



# The Autism Program

AT BOSTON MEDICAL CENTER

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*Disclaimer:* This information has been gathered from the Walt Disney World website and personal experience. The best thing to do would be to speak with a member of the Guest Services team when you arrive, who will explain the whole process as it specifically relates to your family.

The process begins with going to Guest Services at the first park you attend on your trip (best to do this right when entering the park for the day) and talking with the folks there about getting a **Disability Access pass/card**. You will probably need to say what your child's disability is and how it impacts him/her at the park (e.g., hard to wait in lines, sensory overload, etc.) but don't need to provide any paperwork (Disney is not allowed to ask, actually). Your child's pass will be registered with a photo and everyone in your party will be connected to the pass so you can all use it together (if you have MagicBands, the pass will be connected to these, but if not I believe you will receive a card). **The pass essentially acts as a bonus FastPass and is good for your whole trip** – you do not need to get a new pass every day or at different parks.

### Using the Pass:

1. Choose a ride that you would like to go on.
2. Someone in your party (your child doesn't need to be there for this part) takes the Access card (or his/her own MagicBand), goes to the ride, and asks the attendant for a return time. The attendant will activate the pass and tell you when to return.
3. At your return time (or after that point – you can use the pass any time after the listed return time), go back to the ride and enter the FastPass lane. If you have MagicBands, your child will scan his/hers first and his/her picture will pop up on the attendant's screen. The attendant will approve it and the rest of your party can then scan their bands and go through the lane. If you don't have the bands, I believe you would give the attendant the card and he/she would approve it and let you through (I am not totally sure about this, but the people at Guest Services will explain the whole process for your family).
4. Once you have gone on the ride, you can now get a return time for another ride and follow the same process. The pass only allows for one open return time at a time, but I believe they can be used on any ride.

**Tip:** If you have a smartphone, there is a great Disney World app that can help you track your FastPass and Disability Access return times – highly recommended! It's called the **MyDisneyExperience app** and is available for both Apple and Android devices.

### More Information:

- Services for guests with ASD & cognitive disabilities: <https://disneyworld.disney.go.com/guest-services/cognitive-disabilities-services/>
- Disability Access card info: <https://wdpromedia.disney.go.com/media/wdpro-assets/dlr/help/guest-services/guests-with-disabilities/Disney-Parks-Disability-Access-Service-Card.pdf>

Also, if you are attending any other Orlando theme parks (Universal Studios, SeaWorld), go to Guest Services when you arrive at the park to speak with the people there about that park's Accessibility policies – they should all have something!