



DISABILITY ACCESS SERVICE (DAS)

Walt Disney World has implemented a system for guests with disabilities to avoid waiting in the long queue lines for an attraction.

DAS users do NOT receive a “front of the line” pass. However, this system will allow the cardholders to experience the attraction with the same wait time as other guests WITHOUT having to actually wait in the queue. This system is designed for guests whose disabilities prevent them from waiting in a standard queue environment.

THE PROCESS



Arrive at a Walt Disney World® Theme Park

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



Stop by Guest Services

To begin the process, stop by a Guest Relations Main Entrance location to discuss your specific need: Magic Kingdom Guest Relations is located inside City Hall. Epcot is located near Spaceship Earth. Animal Kingdom and Hollywood Studios are located inside the front entrance.



Talk with a Cast Member

Guest Relations Cast Members will work with you individually to provide assistance. Depending on your need, DAS or other accommodations may be offered.

The goal of the DAS is to provide accessibility to those who aren't able to wait in a conventional queue due to a disability. Guests whose disability is based on the necessity of using a wheelchair or a scooter do not need a DAS. Depending on the attraction, guests using a wheelchair or scooter will either wait in a standard queue or be given a return time comparable to the current wait time.

For additional needs, be sure to discuss them with the cast member.



Registration

If DAS is provided, the Guest or guardian will participate in a registration process, which includes a photo taken of the guest who requires DAS. If preferred, a photo may be taken of the guardian. A valid park admission is required for every member of the party to electronically associate them with the DAS party. The Cast Member will then review the DAS procedure with the guest and ask for an agreement to the terms and

conditions.

DAS is valid up to 60 days depending on ticket media (annual passholders can obtain DAS for up to 60 days). After 60 days, the DAS will expire and guests must visit Guest Services.



It's Time To Ride

Once you have registered for DAS, you can then head into the park and enjoy your day. Visit your first attraction to receive your first return time, which will be comparable to the current wait time for the attraction.

At your return time, simply return to the attraction and ride without standing in the standard queue.

- Once you have received your return time, you are free to enjoy other theme park activities such as visiting a character, getting something to eat, or even riding a different attraction with a short queue line.
- Return times are valid until redeemed prior to park closing
- You can only have one return time at a time. As soon as you finish one attraction, you may then receive a return time for another (or the same) attraction.
- To assist the Guest, another member of the traveling party can obtain a return time. However, the Guest in possession of the DAS must board the attraction with their party.
- You can use DAS in conjunction with Fastpass+

Are you park hopping? DAS issued at any park is valid at any of the 4 Walt Disney World parks.