

Theme Park Guest Services

ATMs

For your convenience, Automated Teller Machines are located in each Theme Park

Baby Care Centers

You can change and feed your baby at these Baby Care Centers hosted by Carnation. One location in each Theme Park.

Camera Services

Various camera services are available at several Theme Park locations. These services may include CD burning of digital camera memory card photos, film sales, camera sales, camera and digital camera accessories and minor camera repair. Film can be purchased at most retail locations.

Credit Cards

Visa is the proud sponsor of the Walt Disney World® Resort. Traveler's checks, cash, JCB, Diners Club Card®, Discover®, MasterCard®, American Express® and The Disney Credit Card are also accepted.

First Aid

There is a First Aid Station available in each Theme Park. A resident nurse is on duty who can dispense aspirin and bandages and handle sudden illnesses.

Guest Relations

Available near the entrance to each Theme Park, your clients can visit these location for dining assistance, faxes, stamps, lost & found, currency exchange and as a message center.

Guests with Disabilities.

Guests with hearing disabilities should consult the Guidebook for Guests with Disabilities or visit Guest Relations for further information on Sign Language services, Assistive Listening Devices, Reflective, Handheld, & Video Captioning, Written Aids, and TTYs.

Kennels

With the exception of service dogs for Guests with disabilities, pets are not permitted in the Theme Parks or hotels, or on the Resort or Theme Park buses. They may, however, stay in one of the air-conditioned kennels located near the entrance to each Theme Park. Each Kennel is a member of the American Boarding Kennel Association.

Lockers

For your convenience, lockers may be rented for a small fee to store items during your visits to the Theme Parks.

Park Maps and Daily Times Guide

Found throughout each Theme Park, use these maps to help plan your visit. Maps display locations of all attractions, entertainment, dining and shopping throughout the Park with information on Guest Services. There is also a Daily

Times Guide which will advise parade and show times plus character greeting information.

Package Pick-Up

For your convenience, purchases made throughout the day can be delivered to special locations for pick up as you exit the Park. Purchases can also be delivered to Walt Disney World® Resort hotels or shipped via UPS or FedEx®.

Stroller Rentals

Strollers are available for rent. Quantities are limited and subject to availability. The stroller rental fee is \$15 USD per day* for a single-passenger stroller and \$31 USD per day for a double-passenger stroller**.

Length of Stay: For guests who require a stroller rental for multiple days, we offer a Length of Stay rental ticket where you make a one-time payment transaction for as many days of rental that you will need. Upon visiting a Theme Park, simply show your receipt at the stroller rental location and you will be directed through the queue with little or no wait.

We provide this rental service as a convenience to our guests, but they are certainly welcome to bring their own personal stroller or ECV when visiting the Disney Theme Parks and Downtown Disney® area.

* A \$250 credit card imprint is required for deposit when renting a stroller or wheelchair at Downtown Disney®.

Translation

Disney's Show Translators are available for Guests with limited English fluency for select attractions. Guests may choose from one of the five key languages:

French, German, Japanese, Portuguese and Spanish. Guests may rent the units at Guest Relations locations in all four parks by paying a refundable \$100 USD deposit. These new wireless show translators use leading-edge digital audio technology that allows guests to hear synchronized translated narrations via personal translation units.

Wheelchair Rentals

Limited rentals are available for Guests with Disabilities. Wheelchair and Electric Convenience Vehicle (ECV) rentals are available for a fee of \$10 USD* for Wheelchairs and \$45 USD for ECVs with a refundable deposit of \$20 USD. Quantities are limited and subject to availability. **Length of Stay:** For guests who require a stroller rental for multiple days, we offer a Length of Stay rental ticket where you make a one-time payment transaction for as many days of rental that you will need. Upon visiting a Theme Park, simply show your receipt at the stroller rental location and you will be directed through the queue with little or no wait. We provide this rental service as a convenience to our guests, but they are certainly welcome to bring their own personal stroller or ECV when visiting the Disney Theme Parks and Downtown Disney® area.

* ECVs are not available at Resort locations and a \$500 credit card imprint is required for deposit when

renting an ECV at Downtown Disney®.

