

UNIVERSAL ORLANDO RESORT

SENSORY GUIDE FOR Guests with Cognitive Disabilities

A Planning Guide For Guests
Visiting Universal Orlando
Theme Parks.

ver. 2024.10



UNIVERSAL STUDIOS FLORIDA,
UNIVERSAL ISLANDS OF ADVENTURE
and UNIVERSAL VOLCANO BAY

Welcome To Universal Orlando Resort

From high-speed attractions to energetic live shows to large walk-around characters, many of the entertainment offerings at Universal Orlando Resort's theme parks may provide challenges to guests with certain cognitive disabilities. We've created this guide so that these guests and their families can enjoy their time with us comfortably and safely.

NOTE: We recommend you print this planning guide and bring it with you or save on your phone as this guide is currently only available at universalorlando.com.

Prepare For Your Visit

- 1 Review this guide:** This guide gives an overview of the resort's theme parks and what to expect during your trip. Preparing your family in advance can help you enjoy the best vacation experience possible.
- 2 Download park maps:** You can find comprehensive maps of all three theme parks at universalorlando.com and on The Universal Orlando Resort App. Review the maps with your family and lay out a plan for your day.
- 3 Review the Guides for Rider Safety and Accessibility:** Visit Universal Orlando Resort's website [Rider Safety page](#) to review the Guide for each park you are visiting.
- 4 Create an itinerary:** Once created, review this timeline with your family member so he or she can learn the routine.
- 5 Choose at least one meeting place in each park to gather in case you're separated:** Be sure your family member is aware of the location and show it to them once you arrive. Continue to stress the importance of staying together at all times.

What To Bring

- 1 Awareness accessory such as a bracelet, shirt with autism logo, etc.**
 - Getting your child a medical bracelet or necklace with contact information is essential, particularly when traveling. If your child has sensory issues that would prevent him/her from wearing the jewelry, you can order ID tags that can be attached to shoelaces or even zipper pulls. You might want to make an ID card to put in his/her pocket with a current photo, contact information, and a list of allergies. If your child is nonverbal, please make sure to indicate this on their ID card. Make sure the contact information noted is not your home phone number but a phone number that can be called when traveling the parks.

- 2 Teens/young adults should have a wallet with photo identification card and contact information.**
- 3 Earplugs or headphones** (be aware headphones are not allowed on some rides):
 - Some individuals are sensitive to sound and may want to bring earplugs or noise-cancelling headphones to the theme parks. Most attractions allow guests to experience them with earplugs that are "spongy" in material. Some attractions (e.g., **MEN IN BLACK™ Alien Attack, Hollywood Rip Ride Rockit, Revenge of the Mummy, Harry Potter and the Escape from Gringotts™, Harry Potter and the Forbidden Journey™, Hagrid's Magical Creatures Motorbike Adventure™, Jurassic World VelociCoaster, The Incredible Hulk Coaster®**) have a "no loose articles" policy and a Ride Attendant may ask a guest entering the queue with noise cancelling headphones to place them in a complimentary attraction locker.
 - Be aware that Universal Volcano Bay does not allow noise-cancelling headphones on the park's rides.
- 2 Sensory toy or calming item** (blanket, string, toy, etc.):
 - If your child has a favorite toy, handheld game or mobile app that would help with anxiety or keep them entertained while waiting in line for a ride, show or meal, you're encouraged to bring it. Note that some attractions have a "no loose articles" policy and items may have to be placed in a complimentary attraction locker before entering the queue. Some individuals will download videos and games onto an electronic device to use while standing in line. Some attractions do not allow electronic devices in the queue experience, so have a backup handy – perhaps something printed to occupy them. Consider your daily routine and bring what you normally use to keep your child engaged. Show your child what you are packing just in case she/he feels any angst about you forgetting their favorite items.
 - Universal Islands of Adventure is a particularly sensory-rich park. Each island is carefully crafted to convey an adventurous theme, and oversized props are the norm. Depending on your child, this may prove to be a wonderful experience or problematic. Monitor your child's reactions and respond accordingly.
- 5 Snacks (specific diet, gluten free):**
 - Pack snacks that they may enjoy on a regular basis especially if they have a special diet, are gluten sensitive, or have difficulty finding foods they like at restaurants. When a child is hungry while standing in line it can increase sensitivity to what bothers them.

- Waiting in line for food on a busy day can also be difficult for some. Spend less time in line by ordering ahead from select restaurants with the Mobile Food & Drink Ordering feature through The Universal Orlando Resort App.

6. **Extra change of clothes:**

- Water rides such as **Dudley Do-Right's Ripsaw Falls®**, **Popeye & Bluto's Bilge-Rat Barges®** and the **Jurassic Park River Adventure** can get riders extremely wet. You may consider bringing a change of clothing which can be stored in a park locker. Note that lockers adjacent to the water rides have a fee.
- The theme parks also have play areas which include water pop jets that children can run through which can get clothing very wet.

What You Can Expect

We understand the challenges that may be presented when taking someone with a cognitive disability to a theme park. Here is an overview of what you and your family are likely to experience so that you can be prepared for the day.



1. **Before you arrive:** Due to possible elopement concerns (your family member wandering off unsupervised), we advise parents to take a full body photo of each person in their party. If the individual with autism or other cognitive disability has a phone, make sure you text them a copy as well. This will help in reuniting families. Also remember to bring a sensory toy or calming item.

2. **In the parking garage:** After parking your car and arriving at the parking garage rotunda you'll pass through metal detectors and a bag check. Inform security personnel of any special needs especially if the person has a sensory toy or calming item that needs to be carried at all times. Note: If you're going to Universal Volcano Bay you'll walk right from your car to the shuttle buses on the ground floor of the south parking garage and go through metal detectors and bag check when you arrive at the park. Depending on the time of year, you may go through metal detectors before boarding the shuttle.



3. **People movers:** You can take the people movers or bypass them and walk on the regular pathways to the Universal CityWalk dining and entertainment complex and the theme parks. No wheelchairs, carts or strollers are permitted on the people movers. Take extra care when wearing soft rubber or plastic shoes such as flip-flops.
4. **Walk through CityWalk:** Follow the signs to either Universal Studios Florida or Universal Islands of Adventure as the paths diverge. Note that there will be restaurants, merchandise stores, loud music, pungent food smells, crowds of people, bright flashing lights and fountains. This may be a good area for headphones if your family member is sensitive to any or all of these.
5. **Purchase or pick up your tickets prior to reaching the turnstiles to enter the parks.** Purchase online and print your tickets at home and you can avoid crowds and long waits at the ticket windows.



6. **Enter the park:** We use Photo Validation to verify tickets and ticket holders. When you arrive at the gate, you step up and scan your ticket, smile, and you are ready to go! Using Photo Validation is optional, just let a Team Member know if you would like to opt out.
7. Download the Universal Orlando Resort App to view useful information such as ride height requirements and safety restrictions, view wait times, take advantage of mobile food and drink ordering, and more.
8. **Visit Guest Services if you have any questions:** If you have any questions while visiting our parks, please stop by Guest Services inside the main entrance for assistance. Guest Services Coordinators are also available by email and phone seven days a week from 8:30 a.m. until park closing, and make every effort to respond to messages within 24 to 48 hours. **If you require an immediate response, please call us at 407-224-4233, option 5 (five).**
9. **Visit as many attractions, dining and shopping locations you have time for, but most of all we want you to have a great time.**

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Team Members/Lost Guests

Universal Orlando Resort's employees, or "Team Members," are identifiable by their name badges whether uniformed or in business attire. Each Team Member is there to help you and your family enjoy your day. They can answer your questions or offer directions to help you get around the parks.

Should someone in your party become lost or separated have them locate a Team Member for help. The park's Guest Services locations can also be of assistance. As mentioned earlier, nametags/contact information with a mobile phone number are highly recommended for guests with cognitive disabilities; as is having full body photos of your family members on a cell phone to help locate and identify lost or



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separated members of your party.

Attraction Information

For more details and information about each ride's requirements and restrictions, please refer to the mobile app or the resort's website [Rider Safety page](#) for the parks' **Guide for Rider Safety and Accessibility**. Some attractions have test seats at the ride entrance so riders can experience and familiarize themselves with the seating and restraints before entering.

Depending on the attraction, theme park rides may have lap bars, shoulder harnesses and seat belts that must be positioned and fastened properly to assure guest safety. Guests who do not fit properly within any safety restraint will not be permitted to ride.

At Universal Volcano Bay, certain attractions use different types of tubes, rafts and mats that some guests may find uncomfortable. Guests with certain body dimensions may not be accommodated on some attractions. Maximum weight limits are posted at the entrance of the attraction.

Universal Studios Florida	Type of Attraction	Test Seat	Minimum Height	Supervising Companion for Children	Fear of Heights	Strobe Effects	Water Ride	Water Effects	Claustrophobic	Loud/Sudden Noises	Periods of Darkness
DreamWorks Land											
DreamWorks Imagination Celebration	This is a theatrical stage show with loud noises and live performers in close proximity to the audience.		-	-		✓				✓	✓
King Harold's Swamp Symphony	Interactive experience triggered by stomping on interactive lily pads.		-	-							
Mama Luna Feline Fiesta	An interactive experience with vivid screens activated by buttons, bells, maracas and levers.		-	-							
Po Live!	This is a live digital interactive kung fu lesson with Po.		-	-							
Po's Kung Fu Training Camp	An outdoor children's play area with interactive and water elements.		-	-				✓			
Shrek's Swamp for Little Ogres	This is an outdoor children's play area with climbing, jumping, crawling and water elements.		-	under 48" (122cm)				✓			
Trolls Trollercoaster	A high speed roller coaster that includes sudden and dramatic acceleration, climbing, tilting, and dropping.		36" (92cm)	36" - 48" (92cm - 122cm)	✓						
Hollywood											
Animal Actors On Location!	Live show features trained animals performing routines with animal trainers.		-	-							
The Bourne Stuntacular	 This action-packed special effects show will surround you with sudden and intense flame and sound effects, including gunfire.		-	-		✓				✓	✓
E.T. Adventure	Ride simulates a chase through the forest on a flying bicycle, which includes sudden tilting and accelerating.		34" (87cm)	34" - 48" (87cm - 122cm)		✓				✓	✓
Universal Orlando's Horror Make-Up Show	 Live show demonstrates how movie monster special effects are created. Includes horror film movie clips and a large costumed creature.		-	-		✓				✓	
Minion Land											
Despicable Me Minion Mayhem	This ride simulates the action of a high-speed aerial chase. Persons under 40" (102cm) may experience this attraction from stationary seating.		40" (102cm)	40" - 48" (102cm - 122cm)		✓				✓	
Illumination's Villain-Con Minion Blast	This moving walkway combines innovative screen-technology and interactive gaming. Guests wishing to participate in the optional interactive gaming will be instructed to grab an interactive blaster in order to put their blasting skills to the test. This attraction includes loud noises and low-lighting conditions.		-	40" - 48" (102cm - 122cm)		✓				✓	

Universal Studios Florida	Type of Attraction	Test Seat	Minimum Height	Supervising Companion for Children	Fear of Heights	Strobe Effects	Water Ride	Water Effects	Claustrophobic	Loud/Sudden Noises	Periods of Darkness
New York											
The Blues Brothers® Show	Live musical revue. Outdoor show, no seating available.		-	-							
Hollywood Rip Ride Rockit	High speed roller coaster that includes sudden and dramatic acceleration, climbing, tilting and dropping.	✓	51"-79" (130cm - 201cm)	-	✓	✓				✓	
Race Through New York Starring Jimmy Fallon	This 3-D ride simulates a high-speed thrill ride through the streets of New York with dramatic aerobatics, rapid acceleration and deceleration, sharp turns and sudden drops.	✓	40" (102cm)	40"-48" (102cm - 122cm)		✓		✓		✓	
Revenge of the Mummy	High-speed roller coaster that includes sudden and dramatic acceleration, climbing, tilting and dropping; includes live flames and Warrior Mummies.	✓	48" (122cm)	-	✓	✓		✓			✓
TRANSFORMERS™: The Ride-3D	Ride takes place on a high-speed vehicle that will suddenly and dramatically accelerate, stop, spin, climb and drop. Contains loud gunfire and giant battling robots.		40" (102cm)	40"-48" (102cm - 122cm)	✓	✓		✓	✓	✓	✓
San Francisco											
Fast & Furious - Supercharged	This ride is a high-octane journey into the underground racing world. The movement of the vehicle is dynamic with sudden accelerations, dramatic tilting and jarring actions. Contains loud gunfire and vehicles.		40" (102cm)	40"-48" (102cm - 122cm)		✓		✓		✓	
Springfield: Home of The Simpsons											
Kang & Kodos' Twirl 'n' Hurl	Pilot your own flying saucer as you swoop up and down around one of the animated aliens from The Simpsons™ This is a circular motion gondola ride.		-	under 48" (122cm)	✓						
The Simpsons Ride™	Motion simulator ride. Vehicle will suddenly and dramatically accelerate, climb, stop and dive. The movement of the vehicle includes sudden tilting and jarring actions.		40" (102cm)	40"-48" (102cm - 122cm)	✓	✓		✓	✓	✓	✓
The Wizarding World of Harry Potter™ - Diagon Alley™											
Harry Potter and the Escape from Gringotts™	This 3-D ride is a high-speed roller coaster that has sudden and dramatic acceleration and dropping. The movement of the vehicle also includes spinning, sudden stops and strong tilting and jarring actions.	✓	42" (107cm)	42"-48" (107cm - 122cm)	✓	✓		✓			✓
Hogwarts™ Express - King's Cross Station	This is a passenger train that involves traveling in an enclosed cabin and includes loud noises and low-lighting conditions.		-	under 48" (122cm)					✓	✓	✓
World Expo											
MEN IN BLACK™ Alien Attack	Riders shoot laser guns at alien characters. The movement of the ride vehicle includes sudden acceleration, turning and spinning. Includes cartoonish aliens, some quite large.		42" (107cm)	42"-48" (107cm - 122cm)		✓					

Universal Islands of Adventure	Type of Attraction	Test Seat	Minimum Height	Supervising Companion for Children	Fear of Height	Strobe Effects	Water Ride	Water Effects	Claustrophobic	Loud/Sudden Noises	Periods of Darkness
Jurassic Park											
Camp Jurassic	Outdoor play area where children can explore caves and net mazes, cross suspension bridges and go down slides.		-	-		✓		✓			✓
Jurassic Park Discovery Center	Interactive exhibits and displays portraying information about dinosaurs.		-	-							
Jurassic Park River Adventure	Ride is a water journey on a touring raft. Raft will suddenly and dramatically accelerate, turn and plunge with an 85-foot drop at ride's climax. Attraction includes very large dinosaurs.		42" (107cm)	42"-48" (107cm - 122cm)	✓	✓	✓	✓		✓	✓
Jurassic World VelociCoaster	This is a high-speed roller coaster that includes sudden and dramatic acceleration climbing, tilting, inversions and dropping.	✓	51" (130cm)		✓	✓				✓	
Pteranodon Flyers	Glider style roller coaster includes climbing, side-to-side swinging and sudden acceleration. Guests over 56" (143cm) must be accompanied by a guest meeting the height requirement.		36"-56" (92cm - 143cm)	36"-48" (92cm - 122cm)	✓						
Marvel Super Hero Island®											
The Amazing Adventures of Spider-Man®	This 3-D ride takes a journey through the world of Spider-Man. Ride vehicle will suddenly and dramatically accelerate, stop, spin, climb and drop.		40" (102cm)	40"-48" (102cm - 122cm)	✓	✓		✓	✓	✓	✓
Doctor Doom's Fearfall®	Ride is a high-speed, free-fall experience that includes sudden and intense acceleration, climbing and dropping.	✓	52" (133cm)	-	✓	✓			✓	✓	
The Incredible Hulk Coaster®	High-speed roller coaster ride that includes sudden and dramatic acceleration, climbing, tilting and dropping. Riders will be turned completely upside-down several times.	✓	54" (138cm)	-	✓	✓				✓	
Storm Force Accelatron®	Attraction seats riders in round pods and subjects you to sudden acceleration, turning and spinning.		-	under 48" (122cm)		✓				✓	
Seuss Landing™											
Caro-Seuss-el™	Carousel with an array of fun creatures from the imagination of Dr. Seuss.		-	under 48" (122cm)							
The Cat in the Hat™	Journey through the story of The Cat in the Hat™. Ride includes sudden acceleration, turning and spinning.		36" (92cm)	36"-48" (92cm - 122cm)							
The High in the Sky Seuss Trolley Train Ride!™	Trolley train ride on an elevated track, includes moderate acceleration and elevation changes.		36" (92cm)	36"-48" (92cm - 122cm)	✓					✓	
If I Ran the Zoo™	Outdoor children's play area with water elements.		-	-				✓			
One Fish, Two Fish, Red Fish, Blue Fish™	Circular motion gondola ride with up and down movement controlled by the rider. Water fountains squirt the riders.		-	under 48" (122cm)	✓			✓			

Universal Islands of Adventure	Type of Attraction	Test Seat	Minimum Height	Supervising Companion for Children	Fear of Height	Strobe Effects	Water Ride	Water Effects	Claustrophobic	Loud/Sudden Noises	Periods of Darkness
Skull Island: Reign of Kong											
Skull Island: Reign of Kong	 Ride is an expedition through jungle terrain. Movement of the truck is dynamic with sudden accelerations, dramatic tilting and jarring actions. Includes large battling creatures.		36" (92cm)	36"-48" (92cm - 122cm)			✓	✓		✓	✓
Toon Lagoon											
Dudley Do-Right's Ripsaw Falls®	Ride is a water journey in a floating log. Log will suddenly accelerate, turn and make a 75-foot drop with a large splash. Riders will get wet.	✓	44" (112cm)	44"-48" (112cm - 122cm)	✓	✓	✓	✓			✓
Me Ship, The Olive®	Outdoor play area resembling Popeye's ship. Includes slides, water cannons and interactive props.		-	-				✓			
Popeye & Bluto's Bilge-Rat Barges®	Ride is a water journey in a circular barge. Barge will suddenly accelerate, turn and drop. Riders will get wet.		42" (107cm)	42"-48" (107cm - 122cm)			✓				
The Wizarding World of Harry Potter™ - Hogsmeade™											
13	Flight of the Hippogriff™	High-speed roller coaster ride includes sudden and dramatic accelerations, climbing, tilting and dropping.		36" (92cm)	36"-48" (92cm - 122cm)	✓					
	Hagrid's Magical Creatures Motorbike Adventure™	This is a high speed roller coaster that includes sudden dramatic acceleration, climbing, tilting, dropping and backwards motion.	✓	48" (122cm)	-	✓	✓			✓	✓
	Harry Potter and the Forbidden Journey™	Ride simulates dramatic aerobatics. Ride vehicle will suddenly accelerate, stop, turn, tilt, climb and drop.	✓	48" (122cm)	-	✓	✓		✓		✓
	Hogwarts™ Express - Hogsmeade™ Station	This is a passenger train that involves traveling in an enclosed cabin and includes loud noises and low-lighting conditions.		-	under 48" (122cm)				✓	✓	✓



Universal Volcano Bay Water Theme Park	Description	Minimum Height	Supervising Companion for Children	Under 48" Life Jacket Required*	Fear of Heights	Claustrophobic	Loud/Sudden Noises	Combined Rider Weight Limit	Single Rider Weight Limit
Honu of Honu ika Moana	5-person raft ride with steep drops where you will experience zero-gravity hang time, sudden twists, turns, and spins.	48" (122cm)	-		✓			700 lbs (317 kg)	
Ika Moana of Honu ika Moana	5-person raft ride with steep drops and sudden twists, turns and spins.	42" (107cm)	42"-48" (107cm - 122cm)		✓			750 lbs (340 kg)	
Kala & Tai Nui Serpentine Body Slides	High-speed free-fall slides that begin in an enclosed capsule with a trapdoor, while riders twist through a tube into a pool 125 feet (38 meters) below.	48" (122cm)	-		✓	✓	✓	300 lbs (136 kg)	
Ko'okiri Body Plunge	High-speed free-fall slides that begin in an enclosed capsule with a trapdoor, while riders drop through a tube into a pool 125 feet (38 meters) below.	48" (122cm)	-		✓	✓	✓	300 lbs (135 kg)	
Kopiko Wai Winding River	Gently moving 3 feet (1 meter) deep river through shaded areas, caves, and waterfalls.	48" (122cm)	under 48" (122cm)	✓					
Krakatau Aqua Coaster	High-speed water coaster ride in a four-person boat that includes powerful climbs, plunging drops, and side-to-side motion.	42" (107cm)	42"-48" (107cm - 122cm)		✓ Has Elevator	✓		700 lbs (317 kg)	
Maku of Maku Puihi Round Raft Rides	5-person raft rides with steep drops and sudden twists, turns and spins.	42" (107cm)	42"-48" (107cm - 122cm)		✓ Has Elevator			1050 lbs (476 kg)	
Puihi of Maku Puihi Round Raft Rides	5-person raft ride with steep drops where you will experience zero-gravity hang time, sudden twists, turns, and spins.	42" (107cm)	42"-48" (107cm - 122cm)		✓ Has Elevator			850 lbs (386 kg)	
Ohyah & Ohno Drop Slides	Physically challenging body slides with sudden twists and turns. Ohyah finishes with a 4 foot (1.2 meter) drop and Ohno finishes with a 6 foot (1.8 meter) drop into a 10 foot (3 meter) pool.	48" (122cm)	-		✓	✓			
Puka Uli Lagoon	Pool with a depth of 0-4 feet (0-1.2 meters).	-	-	✓					
Punga Racers	Four individual, high-speed body slides where riders will experience dark areas with sudden drops and turns.	42" (107cm)	-		✓	✓		300 lbs (136 kg)	
The Reef	Pool with a depth of up to 6 feet (1.8 meters)	-	-	✓	✓				
Runamukka Reef	Children's play area with slides, bubbling geysers, water guns and dump cups.	For children under 54" (138cm)	-		✓				
Taniwha Tubes - Tonga & Raki	Dynamic, twisting water slides featuring steep drops, sudden twists and turns, and water sprays while riding in a tube.	42" (107cm)	42"-48" (107cm - 122cm)		✓			450 lbs (204 kg)	300 lbs (136 kg)
TeAwa The Fearless River	This is a deep, fast-moving experience with sudden churning rapids and choppy waves with depths up to 6 feet (1.8 meters).	42" (107cm)	42"-48" (107cm - 122cm)	✓ Type 3 U.S. Coast Guard Life Jacket			✓		
Tot Tiki Reef	Children's play area with slides, bubbling geysers, water guns and dump cups.	For children under 48" (122cm)	-						
Waturi Beach	Wave Pool with depths up to 6 feet (1.8 meters). Waves can be sudden and dynamic.	-	-	✓			✓		

Accessing Rides

Height checks at the front of the attraction:

- To ensure everyone's safety, each ride and attraction at our theme parks has restrictions based on rider height. We encourage you to check your child's height at the entrance to each park where you will find a list of attractions and height requirements. This will help identify which attractions you can experience with your family. This is also a great opportunity to review your itinerary or schedule before entering the park.
- In addition, there is a height marker at the entrance to each attraction. If the attraction greeter is unsure if your child meets the minimum height requirement, they will ask their supervising companion to join them at the height marker to assist in measuring the child to ensure they can safely ride that attraction.

Posted wait times at the attraction:

Each attraction will indicate a wait time for the standby queue. This wait time is constantly being updated by the attractions team to ensure accurate information is being posted for our guests.

Mobile App wait times:

Carrying a mobile device? Download **The Universal Orlando Resort App** and get updated wait times, show times and dining menus as you enjoy our parks.

Universal Express passes:

A majority of our attractions participate in the Universal Express program. With Universal Express (available for purchase or free for guests of select Universal Orlando hotels) guests can skip the regular lines at most of their favorite rides and attractions.

Child Swap:

If your children are too small or unwilling to go on a particular ride that you want to experience, take advantage of our "Child Swap" program. Most rides and attractions have a family room where one member of your party can wait with the little ones while the rest of your party rides. Once they are finished, switch places so whoever rode can stay with the kids, and the adult(s) who sat out can enjoy the ride.

Quiet Areas With Less Foot Traffic

Below is a list of quiet areas within the theme parks where you can take a break and escape the noise and crowds:

UNIVERSAL STUDIOS FLORIDA

Quiet Areas

- **Quiet Room** located in **Family Health Services** at the **Front of the Park**
- **New York Public Library**
- **Health Services** located between **Louie's Italian Restaurant** and **Fast & Furious - Supercharged**
- **Central Park** along the park lagoon

Alternative Areas with Limited Visitation or Good Viewing Distractions

- **Music Plaza** area (select times)
- **Diagon Alley™** – exit pathway next to **Sugarplum's Sweetshop** (benches in the alcove near the exit)
- **Coca-Cola Refreshment Station** in **World Expo** – to the right of **MIB Gear store**

UNIVERSAL ISLANDS OF ADVENTURE

Quiet Areas

- **Front of the Park – Family Health Services**
- **Health Services** located in **The Lost Continent**
- **Port of Entry Plaza** – lower landing
- **Toon Lagoon** – lagoon near **Me Ship, The Olive®**

Alternative Areas with Limited Visitation or Good Viewing Distractions:

- **Seuss Landing™ – Sneetch Beach**
- **Seuss Landing™** – area between **One Fish, Two Fish, Red Fish, Blue Fish™** and **The Cat in the Hat™**
- **Marvel Super Hero Island®** – along the waterfront
- **The Lost Continent** – lower landing behind **Mythos Restaurant**

UNIVERSAL CITYWALK

Quiet Areas

- **Lower level** along the waterfront

UNIVERSAL VOLCANO BAY

Quiet Areas

- **Taniwha Pathway** – Accessible by entering near the River Village smoking area or the Maku Puihi entrance.
- **Volcano Cavern Pathway** – Accessible to the right of Kala Tai Nui entrance or the pathway leading up from Krakatau Aqua Coaster.

First Aid

Our First Aid facilities are staffed with registered nurses and professional paramedics. In Universal Islands of Adventure, the primary First Aid Station is located in The Lost Continent – please refer to the mobile app for exact location. There is also a satellite facility located at Guest Services in Port of Entry near the park entrance. At Universal Studios Florida, First Aid is located in New York next to Louie's Italian Restaurant. There is a satellite facility located in the front of the park next to Lost and Found. At Universal Volcano Bay First Aid is located next to the park entrance. If you have any questions or need special assistance, ask any Team Member or stop by Guest Services inside the main entrance. Note that the First Aid Stations also have Adult Changing tables and will store chilled medicine for you.



Refer to the mobile app for locations.

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Companion Or Family Restrooms

If your family member needs to be accompanied to the restroom, Universal Orlando Resort offers companion/family restrooms which are listed below. If your family member needs to be changed and is too big for a changing table, the baby-care/First Aid centers have private rooms with tables that you can use.



Refer to the mobile app for locations.

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- Front of the park next to **Health Services** by the **Studio Audience Center**
- In **New York** to the left of **Race Through New York Starring Jimmy Fallon**
- **Health Services** located between **Louie's Italian Restaurant** and **Fast & Furious – Supercharged**
- In **San Francisco** across from **Richter's Burger Co.**
- In **The Wizarding World of Harry Potter™ – Diagon Alley™** across from **The Fountain of Fair Fortune**
- Between **Springfield's Fast Food Boulevard™** and **Animal Actors On Location!** stadium
- In **Hollywood** next to **Mel's Drive-In**
- In **Hollywood** by the **Studio Audience** Center restroom.

UNIVERSAL CITY WALK

- **City Walk™ Hub Restrooms**

UNIVERSAL ISLANDS OF ADVENTURE

- Front of the park next to **Health Services** by **Guest Services**
- At **Health Services** located in **The Lost Continent**

UNIVERSAL VOLCANO BAY

- Next to the **Honu ika Moana** entrance
- Next to the **Ohyah & Ohno Drop Slides** entrance
- Across from the **Taniwha Tubes – Tonga & Raki** exit

Character Meet & Greets

Universal offers several ways for your family to meet many of your favorite characters from television and movies including scheduled appearances, parades, theme park or hotel dining experiences, or just roaming the parks. You'll want to have your camera, cellphone and autograph book handy to capture the moment. Refer to the mobile app for times and locations. For additional information visit Guest Services, **The Universal Orlando Resort App** or universalorlando.com.

You may want to communicate to the character's handler/escort that you have someone with special needs, along with their name and any other helpful information.

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Kid-Friendly Quick Service Dining Locations

Do you have a selective eater or someone who may have difficulty sitting for long periods in a full-service restaurant? As you're making plans to visit Universal Orlando Resort, browse through the online menus for our theme park restaurants. Acquainting yourself with the available options ahead of time will give you a head start. If you have any further questions after viewing the menus, email a Guest Services Team Member at Food.Allergy@universalorlando.com.

Here is a list of counter-service locations with menus that may appeal to your child's palate. Operating hours are subject to change without notice.

UNIVERSAL STUDIOS FLORIDA

Mel's Drive-In – Burgers, Chicken Fingers, Fries

Illumination's Minion Café RR – Tots, Grilled Cheese, Mac & Cheese, Spaghetti, PB&J

Louie's Italian Restaurant – Pizza, Meatball Subs, Spaghetti

Richter's Burger Co. – Burgers, Fries, Chicken Sandwiches

Fast Food Boulevard (includes Krusty Burger, Luigi's, The Frying Dutchman, Cletus' Chicken Shack) – Burgers, Hot Dogs, Pizza, Fish & Chips, Fried Chicken, Chicken Fingers, Tater Tots

DreamWorks Imagination Café – Pizza

UNIVERSAL ISLANDS OF ADVENTURE

Circus McGurkus Cafe Stoo-pendous™

– Pizza Pasta, Meatballs and Chicken & Biscuit, Burgers

Moose Juice, Goose Juice – Juice, Soft Pretzels, Corn Dogs, Fruit, Grapes, Cookies

Doc Sugrue's Desert Kebab House – Kebabs, Greek Yogurt, Fruit Cups, Hummus

Fire Eater's Grill – Gyros, Chicken Fingers, Chili Cheese Dogs, Chili Cheese Fries

The Burger Digs RR – Burgers, Vegan Burgers, Chicken Tenders, French Fries, Onion Rings

Pizza Predattoria – Pizza, Breadsticks, Fruit Cups

Thunder Falls Terrace RR – Rotisserie Chicken, BBQ Ribs, Soups, Salad

Comic Strip Cafe – Burgers, Pizza, Asian Cuisine

Blondie's – Hot Dogs, Subs, Sandwiches

Wimpy's (open seasonally) – Burgers, Chicken Fingers, Fries

Cafe 4™ – Pizza, Spaghetti, Subs

Captain America Diner® RR – Burgers, Chicken Fingers, French Fries

UNIVERSAL VOLCANO BAY

Bambu – Burgers, Chicken Tenders, Fish Sandwich, Chicken Sandwich

Kohola Reef Restaurant & Social Club – Fried Chicken, Burgers, Ribs, BBQ Pork Sandwich

The Feasting Frog – Tacos, Nachos, Poke Poke Bowl

Whakawaiwai Eats – Pizza, Hot Dogs, Mac & Cheese

Check each restaurant menu for indications of Gluten Free, Vegetarian, Vegan and other items for those with dietary restrictions.

RR Rest rooms located inside these dining locations.

Service Animals

Trained Service Animals are welcome at Universal Orlando Resort. Animals who do not meet the definition of a Service Animal will not be permitted in the park. Service Animals must be harnessed, leashed, or tethered, unless these devices interfere with the Service Animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. In order to assist the owner in making an informed decision about

their Service Animal's safety, each attraction has its own specific entry/boarding requirements. To ensure the safety of the Service Animal, the service animal must remain on the floor of the ride vehicle and its tail (or other appendages) must not extend beyond the floor of the ride vehicle.



Guests may experience the following attractions with their Service Animals:

UNIVERSAL ISLANDS OF ADVENTURE

The Amazing Adventures of Spider-Man®

Camp Jurassic

Caro-Seuss-el™

The Cat in the Hat™

The High in the Sky Seuss Trolley Train Ride!™

Hogwarts™ Express - Hogsmeade™ Station

If I Ran the Zoo

Jurassic Park Discovery Center

Me Ship, The Olive®

One Fish, Two Fish, Red Fish, Blue Fish™

Skull Island: Reign of Kong

Storm Force Accelatron®

UNIVERSAL STUDIOS

Animal Actors On Location!

The Blues Brothers® Show

Despicable Me Minion Mayhem

DreamWorks Imagination Celebration

E.T. Adventure

Fast & Furious - Supercharged

Hogwarts™ Express - King's Cross Station

Illumination's Villain-Con Minion Blast

Kang & Kodos' Twirl 'n' Hurl

King Harold's Swamp Symphony

Mama Luna Feline Fiesta

Po's Kung Fu Training Camp

Po Live!

Race Through New York Starring Jimmy Fallon

Shrek's Swamp for Little Ogres

The Bourne Stuntacular

The Simpsons Ride™

TRANSFORMERS™: The Ride - 3D

Universal Orlando's Horror Make-Up Show

Service Animal Relief Stations:

Relief areas are available throughout the parks. Please refer to The Universal Orlando Resort App for specific locations.

Wheelchair/Stroller Parking

Strollers are not allowed in most attraction queues. There is a designated area for stroller parking near the entrance of each attraction.

Families of guests who use their stroller as a wheelchair may wish to stay in their stroller while navigating the attraction queue. We encourage these guests to stop at Guest Services upon arrival to discuss alternative accommodations available.

At most of our attractions, the queue experience is an important part of telling the story of the overall attraction experience. As a result, we have made all of our queues accessible to guests using manual and motorized wheelchairs.

- There are specific boarding requirements and accommodations for those using a mobility device at each attraction. In all cases, if you are capable of transferring to the ride vehicle's seating (either by yourself or with the assistance of another person in your party) you may transfer.
- As you transfer from your mobility device, an Attractions Attendant will then relocate your mobility device to where you will disembark.
- It is important to note that although all of our Attractions Attendants are eager to make your day as pleasant as possible, they are not trained in lifting or carrying techniques and therefore cannot provide physical assistance. We suggest that Guests with disabilities bring a companion who can provide any physical assistance that may be needed.

Annual Events

You may be visiting during one of the parks' annual special events. During the spring **Universal Studios' Mardi Gras** features a parade with beads tossed from parade floats, costumed performers including stilt walkers, live brass bands, and concerts featuring top artists and performers on select nights.

In the fall, Universal Studios Florida is also the home of **Halloween Horror Nights**, The World's Premier Halloween Event. This separately ticketed nighttime event features ghoulish characters roaming the streets and terrifying haunted houses on select nights.

WARNING: Event may be too intense for young children and is not recommended for children under the age of 13. No costumes or costume masks allowed.

During the holiday season there are a variety of events and activities throughout the resort, including **Universal Holiday Parade featuring Macy's** at Universal Studios and a live **Grinchmas™ Who-liday Spectacular** show at Universal Island's of Adventure. At both parks, experience the festivities of **Christmas in The Wizarding World of Harry Potter™**.



This Guide was created to help you and your family member with a cognitive disability make the most of your visit to Universal Orlando Resort. We hope you've found it useful and informative.

For additional details or assistance please visit [universalorlando.com](https://www.universalorlando.com) or contact **Guest Services at 407-224-4233, option 5 (five).**

Parks, Attractions or Entertainment may close due to refurbishing, capacity, weather or special events; change operating hours; and otherwise change or be discontinued without notice and without liability to the owners of Universal Orlando Resort.

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