

# Disneyland Resort

## Modified DAS Message and FAQ – 11/19/14

### Accommodating Guests with Disabilities

Disney Parks have an unwavering commitment to providing a welcoming and inclusive environment and accessible experiences for our Guests. As part of this commitment, Disability Access Service (DAS) is a tool provided at the *Disneyland®* Resort theme parks to enhance the service we provide to our Guests with disabilities.

A Guest whose disability is based on the necessity to use a wheelchair or scooter does not need DAS. Depending on the attraction, Guests utilizing a wheelchair or scooter will either wait in the standard queue or receive a return time at the attraction comparable to the current wait time.

### Disability Access Service

DAS is intended for Guests whose disability prevents them from waiting in a conventional queue environment. This service allows Guests to schedule a return time that is comparable to the current queue wait for the given attraction. Once a return time is issued, Guests are free to enjoy other theme park offerings such as meeting a Character, grabbing a bite to eat, enjoying entertainment or even visiting another attraction until their listed return time. Return times are valid until redeemed prior to park closing.

Guests can only have one active return time at a time. As soon as an outstanding attraction return time is redeemed, Guests can receive a return time for the same or a different attraction.

This service can be used in addition to *Disney's FASTPASS® Service*.

### Special Accommodations for Specific Circumstances

DAS, with its virtual wait, will accommodate many of our Guests with disabilities. We recognize, however, that our Guests with disabilities have varying needs, and we will continue to work individually with our Guests to provide assistance.

In unique situations, our Guest Relations staff will discuss special accommodations for persons who are concerned DAS doesn't meet their needs (e.g., those whose disability limits the duration of their visit to the park or limits their choice of attractions).

All accommodations will be made in person, on site at Guest Relations. We are unable to provide accommodations in advance of a Guest visit.

## The DAS Process

To help you as you plan your visit, below is a brief description of how the DAS process works.



### You are here

You arrive at a *Disneyland®* Resort theme park.

Please note: All accommodations will be discussed and provided in person upon arrival.



### Where to go

Stop by a Guest Relations Main Entrance location to discuss your specific needs.

Guest Relations Main Entrance locations:

- City Hall at *Disneyland® Park*
- Chamber of Commerce (near the Main Entrance) at *Disney California Adventure® Park*



### Let's Chat

Guest Relations Cast Members will work with you individually to provide assistance. Based on your specific needs, DAS or other accommodations may be provided.

The goal of DAS is to accommodate Guests who aren't able to wait in a conventional queue environment due to a disability. A Guest whose disability is based solely on the necessity to use a wheelchair or scooter does not need DAS. Depending on the attraction, Guests utilizing a wheelchair or scooter will either wait in the standard queue or receive a return time at the attraction comparable to the current wait time.

If you have additional needs, please discuss them with Guest Relations.



### Registration

If DAS is provided, the Guest or a guardian will participate in a registration process, which requires providing a valid theme park ticket and having a photo taken of the Guest who requires DAS. If preferred, a photo may be taken of a guardian. The Guest Relations Cast Member will then review the DAS process and ask for a Guest to sign and accept the terms and conditions.

DAS is good for up to 60 days, based on ticket entitlement.\* Once the service has elapsed, it is no longer valid and you will need to return to Guest Relations with your ticket to have the service re-issued.

\*Annual Passholders can obtain DAS for up to 60 days.



## Time to ride

Now it's time to head into the park and enjoy your day! While visiting the Disneyland Resort, you can receive your first return time at City Hall at Disneyland Park or the Chamber of Commerce at *Disney California Adventure Park* directly after receiving your DAS. Additional return times can be issued at any regional Guest Relations kiosk located at *Disneyland Park* and *Disney California Adventure Park*.

- You must have a valid theme park ticket for every member of your party wishing to ride an attraction with you to receive a return time. The return time will be electronically associated to each party member's valid theme park ticket.
- Once the return time is issued, you are free to enjoy other theme park activities—such as visiting with a Character, grabbing a bite to eat, enjoying entertainment or even riding another attraction while you wait.
- Return times are valid until redeemed prior to park closing.
- You can only have one active return time at a time. As soon as you finish one attraction, you can receive a return time for the same or a different attraction.
- Another member of your travel party can obtain a return time as long as they have all the theme park tickets for everyone in the party wishing to ride. However, the Guest in possession of DAS must board the attraction with his/her party.
- You can use DAS in conjunction with *Disney's FASTPASS Service*.

Are you park hopping? DAS issued at the *Disneyland Resort* is valid at both *Disneyland Park* and *Disney California Adventure Park*.

Have additional questions? Please return to Guest Relations. Our Guest Relations staff will discuss the personal accommodations you may require and may suggest additional accommodations that can be used in conjunction with DAS. All accommodations will be determined in person at Guest Relations. Relations.

# Frequently Asked Questions

## Can I arrange to use DAS before my visit?

No. All accommodations will be determined on site at Guest Relations. We are unable to provide accommodations in advance of a Guest visit.

## Where can I go if I have more questions?

Guests with additional questions should discuss them with Guest Relations. For general questions, call (407) 560-2547. Guests under 18 years of age must have parent or guardian permission to call.

## Does a Guest whose disability is based on the necessity to use a wheelchair or scooter need DAS?

A Guest whose disability is based on the necessity to use a wheelchair or scooter does not need DAS. Depending on the attraction, Guests utilizing a wheelchair or scooter will either wait in the standard queue or receive a return time at the attraction comparable to the current wait time. For some attractions at the *Disneyland* Resort, these Guests will go directly to an alternate entrance. Guests with additional needs should discuss them with Guest Relations.

## What is Disability Access Service and how does it work?

DAS is intended for Guests whose disability prevents them from waiting in a conventional queue environment. Once issued at specified Guest Relations locations, DAS can be used to obtain a return time for an attraction comparable to the current conventional queue wait time. As soon as a Guest finishes one attraction, they can receive a return time for the same or a different attraction. This service can be used in addition to *Disney FastPass+ Service*.

## What if a Guest is concerned that DAS doesn't meet their needs?

Disney Parks have long recognized and accommodated Guests with varying needs. We will continue to work individually with Guests with disabilities to provide assistance that is tailored to their specific needs. In unique situations, our Guest Relations staff will discuss special accommodations for persons who are concerned that DAS doesn't meet their needs (e.g., those whose disability limits the duration of their visit to the park or choice of attractions). All accommodations can be made onsite with Guest Relations.

## What are some other services available to Guests with disabilities?

Disney Parks offer a variety of services to Guests with disabilities, such as Disney's Handheld Device that offers assistive listening, captioning and audio description. Additionally, Disney Parks has developed a "Guide for Guests with Cognitive Disabilities" as well as a "Guide for Guests with Disabilities" that can be obtained on the Guest Services page of [disneyland.com](http://disneyland.com). Disney Parks will continue to provide excellent Guest service and accessible experiences. Guests should visit Guest Relations at any park should they feel they need assistance due to a disability.

### Will Disney Parks continue to provide a service to wish-granting organizations?

This process will not affect those who are visiting on trips organized by wish-granting organizations.

### How do I ride an attraction multiple times?

As soon as a Guest finishes one attraction, they can receive a return time for the same or another attraction. DAS can be used in conjunction with *Disney's FASTPASS Service*.

### What if I have to leave a queue due to my disability?

Based on your immediate need, please locate the nearest Cast Member or visit Guest Relations located in the park.