

DISABILITY ACCESS

FOR DISNEY CRUISE LINE®

Disney Wonder

MOBILITY DISABILITIES

WHEELCHAIRS

Disney Cruise Line® strongly advises Guests requiring the use of a wheelchair onboard ship to travel with someone who is able to assist them both aboard ship and on shore. Guests may need to transfer from their wheelchairs to utilize certain facilities (such as Guest pools and tenders), and this transfer may require the assistance of a member of their party.

SAFETY REMINDER

Safety regulations require all Guest personal equipment – including wheelchairs, electric mobility scooters and strollers - be stored inside Guest staterooms when not in use. Parking electric mobility scooters, wheelchairs, strollers or other devices in Guest corridors or stairwell landings is **strictly prohibited**. If necessary, please contact Guest Services for alternate parking locations.

TENDERING ACCESS

Whenever possible, Disney Cruise Line® docks its ships at each port of call so that Guests may travel directly from the ship to the shore via the gangway. However, due to dock availability, inclement weather or other causes beyond the control of Disney Cruise Line®, the ship may be unable to dock its ships at certain ports. In those instances, Guests will be transported from the ship to the shore by use of small boats, commonly referred to as tenders. When tendering, the ship is anchored some distance from the port and tenders are used to transport Guests from the ship to shore and back. The tendering process can be extremely difficult for a passenger using a wheelchair or with limited mobility. Normally, the wheelchair must be lifted down a gangway to a platform and then transferred into the tender. Guests may have to be transferred separately from their wheelchairs. In certain situations, it may be impossible for Guests using wheelchairs to transfer to the tenders due to safety concerns. The decision to transport a Guest in a wheelchair via a tender is at the sole discretion of the Captain.

IN-PORT ACCESS

One of the highlights of your Disney Cruise Line® adventure is exploring the ports of call, but please note that many of the shops and facilities in the foreign ports of call may not be accessible to Guests with disabilities.

ON-DECK VIEWING AREAS

For activities around *Goofy's Pool*, a designated viewing area for Guests using wheelchairs is available on Deck 10 (overlooking the pool area). An activity participation area for Guests using wheelchairs is located on Deck 9 Midship, Starboard side, near the gazebo. Crew Members will be at these locations to assist Guests in wheelchairs 30 minutes prior to the commencement of on-deck activities. Guests requesting Crew Member assistance should arrive no later than 10 minutes prior to the commencement of the on-deck activity.

THEATRE SEATING

Crew Members will be available at the Deck 4 entrance to the *Walt Disney Theatre* beginning 30 minutes prior to show times to assist Guests with seating. Wheelchair seating is available in the rear of the theatre, as well as in the front row. Guests wishing to be seated in the front row of the theatre should contact a Crew Member outside the entrance for assistance at least 10 minutes prior to show time. Wheelchair seating in the *Buena Vista Theatre* is available in the rear of the theatre.

LOCATION ACCESS

Access to shipboard facilities is generally through the main entrance to the facility. However, accessibility varies from location to location. Guests may contact a Crew Member at each location for additional information.

ACCESSIBLE COMMON AREA RESTROOMS

Wheelchair accessible public restrooms are located at the following locations:

- Deck 10 Aft - by *Palo*
- Deck 9 Forward - by the *Vista Spa & Salon*
- Deck 4 Forward - by *Walt Disney Theatre*
- Deck 3 Aft - by *Parrot Cay*

ELEVATOR ACCESS

The Midship elevators are smaller than the Forward and Aft elevators. Therefore, Guests using wheelchairs should use the Forward or Aft elevators whenever possible for easier access. Teens unable to climb the stairs to *The Vibe*, should contact a Youth Activities Manager to arrange for elevator access to Deck 11, Midship.

RESTAURANTS / LOUNGES

Triton's - Located on Deck 3 Midship.

Access for Guests using wheelchairs is through the portside entrance (next to *Promenade Lounge*)

Wavebands - Located on Deck 3 Forward.

Ramp access to the upper level is located by the bar area.

RECREATION

Vista Spa & Salon / Fitness Center - Located on Deck 9 Forward

Please see a Spa host / hostess for accessible treatment opportunities.

Promenade Deck - Deck 4

For outer deck access, Guests using wheelchairs should use the Forward or Aft doors.

DISNEY'S CASTAWAY CAY

PATHWAYS

There are paved pathways throughout the main *Castaway Cay* promenade that provide access to *First Aid*, *She Sells Seashells and Everything Else*, *Cookie's BBQ*, *Cookies Too BBQ*, *Spring-A-Leak*, *Pelican Point Tram Stop*, *Buy the Seashore*, *Gumbo Limbo*, *Pop's Props*, *Dig In*, *Conched Out Bar*, *In Da Shade Games*, all pathways leading to the Cabanas and all restrooms (excluding *Serenity Bay*). Hard-packed sand pathways provide wheelchair access to *Gil's Fins and Boats*, *Heads Up Bar*, the massage cabanas at *Serenity Bay*, *Lookout Point* leading to *Pelican Deck of Pelican Plunge* and *Castaway Air Bar*. The remaining areas, which consist mainly of beach areas, are accessible through the use of sand wheelchairs, which are available free of charge on a first come, first-served basis.

TRAM SERVICE

Personal and electric wheelchairs are able to board the tram that runs on *Castaway Cay*; however motorized scooters and the sand wheelchairs do not fit on the tram.

SAND WHEELCHAIRS

Castaway Cay has a limited number of sand wheelchairs available on a first-come, first-served basis. There is no charge for this service. The majority of these chairs can be picked up across from *Scuttle's Cove*, with a few available at *Serenity Bay*. Your personal or shipboard wheelchair may be left at *Scuttle's Cove* or *Serenity Bay* while you are using the sand wheelchair. Please take all personal items with you when leaving your wheelchair at these locations. Please note: Sand wheelchairs are not designed for use in the water.

ACCESSIBLE RESTROOMS

Accessible restrooms are located next to *First Aid*, inside *Scuttles Cove* (for children), *Cookies Too BBQ* and *Windsack Hut* at *Serenity Bay Beach*. Companion-assisted restroom facilities are at the *First Aid*, *Cookies Too BBQ* and *Windsack Hut* locations.

HEARING DISABILITIES

A pad of paper and pens / pencils are readily accessible for Crew Members to utilize, if necessary, to communicate with Guests.

ASSISTIVE LISTENING DEVICES

Assistive listening systems, which utilize an infrared signal to amplify sound, have been installed at the following locations aboard ship:

Animator's Palate
Atrium
Buena Vista Theatre
Cadillac Lounge
Edge
Diversions
Goofy's Pool Stage/Funnel Vision
Oceaneer's Club
Oceaneer's Lab
Parrot Cay
Promenade Lounge
Studio Sea
Triton's
Vibe
Walt Disney Theatre
Wavebands

Assistive listening receivers are recommended for Guests with mild to moderate hearing loss and are available at Guest Services. Although there is no charge for the use of the receivers, a refundable security deposit will be charged to the Guest's onboard account. This deposit will be removed from the Guest's onboard account upon return of the receiver.

WRITTEN AIDS

Guest Assistance Packets containing show scripts, flashlights, and pen/paper are available at Guest Services. Packets can be signed out and kept until the night before debarkation, when they must be returned to Guest Services.

SIGN LANGUAGE

Please contact Guest Services for further information about American Sign Language services.

STATEROOM COMMUNICATION KIT

Stateroom Communication Kits are available for Guests with hearing disabilities and contain a base unit with alarm clock, bed shaker notification, door bell and phone alerts, phone amplifier, and smoke detector with a strobe light. In addition, a stateroom TTY can also be provided. Guests may make arrangements to receive Stateroom Communication Kits by contacting Guest Services while onboard ship.

CAPTIONING

Captioning on a Guest's stateroom TV may be activated using the CC button or TV menu options. However, Guests should be aware that due to satellite limitations and other factors, not all video sources or television signals are available with a caption playback option.

CHILDREN'S SPACES

FLOUNDER'S REEF NURSERY

Group baby-sitting in *Flounder's Reef Nursery* is available to all children ages 12 weeks to 3 years of age. We do not provide baby-sitting in Guest staterooms. Reservations can be taken at any time throughout the cruise. Space is limited and available on a first-come, first-served basis, based on counselor availability. In order to accommodate as many families as possible, we may limit the number of multiple requests per family. The fee is \$6 per child per hour, \$5 per additional child per hour, and a 1-hour minimum is required. *Flounder's Reef Nursery* is open each evening and selected times during each day. All rates and times are subject to change.

YOUTH ACTIVITIES

Youth Activities is open to all children ages 3-17, who are completely potty trained, able to interact comfortably within our counselor-to-child ratio groups and able to interact comfortably with peers of their own physical size. Teens and tweens activities are also available in separate areas from the younger children.

EXCEPTIONS THAT MAY PREVENT PARTICIPATION

A child who has a contagious disease or who shows symptoms of illness, such as fever, vomiting, diarrhea, unexplained skin rash, discharge from the nose or eyes or has any other contagious disease or illness will not be allowed to participate. A child who becomes disruptive within the group may not be allowed to participate further without a parent or guardian present.

SPECIAL REQUESTS THAT WE ARE UNABLE TO ACCOMMODATE

Unfortunately, we are unable to accommodate children who require one-on-one care, children who need the attention of a counselor with special training, or children who need counselor-assisted medical attention. Families are encouraged to speak with the Youth Activities team onboard to determine how the Youth team and family can best work together.

OPPORTUNITIES FOR CHILDREN WITH NEEDS EXCEEDING THE PARAMETERS FOR YOUTH ACTIVITIES PARTICIPATION

Disney Cruise Line® offers a multitude of events and activities throughout the ship, which the entire family can enjoy together, including main stage shows, family game shows, first-run movies, deck parties and events, selected port adventures, and activities at *Disney's Castaway Cay*. Parents / guardians may accompany their child to the *Oceaneer Club* and *Oceaneer Lab* programs and activities during the Open House times throughout the cruise. Families are encouraged to speak with the Youth Activities team onboard to determine how the Youth team and family can best work together. For 3 and 4 year olds who are not potty trained or who may interact more comfortably within a smaller adult to child ratio of 1:6, parents may request the child be accommodated in *Flounder's Reef Nursery*, the infant and toddler group babysitting area. The fee for this service is \$6 per hour, per child and is based on availability and subject to change.