

Teri's explanation of Disney's new Disability Access Service Process

an unofficial guide by a
parent/advocate

What do you need to do?

(Besides reserving FastPass+ in Advance...)

Go to Guest Services:

- The entire party goes to Guest Services/Relations.
- Person with disability registers with Guest Services for the Disability Access Service and gets their picture taken.
- All members of the party (up to 6) are linked to the account through their park passes and wristbands.

Go to the Attraction:

- Find the Cast Member with the scanner, show them your park pass or MagicBand, and get a return time.
- They see the picture, and know who is in the party.
- Your return time will show up along with your FastPasses.
- You will all go through the FastPass+ line when your return time comes, like everyone else.

Things to Remember about the DAS!

- You can have one DAS return time at a time. When you have used it, you get another one.
- You can use both FP+ and DAS together!
- The person with the disability goes first, the rest of the party follows in the FP+ line.
- Return times are valid until redeemed that day.
- Another member of the party who is registered on the DAS can go ahead and get a return time, but the guest with the disability must board the attraction with their party.
- The DAS is valid through the length of your stay, or up to 60 days for Annual Passholders.

People with Cognitive Disabilities, Autism, etc. may have problems with

- Memory
- Attention
- Processing information and sensory input
- Sequencing
 - (figuring out how to put things in order)
- Distractibility
- Frustration tolerance
- Emotional regulation
- Engagement & Reciprocity
- Social Language
- Understanding body language
- Understanding facial cues
- Sensory sensitivity
- Phobias, fear of unknown
- Repetitive interests or behaviors

All of these can make planning and negotiating very difficult!

Ask for Assistance!

They really are trying to make the system fair. If you have problems, ask for assistance!

Links to Disney Guest Services

- [Walt Disney World \(Florida\) - Services for Guests With Disabilities](#)
- [Disneyland Resort \(California\) - Services for Guests With Disabilities](#)
- Be sure to download the PDF information pages to your computer, smartphone or tablet, along with the **My Disney Experience** app for FP+ and park information!

Is this new system fair?

**Yes! This is a major improvement!
Disney Guest Services listened to
our comments and requests!
*(Thanks, Disney!)***

Understand Disney's Model for Reasonable Accommodations for Guests with Disabilities

Every Guest, with or without disabilities gets:

- ADA Access to all attractions
- FastPass+ (reserve in advance)

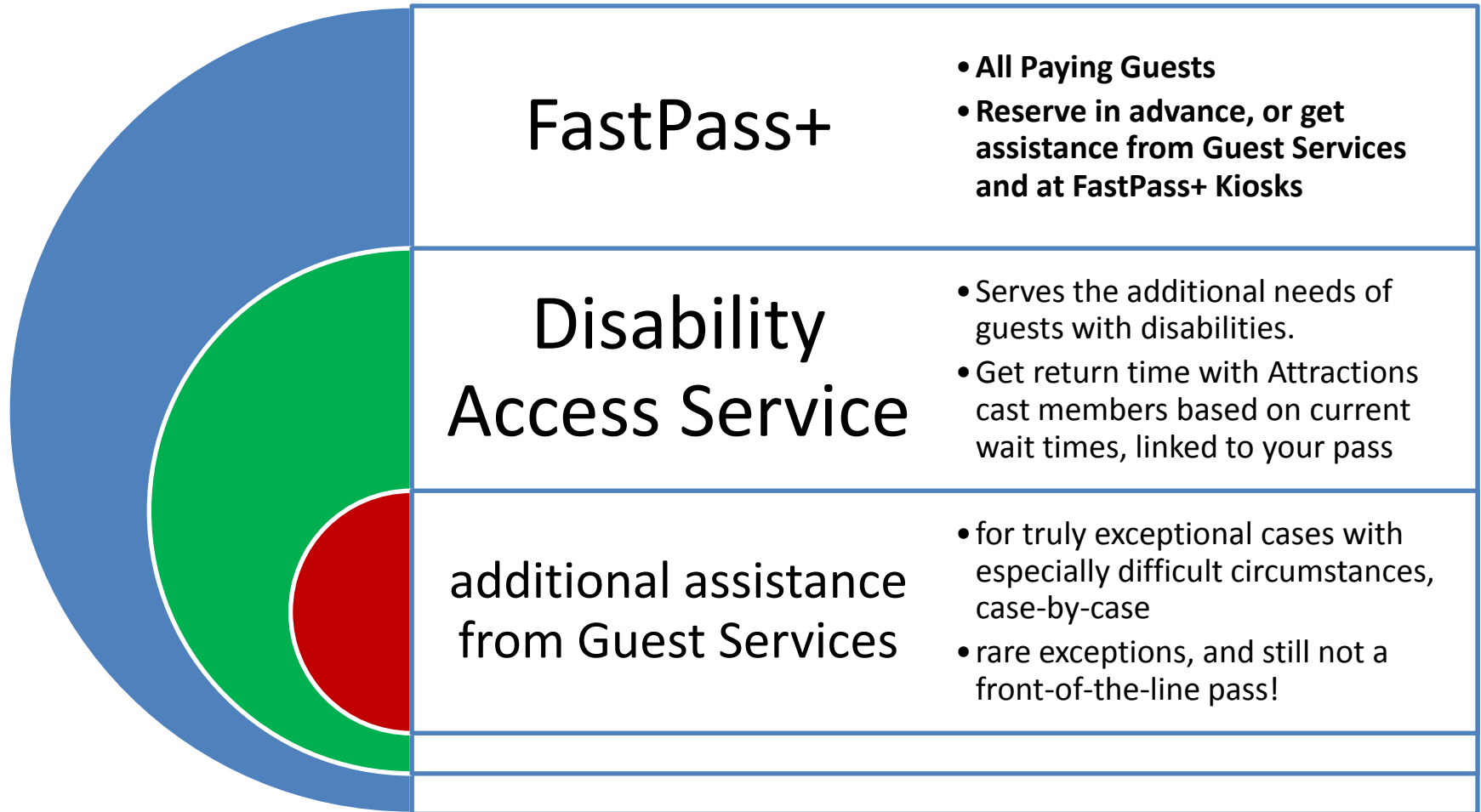
Everyone has an equal access to the attractions; there is no unfair advantage because someone in your party has a disability; you may have to wait longer to ride some attractions when you use the DAS



Guests who need Special Assistance also get

- ADA Access to all attractions
- FastPass+ (reserve in advance)
- Disability Access Service (get a return time for attractions where waiting in the regular line is difficult due to disability)
- For truly exceptional cases, on a case-by-case basis, additional one-time use passes for specific attractions, arranged by Guest Services

You can use both the FastPass+ and DAS together to get equal access



Things really were out of control...

Disney had to do something.

- Far too many people were using the Guest Assistance Card, and it seemed that many did not really need it to enjoy *equal access* to the attractions.
- Some users were getting *superior access* compared to other paying guests, causing resentment.
- There were tour guides who were selling superior access for a fee.

So, Disney changed from the Guest Assistance Card to the Disability Access Service.

- The Guest Assistance Card was never meant to provide front-of-the-line access.
- Before, there was no standard way to provide a return time during busy periods, so guests with the GAC were often waved through the FastPass line.
- The new system provides a standard way to give a return time to guests with disabilities, so they don't have an unfair advantage over the other guests.
- Disney wants to encourage people to use the new FastPass+ system instead of relying on the DAS.
- This has been a major change for people who were used to the old system!

This new system is an improvement!

- Learn to use the FastPass+ System!
 - On your Smartphone or Tablet
 - at FP+ Kiosks
- Reserve your favorite attractions in advance!
- Plan things to do in between attractions!
- Ask for help at Guest Services and FP+ locations throughout the parks!
- If you run into problems or somebody gives you a hard time, report them! Ask For Assistance at Guest Services!

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