



Information for Guests with an Autism Spectrum Disorder

Disney Cruise Line offers the following information for Guests with an autism spectrum disorder or other disability that impacts their ability to wait in lines or in a crowded environment.

CHECK-IN/EMBARKATION

We recommend that Guests complete online check-in on the www.disneycruise.com website at least 72 hours prior to the sailing. To reduce wait time in the terminal, it is recommended that Guests choose a terminal arrival time. All Guests will go through a security screening process that includes bag x-ray and metal detectors prior to entering the terminal. Please be advised that the first two hours are typically the busiest and a later check-in time may be the least impactful. Inside the terminal, Guests should identify themselves to a Cast Member for check-in assistance. All Guests need to be photographed and issued boarding documentation. Staterooms are available after 1:30 pm; other public venues, including dining options, will be open upon embarkation.

MUSTER DRILL

To comply with regulations regarding the safety of passengers at sea, Disney Cruise Line requires that all Guests report to their assembly station during our Guest drill. Prior to assembly station arrival, we recommend that Guests review the safety information on the back of their stateroom door and watch the assembly drill video available on the stateroom TV. Attendance at the safety drill requires standing with your assembly group for approximately 20 minutes while Guests are accounted for and announcements are made.

If a member of your party has a disability that precludes their ability to fully participate in the assembly drill, we recommend that all members of the party arrive to the assembly station approximately 10 minutes prior to the scheduled drill time. Once accounted for by the assembly leader, one adult member of your stateroom party can remain for the duration of the drill. Please note that the ship's alarm is sounded to commence the drill. If you do not have an adult who can remain at muster drill, or if you have other questions or concerns, contact Disney Cruise Line Special Services at least 60 days in advance of sailing at (407) 566-3602 [phone] or (407) 566-7455 [TTY] or via e-mail at specialservices@disneycruise.com to discuss additional options.

YOUTH ACTIVITIES

Our Youth Activities programs provide the opportunity for children to discover something special at delightfully themed onboard youth clubs. The secured Oceaneer Lab/Club are open only to children ages 3-12. Activities are held in separate areas for Tweens (ages 11- 14) and for Teens (ages 14 – 17). Our programs are available to children who are completely toilet trained, able to individually participate within our counselor-to-child ratio groups, and able to interact both socially and comfortably with peers of their own age and physical size. Additional participation guidelines and restrictions may apply. Open House hours are available so the entire family can join the fun and participate together. Families are encouraged to speak with our Special Services team pre-arrival to discuss any questions or clarify these guidelines.

THEATERS AND RESTAURANTS

Some restaurants and theaters feature audio/visual experiences that may be unexpected. If you have specific questions or concerns, contact Disney Cruise Line Special Services at least 60 days in advance of sailing to discuss additional options. Once on board, you may contact your restaurant management or theater host, for additional information or to discuss seating options.

Crew Members will be available at the entrance to the Walt Disney Theatre beginning 30 minutes prior to show times to assist Guests. Some of the shows feature audio/visual experiences which may be unexpected and include strobe lights and the use of fog. Guests may request to hold an adequate number of seats in the theatre if a member of their party has a disability that impacts their early show arrival. However, these seats must be released at show time if there is a demand for seating. To minimize the disruption to the performers and other Guests, seats located in the back of the theatre are recommended for those Guests who may need to come and go during the performance.

CHARACTER MEET AND GREETINGS

If a family member's disability impacts his/her ability to wait in the character line, one family member can wait in the line and your party can be reunited when it is your turn to meet the character. Single parents or guardians, who are unable to use this option, should notify the Character Greeter for assistance.

AQUADUCK/AQUADUNK/MICKEY SLIDE/TWIST 'n' SPOUT

To reduce expected wait times, Guests are advised to arrive just prior to opening or return near closing. Alternate entrances to these experiences are not available.

DEBARKATION

If your family has concerns about the length of the debarkation process upon return to your homeport, please ensure all debarkation documentation, including Customs forms, are prepared and readily available in advance of leaving the ship. If you need additional assistance in the terminal, please contact the nearest Cast Member. The following options are available:

Express Walk Off – In most homeports, Guests may carry their own luggage off the ship as soon as it clears Customs to avoid delays and lines inside the terminal. Please note that when utilizing this option, luggage cannot be placed outside of your stateroom on the prior evening. For available breakfast options, please discuss with your head server.

Mid-Point Debarkation – Typically, the lines for luggage retrieval and Customs inspection inside the terminal subside briefly once the second seating for breakfast has begun. This may be a good opportunity to leave the ship with minimal impact.

Delayed Debarkation – Guests may remain onboard (although not in their stateroom after 9 am) and debark after most Guests have left the ship. Please pay attention to the final announcement calls for debarkation.

ADDITIONAL QUESTIONS OR CONCERNS

If you have other questions or concerns in advance of your sailing, please contact Disney Cruise Line Special Services at (407) 566-3602 [phone] or (407) 566-7455 [TTY] or via e-mail at specialservices@disneycruise.com at least 60 days in advance of sailing to discuss additional options.

While onboard, please contact Guest Services located on deck 3 or via your stateroom phone to discuss additional options.