests with disabilities enjoy the attractions. Most families use a mix of them, and many never need a special pass at all.

Most Lines Are Accessible

Guests using a wheelchair or scooter usually wait right alongside their party in the regular line. No special pass is needed.

Ask at Each Entrance

Every attraction is different. The cast member at the entrance can tell you whether you can stay in your wheelchair, need to transfer, or must be able to walk.

Disney Decides Who Qualifies

Eligibility for Disability Access Service and other accommodations is decided by Disney's Accessibility Services team in a conversation with your family. Disney changes its accessibility services from time to time, so always check Disney's website for the latest details.



Plan a midday break:
Head back to your resort or find a quiet spot. A rested family enjoys the evening far more than a tired one does after one more ride.

01 HELP WHILE YOU WAIT

Tools for *the Line*

Queue Re-Entry & Meet-Up

Re-Entry: step out of the line while your party holds your place, then rejoin. **Meet-Up:** wait outside and join your party when they reach the front. Just tell the cast member. You do not need to say why.

Rider Switch

One group rides while the other waits outside the line, then up to two people from the waiting group ride next. Helpful for a guest who cannot be left alone or a service animal that cannot ride.

Single Rider

Offered at select rides and often shorter than standby. Your party splits up to fill open seats, so you usually will not ride together.

Stroller as a Wheelchair

A guest who uses a stroller as a mobility device can ask about this tag at Guest Relations and keep the stroller with them in line.

Accessing Attraction Queues DISNEY'S PAGE ›

02

CHAPTER 2

Disability Access *Service*

Who qualifies, how to register, and how it works in the parks.

Who Qualifies for DAS 8

How to Register 9

Once You Are Approved 10

02 DISNEY'S GUIDELINES, IN PLAIN LANGUAGE

Who Qualifies for *DAS*

IN DISNEY'S WORDS

DAS is for guests who, "due to a developmental disability such as autism or similar, are unable to wait in a conventional queue for an extended period of time."

Both Parts *Must Apply*

1. **A developmental disability**, such as autism or a similar developmental condition.
2. **Difficulty waiting in line.** That disability makes it very hard to wait in a regular line for an extended time.

Is DAS *the Right Fit?*

DAS May Be a Fit

A family member with autism or a similar developmental disability who has a very hard time waiting in a long line, even with breaks and the tools on page 6.

Other Tools Usually Fit Better

- **Wheelchair or scooter users:** most lines are accessible
- **Medical needs** like restroom access or fatigue: Queue Re-Entry, Meet-Up, break areas & First Aid
- **A temporary injury:** a wheelchair or scooter rental

Be honest & specific:
Disney makes the decision during the video chat, so describe what happens when your family member waits in a line, not only the diagnosis.

02 60 DAYS BEFORE YOUR FIRST PARK DAY

How to *Register*

1. Register by **live video chat** up to **60 days** before your park visit, 7:00 am to 8:00 pm Eastern. Same day video chats are also offered. There is no in person option.
2. The guest who needs DAS must be **on camera**. The person registering must be 18 or older, and a parent or guardian registers for a child.
3. Join the chat on a **computer with a working camera and microphone**. Have your Disney account and **valid park tickets** for everyone in your DAS party ready.

The Person Registering

Must be 18 or older. A parent or guardian registers for a child under 18. **No doctor's note or paperwork is required.**

The Guest Who Needs DAS

Must be present on camera during the video chat. If approved, Disney takes their photo for the DAS record.

Ready to Register?

On Disney's DAS page, sign in to your Disney account, accept the Terms & Conditions, and select **Request Live Video Chat**.

Start DAS Registration DISNEY'S PAGE ›

Text chat and screen reader options are available. Chats are in English only, and recording is not allowed.

02 HOW DAS WORKS IN THE PARKS

Once You *Are Approved*

Your DAS Party

Up to **4 people total**: the registered guest plus 3 others. The DAS guest must be with the party to ride.

How Long It Lasts

The length of your ticket or up to one year, whichever is shorter. It works at Walt Disney World only, not at Disneyland.

Return Times in the App

Book in the My Disney Experience app. Once you are inside the park, tap the menu (≡) at the bottom of the screen, tap **DAS**, and choose your attraction.

- The wait is like the standby line.
- It is good until the park or ride closes.
- Hold one return time at a time, and request your next one 10 minutes after you ride.

If DAS is not the right fit:
Many families have wonderful trips using Rider Switch, Queue Re-Entry, Lightning Lane & break areas. We will build your park days around the tools that fit your family.

Disney requires truthful answers during registration. Misuse of any accommodation can lead to a permanent ban from Walt Disney World and Disneyland, with tickets forfeited.

03

CHAPTER 3

Getting *Around*

Wheelchairs, scooters, transportation, and the rides.

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Resort Transportation 13

Disney Boats 14

Parking & Boarding the Rides 15

03 OUR RECOMMENDATION

Wheelchairs & *Scooters*

Renting Through PPV:
We work with specific rental companies that deliver your scooter or wheelchair right to your resort, so you have it for the whole trip, on transportation and in every park.
Please reach out to us and we will set it up for you.

Also Available

Rentals at the theme parks, water parks, and Disney Springs.

Bringing Your Own

Disney buses have a lift for wheelchairs and scooters. Your device needs to fit on the lift as is, and the driver will strap it in place for the ride. If your device is extra wide or long, tell us so we can plan your transportation.

Mobility Services

DISNEY'S PAGE ›

03 BUSES, MONORAIL, SKYLINER & MINNIE VANS

Resort *Transportation*

Buses

Every route is wheelchair and scooter accessible, and most buses hold two devices. Guests with canes, walkers, or crutches can board at the rear door. Tell the driver before boarding.

Monorail

Elevators or ramps at the Transportation and Ticket Center, Magic Kingdom, EPCOT, Grand Floridian, Polynesian Village, and Contemporary.

Skyliner

Accessible for guests with mobility disabilities. It connects Hollywood Studios and EPCOT with Art of Animation, Caribbean Beach, Pop Century, and Riviera.

Minnie Vans

Accessible Minnie Vans are booked through the Lyft app for a fee. Each has room for two mobility devices, and guests may stay in their device for the ride.

Tell us before we book:
Your resort's transportation can make every day easier, and we will choose with your scooter or wheelchair in mind.

03 WHAT TO EXPECT ON THE WATER

Disney *Boats*

Wheelchairs and scooters can ride many Disney boats, but not every boat, every time. It depends on the **type of boat** and the **water and weather** that day.

Magic Kingdom Ferryboat

EASIEST

Goes: Transportation and Ticket Center to Magic Kingdom. **Expect:** a large boat with a wide ramp and plenty of room.

FriendShip Boats

USUALLY WORKS WELL

Goes: to EPCOT & Hollywood Studios from BoardWalk, Beach Club, Yacht Club, Swan & Dolphin. **Expect:** a cast member sets out a ramp, and there is a spot for wheelchairs.

Sassagoula River Cruise

USUALLY WORKS WELL

Goes: to Disney Springs from Old Key West, Saratoga Springs & Port Orleans. **Expect:** a ramp and a bench that folds up to make room. Smaller boats rock more.

Magic Kingdom Launches

CAN BE TRICKY

Goes: to Magic Kingdom from Grand Floridian, Polynesian, Wilderness Lodge & Fort Wilderness. **Expect:** smaller boats. Boarding depends on the dock and water level.

Water Transportation DISNEY'S PAGE ›

03 AT THE DOCK, THE LOT & THE RIDE

Parking & *Rides*

Boat tips:

- Tell the cast member at the dock before boarding.
- Line up straight with the ramp and go slowly on and off.
- If a boat cannot take your device, wait for the next one or take the bus.
- Boats can pause for weather, so know your backup bus or monorail.
- Medical strollers count as wheelchairs.

Parking & *Boarding the Rides*

Disability Parking

Lots sit near each theme park entrance. A valid disability permit is required, standard rates apply, and spaces are limited.

Four Ways to Ride

- Stay in your wheelchair
- Move from a scooter to a wheelchair
- Move to the ride vehicle
- Walk on

Ask the cast member at each entrance which ones that attraction offers.

04

CHAPTER 4

Support for Every *Guest*

Hearing, vision, service animals, sensory needs, and medical needs.

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Calm Spots 19

Sensory Tips 20

Your Travel Day 21

Medical Needs 22

04 TWO WEEKS BEFORE YOU TRAVEL

Hearing & *Vision*

Deaf or *Hard of Hearing*

Disney Handheld Device

Pick one up at Guest Relations with a **$25 refundable deposit**, returned the same day. It offers assistive listening and handheld captioning at select attractions. Look for the CC symbol on caption ready monitors.

ASL Interpretation

Select live shows rotate weekly:

MAGIC KINGDOM	Mon & Thu
ANIMAL KINGDOM	Tue & Sat
HOLLYWOOD STUDIOS	Sun & Wed
EPCOT	Fri

Hoop Dee Doo & Keys to the Kingdom need 14 days notice: wdw.signlanguageservices@disney.com

Blind or *Low Vision*

Audio Description

The Disney Handheld Device also offers audio description at select attractions and shows, with the same $25 refundable deposit.

Braille & Tactile Maps

Braille guidebooks in large print and portable tactile maps are at Guest Relations, each with a $25 refundable deposit. Stationary braille maps are at or near Guest Relations.

04 TRAVELING WITH A SERVICE ANIMAL

Service *Animals*

Good to Know

Only trained service animals, dogs or miniature horses, are allowed in the parks. They stay on a leash or harness and under your control at all times.

Rides & Relief Areas

Some rides, such as Space Mountain, Peter Pan's Flight & Test Track, cannot take service animals. Ask about Rider Switch or a portable kennel. Each park has relief areas. Ask your advisor for the full list for your parks.

Pet Friendly Disney Resorts

Service animals can stay at any Disney resort. Emotional support animals and pets (dogs only, up to two per room) can stay only in select rooms at:

- Art of Animation
- Port Orleans Riverside
- Yacht Club
- Fort Wilderness Cabins & Campsites

Service Animals DISNEY'S PAGE ›

Hearing & Vision Services DISNEY'S PAGE ›

04 PLACES TO REST & RECHARGE

Calm *Spots*

Disney's break areas in every park. First Aid and quick service seating outside of mealtimes also make good quiet stops.

Magic Kingdom

- Center Street off Main Street, U.S.A.
- Miner's Cove in Frontierland
- Behind Ye Olde Christmas Shoppe in Liberty Square
- Near Carousel of Progress in Tomorrowland

EPCOT

- Spots throughout World Celebration
- Corridor between Norway & China
- Japan garden seating area
- Canada & United Kingdom gardens

Hollywood Studios

- Next to The Hollywood Brown Derby
- Pixar Place near the archway
- Between Toy Story Land & Galaxy's Edge
- Echo Lake near 50's Prime Time Café

Animal Kingdom

- Throughout Discovery Island
- Around Theater in the Wild
- Path from Asia toward Africa
- Gorilla Falls Exploration Trail

See Every Break Area DISNEY'S PAGE ›

04 BEFORE YOU GO & IN THE PARKS

Sensory *Tips*

Sensory Experience Details

Disney lists what to expect on attractions, shows & tours, such as scents, lighting, loud noises, darkness, water, and speed. Review it together before you go.

Companion Restrooms

Single stall restrooms with extra space and privacy throughout the parks. Some have manual flush toilets for guests with sensory needs.

Practice *at Home*

- **Visual schedule:** start with the fixed events, like park entry, shows & meals, then add possible rides. Use a question mark card for changes.
- **Practice waiting in line** and watch ride videos together.
- **Pick a meeting spot** on the park map.
- **Take a photo** of each child every morning, and add a name tag with your phone number for anyone who may wander.

Disney's Accessibility Planning Guide DISNEY'S PAGE ›

04 TWO WEEKS BEFORE YOU TRAVEL

Your *Travel Day*

Airport Wheelchair Assistance

Call your airline ahead to arrange wheelchair or escort help, seating, and device storage. Some services, such as medical oxygen, may need up to 48 hours notice.

TSA Cares

Call (855) 787 2227 or request help online at least **72 hours** before your flight. TSA Cares helps travelers with disabilities and medical conditions through security.

Medications on the Plane

Keep medications and supplies like syringes in your carry on. They do not count toward your carry on limit. Medically necessary liquids over 3.4 ounces are allowed. Label them and take them out for screening.

Getting to Your Resort

Tell us if anyone uses a wheelchair or scooter, and we will plan an accessible ride. Photograph your device and pack written instructions for putting it together.

TSA Cares DISNEY'S PAGE ›

04 MEDICAL EQUIPMENT AT DISNEY

Medical *Needs*

CPAP Machines

Allowed in your carry on, and you may be asked to take it out of its case at security. Pack an extension cord, and plan to pick up distilled water after you arrive.

Refrigerated Medications

The small in room beverage coolers are not meant for medication. If you need a full refrigerator, tell us before you book and we will find a room that has one. In the parks, First Aid can store refrigerated medications.

Needles & Sharps

Sharps containers are not standard in resort rooms, so ask the front desk for one at check in. In the parks, First Aid has needle disposal containers.

Medical Help

First Aid is open during park hours. At your resort, in room medical help is available 24 hours a day by pressing Front Desk on your room phone.

Beat the Florida heat:
Plan indoor shows and air conditioned breaks for the hottest part of the day, and bring a cooling towel and water bottle.

05

CHAPTER 5

Ready to *Go*

Your room, your park bag, and what to say when you arrive.

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05 BEFORE YOU TRAVEL

Room & *Park Bag*

Your *Resort Room*

Accessible Rooms

Disney resorts offer wheelchair accessible and hearing accessible rooms. We request yours when we book, so tell us exactly what you need, such as a roll in shower or a tub.

At Check In

Ask the front desk for TTY equipment or anything else you need for your room, and confirm your room type matches your request.

Pack Your *Park Bag*

Must Haves

- Medications
- Chargers for any power devices
- A copy of any care plan from your doctor

Guests may bring oxygen into the parks and store spare equipment at First Aid.

Comfort Kit

- Noise reducing headphones or earplugs
- A favorite device or activity
- A sensory toy
- Sunscreen and a refillable water bottle

05 KEEP THIS HANDY

Quick *Reference*

SAY THIS AT GUEST RELATIONS OR ANY ATTRACTION

"Someone in our party has a disability. Can you tell us the best way for us to enjoy this attraction together?"

- **First Aid** is in every theme park, staffed by healthcare professionals during park hours, with storage for medical devices.
- **Photosensitivity or a seizure disorder?** Check with your doctor before your trip and review the Sensory Experience Details.

Quick *Reference*

ACCESSIBILITY	disability.services@disneyparks.com
ACCESSIBLE ROOMS	(407) 939 5277
SIGN LANGUAGE	wdw.signlanguageservices@disney.com
DAS	Video chat up to 60 days ahead, 7:00 am to 8:00 pm Eastern
TSA CARES	(855) 787 2227, 72 hours ahead

Disney decides eligibility for all accommodations, and services, schedules & deposits change often. This guide reflects Disney's published guidance as of November 2026 and is not medical advice. Always confirm details with Disney and follow your doctor's guidance.

05 TAP ANY CARD FOR THE LATEST DETAILS

Official *Resources*

- Disney's Accessibility Planning Guide
- Accessibility Services
- Disability Access Service
- Accessing Attraction Queues
- Guests Who Are Neurodivergent
- Mobility Services
- Water Transportation
- Hearing Disabilities
- Visual Disabilities
- Service Animals
- Accessible Resort Rooms

Questions for Disney? Email disability.services@disneyparks.com. Disney changes its services from time to time, so always check its website for the latest details.