



OCEAN
Holidays

OCEAN HOLIDAYS

Accessibility Guide



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INTRODUCTION

We believe in creating the holiday of a lifetime for everyone

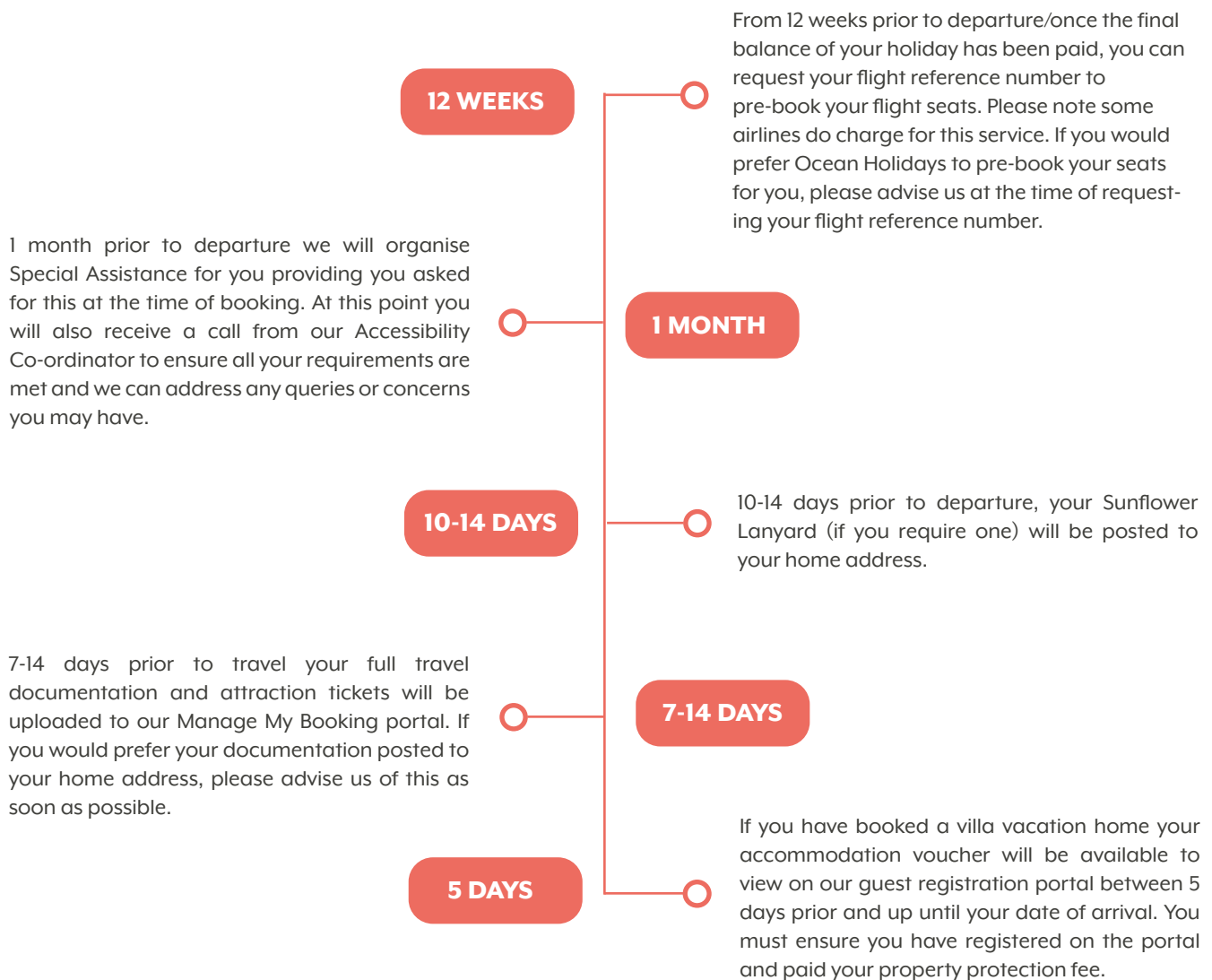
When planning a Florida holiday that requires mobility assistance, we understand it takes so much more than just booking your accommodation and excursions.

You need to think about every part of your journey, and we're here to help you at every stage. From our meet and greet service at UK airports to adapted car hire in the US or simply which seat to choose on your flight home, your stress-free holiday can start here.



TIMELINES - WHAT TO EXPECT

It is crucial that you secure appropriate Travel Insurance immediatly after you have booked your trip.



AIRPORT ASSISTANCE & GUIDE

UK Airports

Arriving at the airport

When you arrive at the airport, make sure to utilise our complimentary UK Fast Track service (subject to availability) to expedite your check-in, security, and boarding process. For added comfort, we also provide a complimentary UK Airport Lounge service. Relax on comfortable sofas, enjoy complimentary snacks and beverages, and make use of free Wi-Fi in a peaceful and quiet environment.

Getting around at the airport

Some UK airports offer convenient services for accessible travellers. You can access the mobility-friendly accessible transport, which transfers people with disabilities to their gate and provides terminal connections. After passing through immigration and arrivals, accessible shuttles in the terminal forecourt are available to transport you to your car or the nearest train station. To check if your airport provides this service, please click on the link of your departure airport below:

LHR London Heathrow

LGW London Gatwick

BHX Birmingham Airport

MAN Manchester Airport

EDI Edinburgh Airport

GLA Glasgow Airport

BFS Belfast Airport



Airlines

When to contact your airline

It's important to reach out to the airline before you travel if you have any special requirements. For example, if you are travelling with a wheelchair or will need assistance transferring into your plane seat, it is mandatory to inform the airline beforehand. This allows the airline to ensure you receive the necessary assistance, and failure to notify them could result in refused boarding. Please note the full list of information you need to supply the airline about your wheelchair:

- Type, make, and model of wheelchair
- Dimensions
- Tare/unladen weight
- Number of batteries installed
- Type of battery (spillable, non-spillable wet cell, dry cell or lithium-ion batteries)
- Instructions for preventing inadvertent operation



British Airways



Telephone:

0800 408 1100

Monday - Saturday: 08:00-18:00

Minicom:

Please note: this number is only for customers with a hearing impairment requiring use of a minicom system. Customers with normal hearing will be required to call another line.

0345 700 7706

Monday - Saturday: 06:00-20:00

Virgin Atlantic



If you need special assistance, please let us know at least 48 hours before your flight (or more if you are travelling with an assistance dog).

Contact the Special Assistance team

Use our online [contact form](#)

Email: Special_Assistance@fly.virgin.com

Opening hours

Mon - Fri 09:00 - 18:00 (UK local)

Bank holidays 09:00 to 17:00

Sunday and Christmas Closed

American Airlines



We believe travel is for everyone. It's our priority to deliver the best service and ensure accessibility for all Delta customers. Before boarding, in the air, at your destination and anywhere in between, our gate agents and attendants will be available to assist.

To request assistance, please visit [My Trips](#) and alert us if you need assistance.

United Airlines



You can request wheelchair assistance and other assistance on [united.com](https://www.united.com) when you book your flight. If you have questions or need to arrange for additional assistance, call our Accessibility Desk at 1-800-228-2744 within the United States or Canada. From elsewhere, call the United Customer Contact Center and ask to be connected to the Accessibility Desk. Your request for assistance will be entered in your reservation as a special service request.

Aer Lingus



We're here to make your flying experience as comfortable as possible. Send us a special assistance request at the time of booking or no later than 48 hours before departure, and we'll look after you.

Contact Special Assistance

Ireland (353) 1 761 7839

North America (877) 351-6882

Delta Airlines



If you have a request for services such as Wheelchairs, Special Meals, Peanut Allergies, Deaf/Hard of Hearing or Blind/Low vision, visit [My Trips](#)

TUI



If you'll need assistance when you get to the airport, call our Customer Welfare team at least 48 hours before you travel. Assistance can't be guaranteed if you don't let us know before this time.

Customer Welfare Team

+ 44 203 451 2688 (UK) or ++ 353 1 6056500 (Ireland)

Florida Airports

Orlando International (MCO)

The Orlando International Airport (MCO) is one of the busiest in the world, ranking seventh by passenger volume. On average, it's visited by more than 135,000 travelers every day; in 2022 the airport saw more than 50,000 passengers pass through its gates.

Despite the airport's size, it's surprisingly simple for travellers with disabilities to get around.

Orlando International Airport provides a barrier-free path and accessible services throughout the facility for individuals with disabilities.

FACILITY DESIGN

The airport is comprised of Terminal A, Terminal B and Terminal C. **Check the map** and locate the terminal for your specific airline; park at the side of the terminal that corresponds with your airline to minimise travel distances within the airport for your specific airline.

- Ticketing and All Gates – Located on Level 3
- Baggage Claim
 - Terminals A and B – Located on Level 2
 - Terminal C – Located on Level 6
 - Ground Transportation is located on Level 1
- Minimal changes between floors
- There is no change of floor/level from check-in to boarding the aircraft
- Roll-on/roll-off train system requires no change of floor/level between the Terminals A & B and Gates 1-129
- Elevators and escalators are provided to minimize walking distances. Moving walkways transport you from Parking Garages A and B to Terminals A and B.

CURBSIDE CHECK-IN

Passengers may be dropped off on Level 3 (Departures) of Terminal A or B or Level 2 (Departures) of Terminal C for curbside check-in if provided by your airline. If your airline does not provide curbside check-in service, please consult them prior to your arrival for assistance. You are welcome to drop off, park, and reunite back curbside with your party. If you wish to park after dropping off passengers and luggage at Terminal A or B, follow signs to Parking Garage A or B, or use the “Quick Park” ramp on the Terminal A or B Departures Level.

GROUND TRANSPORTATION

Vehicles (Airport and Vendor) include passenger lifts

When utilising Ground Transportation (GT), please first alert your airline provider of any wheelchair or skycap service needs. Also, alert your GT driver of your service needs.

HOTEL

Hyatt Regency Orlando International Airport is located between Terminals A & B, and offers 20 specially equipped accessible rooms.



INFORMATION BOOTHS

Information booths are located throughout the terminals near each of the security checkpoints. Note: Information Booths are open from 6:00 a.m. to 8:00 p.m. phone (407) 825-2352 and (407) 825-2355

LUGGAGE CARTS

Luggage carts are available in the parking garages, rental car areas and throughout the terminals. Luggage carts are not permitted through security in Terminals A & B
Luggage carts are available at a nominal fee, currently \$6.00

MOBILITY DEVICES

Wheelchairs, electric scooters and segways are recognised mobility devices; wheelchairs are available through your airline. Please note TSA screening requirements for Mobility devices-see [tsa.gov/travel/special-procedures](https://www.tsa.gov/travel/special-procedures)

PARKING

- Garage Parking and Terminal Top Parking
 - Garage A and B – Accessible parking spaces are located near the elevator shafts on each level
 - Garage C – Accessible parking spaces are located near the elevator shafts on levels 3 and 5
 - Terminal Top Parking – Accessible parking spaces are located near the elevator shafts on each level
- Oversized Vehicle Parking (over 7'-0") high
 - Oversized vehicle parking is available adjacent to Parking Garage B. An accessible route is provided from the oversized parking through the garage to the elevators that take you to the terminals
 - Oversized vehicle parking is also offered at the North Park Place Economy Parking (Blue) lot
NOTE: Vehicles over 7'-0" high cannot be accommodated in the Parking Garages
- Valet Parking
 - Valet parking is accessed from the departing flight curb or at the Hyatt Regency Orlando International Airport
- Loading and Unloading Zones
 - Designated Loading and Unloading zones are located on Levels 2 and 3
 - Economy Parking (North Park Place and South Park Place)
Accessible parking is also available in the economy parking lots, including accessible shuttles for service to/from the terminals
- Cell Lot
 - Cell phone lots are located North and South of the North Terminal; drivers can wait to pick up passengers; accessible parking is designated



- Discounts: Orlando Airport provides free parking in accordance with **section 316.1964 of the Florida Statutes** or those vehicles with specialised equipment, such as ramps, lifts, or foot or hand controls, or vehicles displaying the State of Florida Toll Exemption Permit or vehicles with a disabled veterans plate.
- More information regarding fees, payment methods, screening and other information can be found on the Orlando Airport's **Parking page**.

RESTROOMS/ TOILETS

All public restrooms are accessible.

Adult changing tables are installed in all companion care restrooms.

SERVICE ANIMAL RELIEF AREAS

Service Animal Relief Areas are available:

- Before security
 - Terminal A, Level 2 – at the east end of the building (to the right as you exit the building)
 - Terminal B, Level 2 – at the west end of the building (to the right as you exit the building)
- After security
 - Gates 1-29 – on the wing for gates 20-29
 - Gates 30-59 – on the wing for gates 40-49
 - Gates 70-99 – on the wing for gates 80-89
 - Gates 100-129 – across from gate 121



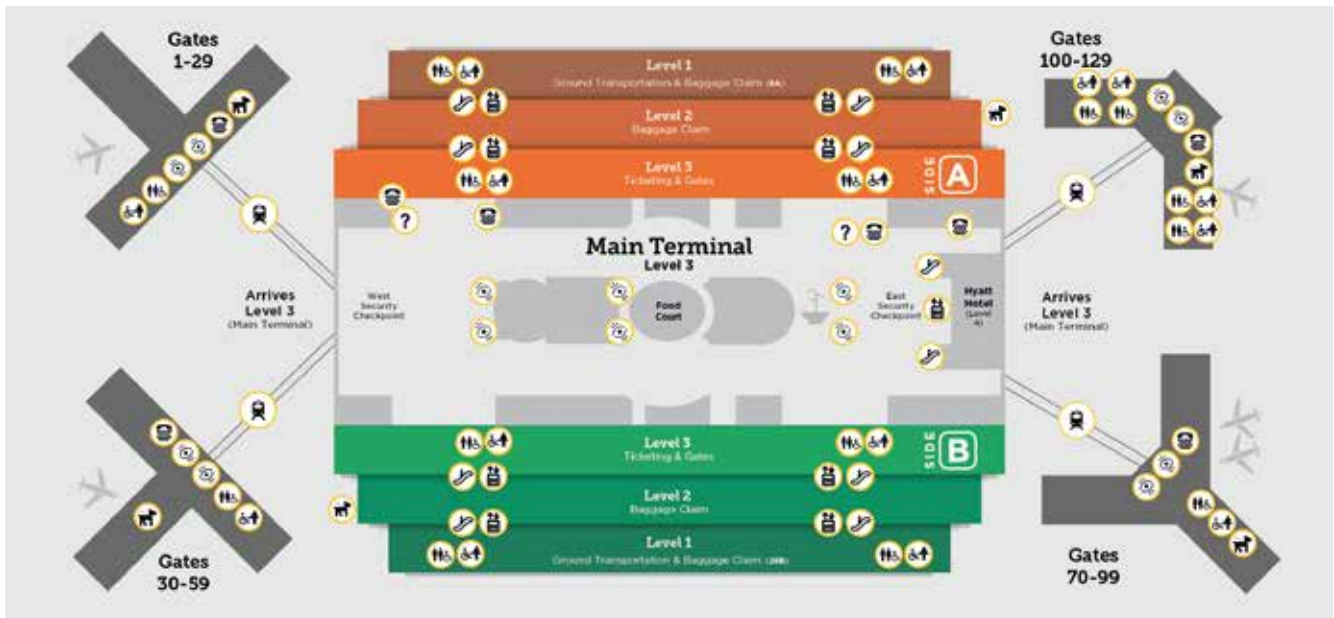
SKYCAPS

Skycaps are available to assist passengers. Typical services include curbside check-in, carrying baggage, wheelchair assistance, etc. Please contact your particular airline to arrange for assistance from its skycaps. It is customary to tip skycaps for services provided.

WHEELCHAIR

If you require a wheelchair, please contact your airline in advance and they should be able to provide a wheelchair for use within the airport. If you require a wheelchair for the duration of your visit, please email Visit Orlando (Info@VisitOrlando.com) or visit its [web site](#). They should be able to provide you with a list of companies offering such a service.

MAP



Miami (MIA) Airport

At Miami International Airport, every effort is made to ensure passengers, personnel and visitors are met with respect and feel welcome at the airport.

myMIAccess is an airport initiative offering passengers with disabilities a dedicated platform for accessing services, amenities, and information when traveling through Miami International Airport.

MYMIAACCESS PROGRAM

Miami International Airport follows Americans with Disabilities Act (ADA) requirements and the Title VI of the Civil Rights Act. Find out more about myMIAccess by watching this [short video](#).

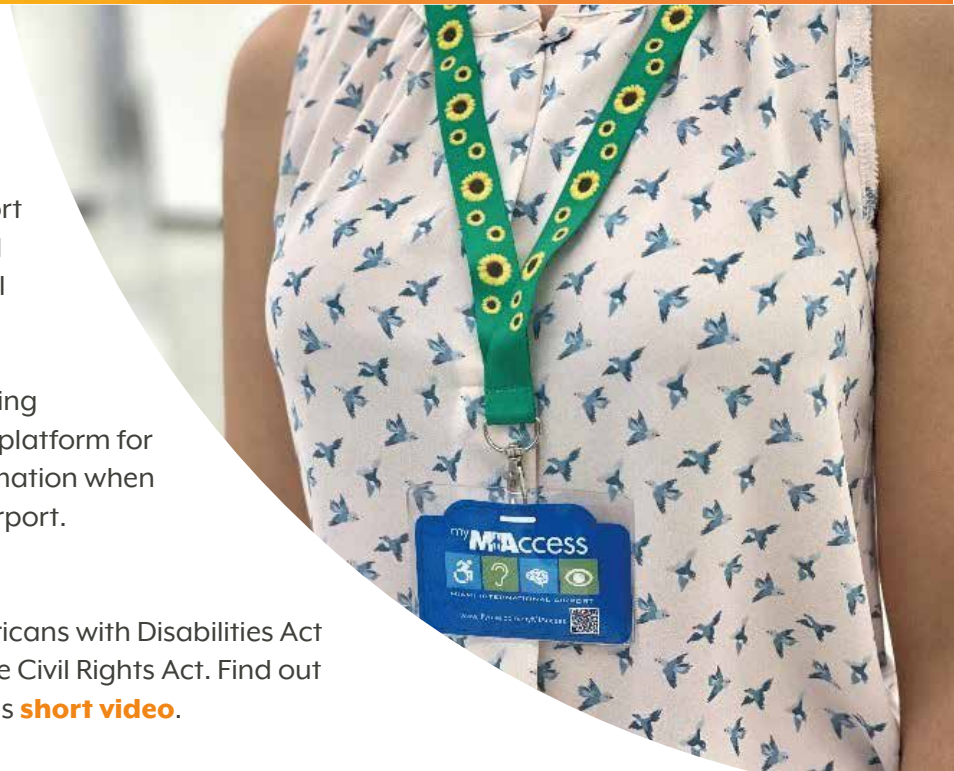
Specifically, the Miami International Airport follows **Americans with Disabilities Act (ADA)** requirements and the **Title VI of the Civil Rights Act**.

Aira

Aira is a service that connects passengers who are blind or have low vision to a highly trained, remotely located agent. Using the Aira mobile app available on iOS and Android smartphones the Aira agent can help the user navigate the airport and describe what is in the passenger's field of vision including identifying luggage and reading flight information monitors. By joining the Aira airport network, Miami International Airport will provide the Aira vision assistance service free while at the airport.

Hidden Disabilities – Sunflower Lanyard

Not all disabilities are visible – some disabilities can be invisible to an onlooker, such as autism, anxiety, hearing loss, and PTSD. Miami International Airport is a proud member of the Hidden Disabilities Sunflower Lanyard programme, an awareness initiative aimed at discretely communicating to airport staff that you may need more time or have additional questions while travelling.



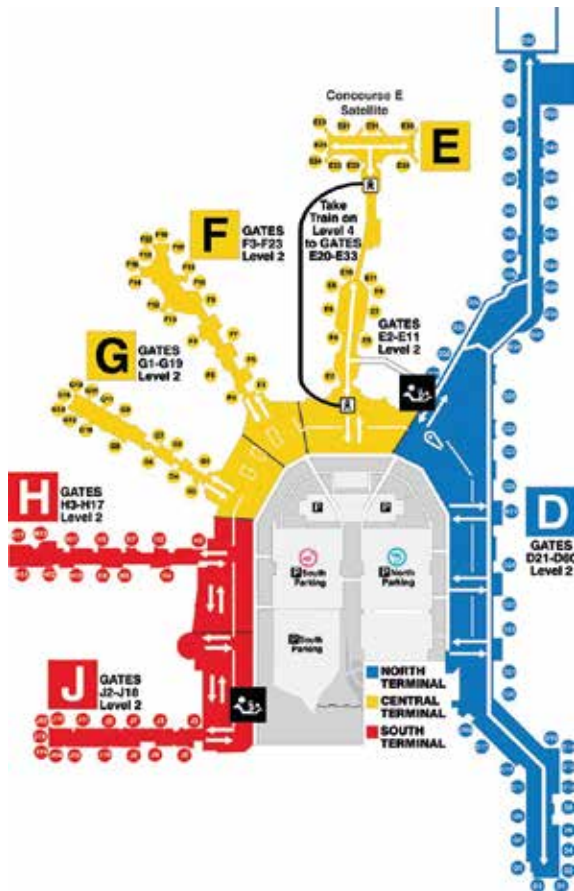
Please note that programme participation is voluntary, and that the lanyard does not offer expedited service or queue jump during the airport journey. Passengers must continue to contact the airline directly if they need wheelchair service or other special accommodations. If you are travelling through Miami International Airport, you can request a lanyard by emailing ADAACoordinator@miami-airport.com, please include full name and postal address of where you would like the lanyard to be delivered. To allow time to process your request please allow 7 business days (in the U.S.) and 14 business days (outside of the U.S.).

Multi-Sensory Rooms

Find out more about Multi-Sensory Rooms by watching this [short video](#).

The Multi-Sensory Rooms are a dedicated space where passengers with cognitive and developmental disabilities such as autism can enjoy a calm and stimulating environment while they travel through Miami International Airport. The room includes sensory aids that stimulate reaction, encourage communication, and reduce agitation and anxiety sometimes caused by the hustle and bustle of airport travel. The rooms are located in post-security in Concourse D, next to checkpoint 4 and post-security in the H-J connector.





The Multi-Sensory rooms are open seven days a week from 6 a.m. to 10 p.m.

The rooms are located in two locations:
Concourse D, post-security, just beyond TSA Security Checkpoint #4
and South Terminal, post-security, near Concourse J.

MIAmamas Nursing Suite Locations



MIAmamas - Nursing Suites

Nursing mothers are welcome to pump or nurse anywhere at MIA. For mums looking for a quiet, private option, the airport has MIAmamas pods and a room located throughout each Concourse. The accessible nursing room is located in Concourse J, right next to Checkpoint J. .

Service Animals

Miami International Airport has outdoor and indoor **animal relief areas** located in Concourses D, E, F, G, and J. All of the Miami International Airport relief areas are equipped with dual surfaces and waste disposal stations (**map locations**). The U.S. Department of Transportation has **service animal regulations** when traveling by air. We recommend reviewing their rules before your flight.

Service Animal Relief Areas

Miami International Airport offers service animal relief areas. The relief stations are enclosed units, which include synthetic grass, a fire hydrant, disposable bags, and sinks. Located post-security in Concourse D, F, G and J. In addition, outdoor areas are available at arrival level in Concourse D, E, and J. **Click for location map.**

Wheelchair Charging Stations

Miami International Airport is the first airport in the U.S. to install wheelchair charging stations airport-wide. The charging stations offer people with electric mobility devices the opportunity to enjoy travel without the stress of low batteries. The 10 wheelchair charging stations connect to the charging power on electric wheelchairs and mobility scooters, giving passengers the ability to recharge while waiting for their flight. Locations for the stations are in Concourses D, E, F, G, H and J, and Pre-Security in the D and H International Arrivals. **Click for location map.**

Wheelchair Assistance

If you are ticketed passenger with disabilities who requires wheelchair service or similar assistance, please contact your airline. Each airline coordinates their own wheelchair assistance. For a directory of airline phone numbers and website addresses click here for **AIRLINE DIRECTORY**.

Security Screening / TSA

The Transportation Security Administration (TSA) provides information and assistance to travellers with disabilities and medical conditions, please visit their website at: **<https://www.tsa.gov/travel/special-procedures>**.



If you have other questions, concerns or need additional assistance during the screening process you can contact the TSA CARES HELPLINE at least 72 hours ahead of travel. For additional information, please call the TSA toll free number at: 1-855-787-2227 or [Click here](#) for more information

Accessible Transit Pickup (ATP) Doors

The Aviation Department has designated doors to assist patrons in coordinating pick-up and drop-off locations with STS (Paratransit/Special Transportation Services) - [view locations](#).

Parking

Designated disabled permit parking and stroller permit parking is conveniently located near the moving sidewalks on the 3rd level of the garages. Additional disabled permit parking, including van accessible spaces, are available on the easternmost ground level sections of the Dolphin and Flamingo garages. [View Miami International Airport's accessible parking areas map](#).

Miami-Dade County Ordinance requires all guests with a disabled parking permit or license tag to pay standard parking rates except as provided by Florida State Law. Two hours of complimentary parking will be provided to vehicles displaying a disabled parking permit or license tag. When exiting please remember to use one of the green "Cash/Credit EMV Card" lanes where an attendant is present and advise them you have a valid parking permit or license tag. For more information visit [accessible parking](#)

Restrooms

Restrooms located throughout the terminal feature toilet compartments for travellers with disabilities. Unisex restrooms equipped for the disabled are also available throughout the terminal. Look for the internationally recognised disabled symbol.



Public Telephones

Miami International Airport has TTY / TDD telephones at selected telephone banks throughout the terminal. At telephone banks where there is no TTY / TDD, you will find directions to the closest accessible location. To connect directly to the Florida Relay Service from any phone, callers who are deaf or hard of hearing may dial 711. Voice callers may also utilise the 711 relay service. However, please note, when dialing 711, there will be a long series of audible tones before a live relay operator comes on the line. Voice callers may contact the Florida Relay Service directly, by calling: 1-800-955-8770.

Ground Transportation

Miami-Dade County's Special Transportation Services (STS)

Special Transportation Service (STS) Rider Guide

Taxicab Service

Patrons in need of **accessible taxicab service** should request it upon arrival at the ground level curbside area. Please allow a reasonable amount of additional time to call an equipped vehicle from the holding lot, located just outside the terminal area. Drivers will assist patrons with baggage.

For Miami-Dade County accessible travel please visit:

<https://www8.miamidade.gov/global/transportation/home.page>

FAQ's

WHEELCHAIR SERVICE

I will need a wheelchair when I arrive at the airport for my departing flight. How do I get one?

Wheelchair service is provided through the airlines. Passengers may reserve wheelchair service in advance by calling their airline or requesting it online via their airline's website. It is also available on demand. Please note that during peak periods, there are typically delays in obtaining wheelchair service. However, it is available within a reasonable amount of time and these services and methods of delivery are confirmed to be in compliance with ADA and ACAA requirements.

If I get a wheelchair service to my departure gate where I must wait for an extended period, how can I visit the restroom or purchase food prior to my flight?

The companies that are contracted by the airlines to provide wheelchair services typically set up staging areas for their passengers who request wheelchairs. These staging areas are monitored by their employees to ensure that passengers who need to go to the restroom can be assisted.

Additionally, passengers who would like to get something to eat may request a brief stop to get "food to go" when they are being transported to/from their gate. However, food and beverage assistance is not available on demand; only when in the process of being transported to/from gates.

Can the person pushing me in my wheelchair also handle my baggage?

The wheelchair service representative will transport ONE piece of carry-on luggage. Passengers who need assistance with additional luggage may avail themselves of the porter ("Skycap") services offered by the airline.

Are there carts that can take me through the airport to my gate?

There are some carts in various areas of the airport, but they cannot be pre-arranged. Carts cannot carry manual wheelchairs. Passengers who need assistance with transporting items may avail themselves of the porter (“Skycap”) services offered by the airline. Power chairs should be operated by the owner to the ticket counter and from there, checked in with the airline at the gate where they will be transferred to an aisle chair for boarding. The power chair is transferred to the cargo hold of the aircraft by air carrier personnel.

RENTAL CAR CENTRE**After my flight arrives at the airport, I will need wheelchair service. After I retrieve my bags, how do I get from baggage claim to the rental car centre?**

The same wheelchair representatives who transport passengers from the aircraft to the baggage claim area will take passengers all the way to the Rental Car Centre.

When I return to the airport from my departing flight, how can I get from the Rental Car Center to my departure gate if I need wheelchair service?

Arrangements for wheelchair service from the Rental Car Centre to the airport should be made directly with your passenger’s selected rental car company. These arrangements can be made in advance by contacting the rental company, or upon arrival at the rental car company’s counter by requesting to be transported to the terminal for a departing flight. The rental companies may opt to transport by wheelchair OR by dropping the passenger off in a vehicle at the terminal curbside, at which point wheelchair service is available from the curbside porters (“Skycaps”) AND at the ticket counters.

PARKING**Where is disabled parking located at the airport?**

Designated parking for disabled, including van accessible parking, is located on the ground levels and 3rd levels of both the Dolphin and Flamingo garages.

I drive but can’t reach the ticket spitter that raises the gates to the Flamingo and Dolphin parking garages. What should I do?

Passengers needing assistance with retrieving a ticket to enter the parking garages may call the airport’s parking operator 24 hours a day at: 305-876-7536. A parking representative will be dispatched to retrieve your ticket. Upon exiting the parking garages, passengers who require special assistance should select a “CASH” lane, where a live attendant is available 24 hours to provide assistance with payment services.

I have a disabled parking placard. Can I get free parking at the airport?

A disabled parking placard does not entitle the user to free parking. The airport offers a 2-hour “meet-and-greet” option for persons who, upon exiting, present their valid disabled parking placard and the accompanying registration. FREE PARKING is extended to vehicles that are permanently modified with special equipment, such as foot controls, hand controls, motorised ramps, etc., or those vehicles that display a valid FLORIDA TOLL EXEMPTION PERMIT obtained through the Florida Disabled Toll Permit Programme. Free parking is also extended to vehicles that bear a Florida-issued ‘Disabled Veteran’ license plate.

Where are the best locations to park to have an easy, accessible pathway over to the terminal?

The parking garages connect to the terminal by bridges, located on the third level of both the Dolphin and Flamingo garages. These bridges have moving sidewalks in the centre for pedestrians, and on either side of the moving sidewalks are smooth paths, covered by either commercial carpeting or commercial slip-resistant (COF) tile that is suitable for use by pedestrians or people who use manual or power wheelchairs. Passengers may also access the terminal from the parking garages by utilising street level access on the arrival and departure levels, which are paved in either concrete or asphalt. Although these pathways are accessible, passengers who use manual wheelchairs may find the surfaces to be bumpy.

RESTROOMS**Are all restrooms at the airport accessible to people with disabilities?**

Yes, all restrooms accessible to the public have a stall reserved for persons with disabilities.

Where are the single-user unisex/family restrooms located at the airport?

The north and south terminals have single user/unisex restrooms; however, the facilities in the central terminal area are of older design and have not been updated to include single user/unisex restrooms. As terminal facilities are modernised, the latest ADA and code requirements are being incorporated.

SECURITY LINES**Where are the wheelchair-accessible points to security lines located?**

There are wheelchair-accessible points to security lines at all Security Checkpoints.

SERVICE ANIMALS**I need to take my service animal for a bathroom break while at the airport. Where can I go?**

The relief areas are located post-security in Concourse D, F, G and J. Outdoor areas are also available at arrival level in Concourse D, E and J.

Can I fly with my emotional support animal?

Please check with your airline for their policies on flying with emotional support animals or service animals. The U.S. Department of Transportation also announced a final rule on travelling by air with service animals, to read more on the new regulations please visit:

<https://www.transportation.gov/briefing-room/us-department-transportation-announces-final-rule-traveling-air-service-animals>

SERVICES FOR PEOPLE WHO ARE DEAF OR HEARING IMPAIRED**How do I page someone at the airport who is deaf?**

Visual Paging is available by calling the airport at: 305-876-7000 (as noted on Facebook and the airport website) An Airport attendant will answer the call and input a digital page. The digital message will display at one of two monitors at each departure gate, every fourth monitor behind the check-in counters, half of the monitors at each bag claim belt, on an LED message board at the J-FIS Information Counter and on an LED message board at the exit to the D-FIS.

If I arrive at the airport and need a sign language interpreter, who do I contact?

Sign language interpreters are not available on demand. Passengers in need of special assistance may go to the nearest Information Counter and inform the attendant.

GROUND TRANSPORTATION

What are my options for wheelchair-accessible ground transportation (to take me throughout the local, South Florida area) when I arrive at the airport?

On demand options for transportation include accessible taxis and accessible SuperShuttle vans. Both are available at the terminal curbside on the ground level, outside of baggage claim areas.

PROBLEM SOLVING/COMPLAINT RESOLUTION

What happens if I arrive at the airport and discover that my airline has not provided me with the accommodations/assistance I requested in advance?

Please contact your airline and request to speak with a “CRO” (Complaint Resolution Officer).

What are my options if my wheelchair is broken when I arrive at the Miami airport?

Please contact your airline for assistance with claims.

EFFECTIVE COMMUNICATIONS FOR PERSONS WITH DISABILITIES To request materials in accessible format, Sign Language Interpreters, CART services and/or any accommodation to participate in any Miami-Dade Aviation Department (MDAD) public meetings and events please email the ADA Office at ADAcordinator@miami-airport.com or call the office in 305-876-7747 in advance to initiate your request. Persons who are deaf or hard of hearing may also call 711 (Florida Relay Service).



Tampa International Airport (TPA)

Plan Ahead

If you are a guest needing assistance, plan ahead to avoid any delay or inconvenience during your visit.

Contact your airline in advance to request assistance with access to the Main Terminal as well as boarding a plane, wheelchairs, specific seat assignments, medication storage or dietary needs. Confirm the request prior to your departure day.

Tampa International Airport participates in the **Hidden Disabilities Sunflower Programme**, and guests can obtain a Sunflower Lanyard at the information desk located in the centre of Level 3 in the Main Terminal. Guest Services, Police, TSA and other teams are prepared to recognise adults and children with hidden disabilities.

Wheelchair Assistance and Service Animals

Wheelchair service from the curbsides to ticket counters and gates is provided by the airlines through their skycaps. This service can be requested from the airline at the ticket counter and curbside check-in locations on the day of travel, but to ensure availability it is recommended that you make a reservation in advance.

Relief areas for pets/service animals around the Main Terminal are located in the grassy areas across the vehicle drives of the arrival (baggage claim) and departure (ticketing) areas.

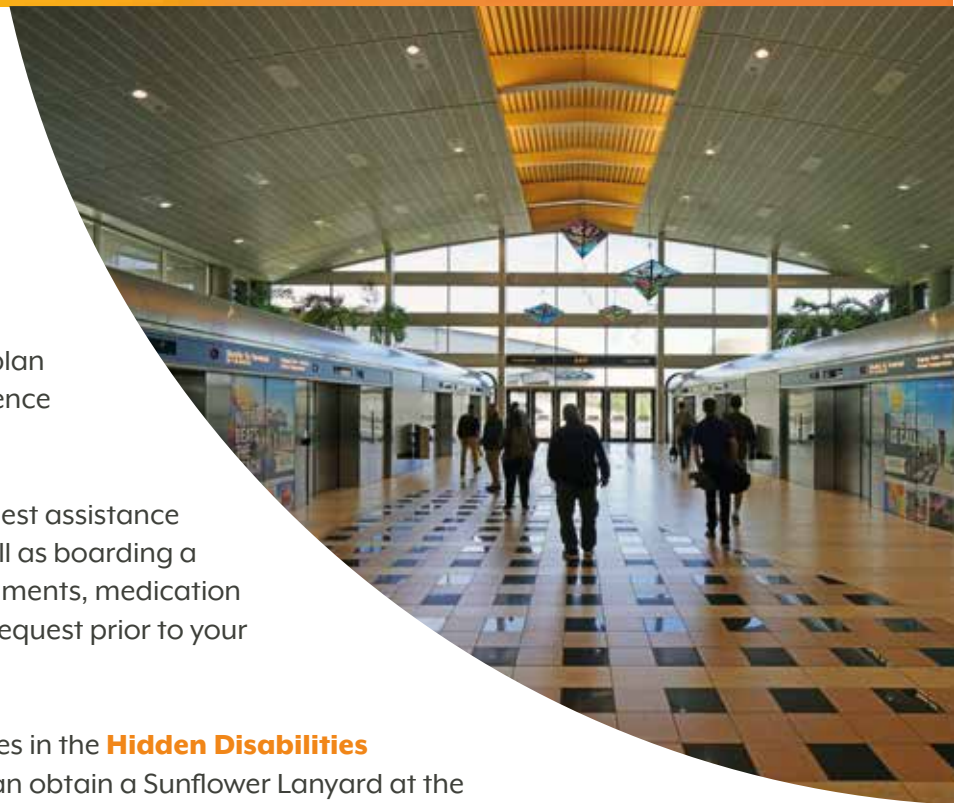
Service animal relief areas are also available after the security screening checkpoints at every airside.

Parking

Parking for passengers with disabilities is available 24 hours a day in all airport parking areas, including Short Term, Long Term and Economy Parking. Upon entering the parking facility, please follow standard signage symbols for designated disabled parking spaces, commonly located adjacent to nearby elevators.

The Short Term Parking Garage can accommodate vehicles up to 6 feet, 8 inches.

The Long Term Parking Garage can accommodate vehicles up to 7 feet, 10 inches.



For vehicles greater than 7 feet, 10 inches in height and equipped with specialised equipment such as ramps, lifts, or foot or hand controls, or vehicles that have a State of Florida Toll Exemption Permit, please call the parking office at (813) 870-8791 for parking instructions.

The Economy Parking Garage offers covered parking for vehicles up to 8 feet high and uncovered lot parking for vehicles up to 13 feet high.

For transportation to the Main Terminal from the Economy Parking Garage, follow signs to elevators for access to SkyConnect.

Push-button emergency and assistance phones are located throughout the parking facilities at elevator lobbies for immediate assistance.

Standard parking rates apply, except that the airport provides free parking in accordance with Section 316.1964 of the Florida Statutes which requires that free parking be maintained in airport parking facilities for those vehicles with specialised equipment, such as ramps, lifts, or foot or hand controls, or which display the State of Florida Toll Exemption Permit.

The airport offers free parking for all individuals with disabled veterans tags on their vehicles. For additional information, contact our parking contractor, ABM, at (813) 870-8791.

For additional information, contact our parking contractor, ABM, at (813) 870-8791.

Elevators, Restrooms and Telephones

Elevators provide convenient access to all passenger areas of the airport, including parking, ticketing, baggage claim and the Transfer Level. Generally, if you see an escalator, there is an elevator nearby. Elevators are located near entrance and exit doors for easy access to all terminal levels.

All public restrooms at the airport are wheelchair-accessible. In addition, companion restrooms equipped for patrons with disabilities are located at various locations throughout the airport. Look for the internationally-recognised wheelchair-accessible symbol.

TTY and TDD telephones are designed to accommodate passengers with special needs and are located at selected telephone locations. Each unit is marked with the international symbol for TTY/TDD. Passengers may also contact the Florida Relay Service from any telephone for directory assistance at:

(800) 955-8770 (voice)

(800) 955-8771 (TTY)

Ground Transportation

Travellers with special needs have numerous ground transportation options at the airport.

Taxis: **Yellow Cab** and **United Cab** taxis are available with wheelchair lifts. Patrons in need of this service should request an equipped taxi upon arrival at the baggage claim Ground Transportation area. Please allow a reasonable amount of additional time to call an equipped vehicle. Drivers will assist patrons with baggage.

Shared-Ride Van Service: Alora Transportation has vans available with wheelchair lifts. Passengers seeking to reserve a wheelchair lift-equipped shared-ride van may contact Alora at (866) 276-0882, or see the representative at the baggage claim Ground Transportation kiosk to request an accessible van. Please allow a reasonable amount of additional time to call an equipped vehicle. Drivers will assist patrons with baggage.

Car Rentals: With advance notice, most car rental companies provide rental cars equipped with hand controls. Contact your rental car company for further details.

Public Transportation: Hillsborough Area Regional Transit (**HART**) provides transit service throughout the Tampa metropolitan area and is fully accessible to people who use wheelchairs or motorised scooters. HART service to and from the airport is located at the Remote Curbside on the ground floor of the Rental Car Centre.



Hidden Disabilities – Sunflower Charity

A discreet way to make the invisible visible

Wearing the Sunflower discreetly indicates to people around the wearer including staff, colleagues and health professionals that they need additional support, help or a little more time.

Since the Sunflower was established in the UK in 2016, it has been adopted globally by organisations to support both their colleagues and customers.

The Sunflower is now recognised across a broad range of sectors - ranging from retail, financial services, transport including over 130 airports, travel and tourism as well as over 450 universities, schools and colleges, all of the UK railway network, theme parks, supermarkets, leisure facilities, healthcare, financial services, emergency services, theatres and over 350 charities.

A hidden disability is a disability that may not be immediately obvious.

Hidden disabilities don't have obvious physical signs and include learning difficulties, mental health as well as mobility, speech, visual or hearing impairments. They can also include asthma, COPD, and other lung conditions as well as chronic illnesses such as renal failure, diabetes, and sleep disorders when those diseases significantly impact day-to-day life.

Living with these conditions can make daily life more demanding for many people. They affect each person in different ways and can be painful, exhausting, and isolating. Without visible evidence of the hidden disability, it is frequently difficult for others to acknowledge the challenges faced and as a consequence, sympathy and understanding can often be in short supply.

If you have advised Ocean Holidays you require a sunflower lanyard, we will post this to your house 10 - 14 days prior to departure.



Do I qualify to wear the Hidden Disabilities Sunflower?

There is no qualifying list of hidden disabilities. If you have a hidden disability and feel that you would benefit from wearing a Hidden Disabilities Sunflower product, please do. The Hidden Disabilities Sunflower does not entitle you to anything other than that you have a hidden disability and that you may need some assistance, help, or a little more time. It is NOT a pass to be fast-tracked nor for any other benefit.

Be visible when you choose to be seen

Wearing the Hidden Disabilities Sunflower discreetly indicates to people around you including staff, colleagues and health professionals that you have a hidden disability and you may need additional support, help or more time.

How can wearing the Hidden Disabilities Sunflower benefit you?

You may find that people around you may ask what they can do to assist you, and you or your carer can use your Hidden Disabilities Sunflower to tell people who are aware of the Sunflower about the additional help you may need.

Where can I get a sunflower lanyard?

If you have advised Ocean Holidays you require a Sunflower Lanyard, we will post this to your house 10 - 14 days prior to departure. Alternatively a number of stores stock the distinctive lanyard, including Marks & Spencer, Sainsbury's Argos, Tesco, and Morrisons. You should be able to collect one from the customer service desk at any of their larger stores, but if in doubt, it is worth calling in advance of your visit. You can also purchase a custom lanyard on the hidden disabilities website, where you can also find a full list of retailers and places that acknowledge the scheme.



TRANSPORTATION IN FLORIDA

Accessible Car Hire

We are proud to offer wheelchair-adapted car rentals in Florida. This includes an adapted Dodge Caravan, Chrysler or Toyota Sienna with remote-powered ramps, ensuring wheelchairs of various sizes can be accommodated.

What's more, the car floors have been substantially lowered and the van equipped with an additional lightweight ramp for easy entry and exit. A kneeling system lowers the rear suspension, decreasing the slope of the ramp even further when deployed.

All our wheelchair-adapted cars are from 2021 or younger and are available all year round. Yet please note that to complete your car rental booking, you will need to provide a valid driver's license and car insurance. This rental car insurance can be purchased through us or from a provider of your choice.

Here's an overview of your adapted vehicle choices:

Car type	Dodge Caravan	Chrysler	Toyota Sienna
Seats	5+ Wheelchair Ride	5+ Wheelchair Ride	5+ Wheelchair Ride
Year	2021	2021	2021
Validity	All rear round	All rear round	All rear round
Inclusions	100 miles per day	100 miles per day	100 miles per day
Rental period	minimal rental of 5 days	minimal rental of 5 days	minimal rental of 5 days

Please note the UK Blue Badge is not officially accepted in the US, however, you can apply for the American equivalent. When applying in Central Florida simply email pppc@octaxcol.com or visit <https://www.octaxcol.com/motor-vehicles/disabled-parking-placards/> for more information. The cost for the permit is \$15.

Private Transfers

Private Standard Adapted Vehicles can accommodate one wheelchair and feature either a rear tail lift or ramp to provide a hassle-free transfer. There is no need to get out of your wheelchair and your driver will assist you in and out of the vehicle if needed. The driver will meet you at the arrivals hall or at our partner's desk. Further arrival and departure information will be provided on your booking voucher.

Disabled Parking

Disney

Parking for Guests with disabilities is available throughout Walt Disney World Resort. A valid disability parking permit is required. The UK BLUE BADGE is a valid Parking permit as this is Parking on Private Land, and standard parking rates apply.

Theme Park Disability Parking Lots

Guests with mobility disabilities—including those traveling with personal wheelchairs, electric scooters or other mobility devices—should park in our Disability Parking Lots, located a short distance from the main entrance to each of the 4 theme parks at Walt Disney World Resort.

For further directions on parking options, Guests should inquire at the theme park Auto Plaza (there's an Auto Plaza at the entrance to each Walt Disney World theme park). Or, call Guest Services at 0800 028 0778 (UK) or 1800 812 678 (Ireland).

Universal

Universal provides close(r)-in parking for disabled visitors; ask for directions when you pay your parking fee. These spots are on the main level of each parking garage, nearest to the central hub.

Please add the below after the paragraph that says Please note the UK Blue Badge is not officially accepted in the US

Outside of Parking at the Theme Parks is considered **Parking on Private Land** and the **UK BLUE BADGE is not recognised or accepted**.

FLORIDA THEME PARKS & ATTRACTIONS

Disability Access Service Card (DAS Card) at Walt Disney World Resort

Walt Disney World and Disneyland are changing their policies for guests with disabilities – known as Disability Access Service (DAS) as of 20th May 2024.

- DAS is intended to accommodate only those Guests who, due to a developmental disability like autism or similar disorder, are unable to wait in a conventional queue for an extended period of time.
- DAS doesn't provide immediate access to experiences, but rather allows Guests to request a return time for a specific experience that is comparable to the current standby wait.
- The Guest for which DAS is being requested must be present during registration and must experience the attraction when redeeming a DAS return time at Walt Disney World theme parks.

Step 1: Register

- Registration is available via live video chat.

Speak with a Cast Member via live video chat to determine eligibility at Guest Relations in the Parks

- There is not an in-person option to request DAS registration, they participate in a live video conference on the day of their visit.
- **Please note: at this time, live chat is offered in English only.**
If DAS is provided after a conversation with a Cast Member to determine eligibility, the Guest with a disability (or a parent/guardian) will participate in the registration process. This requires having a photo taken of the DAS-registered Guest.
- DAS registration maximum party size is the registered DAS Guest and up to 3 additional party members, for a total of 4 people.
- DAS is valid for the length of the ticket or up to 120 days. Once the service has elapsed or when a new ticket is required, Guests will need to re-register.

Step 2: Request a Return Time

Guests registered in the DAS program can make return time selections in the **My Disney Experience mobile app** on the day of their park visit.

Any member of a DAS party can obtain a return time for the whole party, but the Guest registered for DAS must be present and experience the attraction when the DAS return time is redeemed. DAS return times are valid until the park closes or an attraction closes for the day. A party can only hold one DAS return time at once.

Guests without a mobile device can also visit Guest Relations or a Guest Experience Team location to receive return times.

How to Access the DAS Return Time Self-Selection Tool

After entering a park, open the **My Disney Experience mobile app** and log in to your account. Tap on the menu () at the bottom of the screen. Then, tap the DAS button to select the attraction to make your return time. The tool can also be accessed from attraction detail screens.

Step 3: Enjoy the Park

On the day of your visit, have fun exploring the park until you can redeem your return time.

Ten minutes after a return time has been redeemed, your party can request another one by using the **My Disney Experience mobile app** or returning to a Guest Relations or Guest Experience Team location.



Services for Guests with Visual Disabilities at Walt Disney World

Types of Services

Walt Disney World Resort offers a variety of services to help Guests with visual disabilities enjoy their stay. These services include:

- Audio Description
- Braille Guidebooks
- Portable Tactile Map Booklets
- Stationary Braille Maps
- Information About Service Animals

For more information, please contact Disability Services at 0800 028 0778 (UK) or 1800 812 678 (Ireland) or email disability.services@disney parks.com.

Audio Description

Walt Disney World Resort theme parks offer Audio Description through a Disney handheld device, which provides supplemental audio by describing visual elements such as actions, settings and scene changes. It works with existing show audio at specific **theme park attractions, entertainment** and other popular locations.

Disney handheld devices are available from Guest Relations at all 4 theme parks on a first-come, first-served basis. There is a fully refundable \$25 daily deposit for use. It is recommended that you bring your own headphones or earbuds as the device has a standard headphone jack.

View locations where Audio Description is offered.

Braille Guidebooks

Walt Disney World theme parks offer Braille Guidebooks printed in large text as well as Braille and feature descriptions of attractions, restaurants and stores.

Printable versions of the park-specific Braille Guides are available and can be requested by emailing or by calling 0800 028 0778 (UK) or 1800 812 678 (Ireland).

Audio Description

Portable Tactile Map Booklets

Walt Disney World theme parks offer Portable Tactile Map Booklets which feature a tactile representation of building boundaries, walkways and landmarks for each land/area of the theme parks.

Printable versions of the park-specific Tactile Map Booklets are available and can be requested by emailing **WDPRSgnLanguageServices@disney.com** or by calling 0800 028 0778 (UK) or 1800 812 678 (Ireland).

Stationary Braille Maps

Walt Disney World theme parks, Disney Springs and the ESPN Wide World of Sports Complex offer Stationary Braille Maps featuring large print with a clear Braille overlay and raised graphics to highlight key landmarks and attractions. There are also listings for First Aid, restrooms, Service Animal Relief Areas and Guest Relations/Guest Services..

Braille Maps can be found at or near Guest Relations/Guest Services locations. Ask a Cast Member for additional locations as each theme park or property typically has 2 maps.678 (Ireland).

Service Animals

View information related to services animals at Walt Disney World Resort.

Other Useful Things to Know

Prior to your visit, please review information pertaining to Guests with visual disabilities, which includes the additional services below.

Braille Menus

Select table-service restaurants offer menus in Braille—ask a Cast Member about availability.

Guests with Light Sensitivity

Should you or any member of your party have a photosensitivity or seizure disorder, we recommend consulting your physician for specific instructions before visiting Walt Disney World Resort. Specialty lighting and other visual effects are used extensively throughout our shows and attractions.



Services for Guests with Hearing Disabilities at Walt Disney World

Assistive Listening, Sign Language interpretation and more are available to help Guests with hearing disabilities.

Types of Services

Walt Disney World Resort offers a variety of services to help Guests with hearing disabilities enjoy the Resort. Services include:

- Guest Room Amenities
- Assistive Listening
- Handheld Captioning
- Video Captioning
- Sign Language Interpretation

Guest Room Amenities

Upon request, Guest Rooms at Walt Disney World Resort hotels can be equipped with door knock and phone alerts, phone amplifiers, bed shaker notification, a strobe light smoke detector and a Text Typewriter (TTY) telephone.

For more information or to request a Room Communication Kit, please call Walt Disney World Resort Information at 0800 028 0778 (UK) or 1800 812 678 (Ireland). Guests under 18 years of age must have parent or guardian permission to call.

Assistive Listening

Disney's Handheld Devices feature Assistive Listening, which amplifies sound through headphones or an induction loop at specific theme park attractions. Recommended for Guests with mild to moderate hearing loss, Disney's Handheld Devices are available from Guest Relations at all 4 theme parks on a first-come, first-served basis. There is a fully-refundable \$25 daily deposit for use. It is recommended that you bring your own headphones or induction loop as the device has a standard headphone jack.

View attractions and entertainment where Assistive Listening is offered.

Handheld Captioning

Disney's Handheld Devices feature Handheld Captioning, a portable captioning system which displays on-screen text in locations at select theaters and attractions. This service is available from Guest Relations at all 4 theme parks on a first-come, first-served basis. There is a fully-refundable \$25 daily deposit for use.

View attractions and entertainment where Handheld Captioning is offered

Video Captioning

Select monitors are available with open captioning in many pre-show and exhibit areas, and are designated by a "CC" symbol. If necessary, please see a Cast Member at the location for assistance.

Video Captioning can also be activated using Disney's Handheld Devices—available from Guest Relations at all 4 theme parks on a first-come, first-served basis. There is a fully-refundable \$25 daily deposit for use.

View attractions and entertainment where Video Captioning is offered

Sign Language Interpretation

Walt Disney World Resort provides Sign Language interpretation for our Guests at specific live theme park shows on a rotating basis as follows:

- **Disney's Animal Kingdom park:** Tuesdays and Saturdays
- **Disney's Hollywood Studios:** Sundays and Wednesdays
- **EPCOT:** Fridays
- **Magic Kingdom park:** Mondays and Thursdays

The schedule of interpreted performances is updated on a weekly basis. You can obtain a current schedule by e-mailing WDPRsignlanguageservices@disney.com. You can also obtain a copy of this schedule at a **Walt Disney World Guest Relations location** upon arrival.



Special Requests for Interpretation

Sign Language interpretation is available by request for select special events and dinner shows with at least 14 days advance notice, including:

- **Hoop-Dee-Do Revue**
- **Disney's Keys to the Kingdom Tour**

To request Sign Language interpretation at a specific special event or dinner show, please call Walt Disney World Resort Information at 0800 028 0778 (UK) or 1800 812 678 (Ireland) or by e-mailing **WDPRsignlanguageservices@disney.com**. You will be contacted prior to your visit to verify arrangements, and will receive a show schedule that lists the names, dates and times of the interpreted performances. Guests under 18 years of age must have parent or guardian permission to call.

Service Animals

Trained service animals are welcome in most locations throughout Walt Disney World Resort.

View full details about service animals at Walt Disney World Resort

Guide for Guests with Disabilities

Available at Guest Relations, the guides can also be downloaded in a printable format for each theme park:

- **Magic Kingdom park**
- **EPCOT**
- **Disney's Hollywood Studios**
- **Disney's Animal Kingdom park**



Attraction Assistance Pass (AAP) at Universal Orlando Resort

Universal Orlando Resort is dedicated to creating an accessible environment for all guests. The journey towards the rides is seamlessly blended with the queue experience, forming an integral part of the overall narrative at Universal Orlando Resort.

Universal Orlando Resort has revised its Attraction Assistance Pass requirements. Guests with disabilities that prevent them from waiting in conventional queues need to secure an IBCCES Individual Accessibility Card (IAC) before their park visit.

To obtain the IAC, register at www.accessibilitycard.org/ and upload the necessary documentation. Once requirements are met, a Universal Orlando Team Member will contact the cardholder to discuss attraction queue accommodations.

The IAC card is valid for one year, with unlimited updates and renewals.

Please note that only IBCCES issues the IAC, not Universal Orlando Resort. Furthermore, receipt of the IAC does not guarantee entry into the parks, and only accommodations are made solely at the discretion of the attraction.

- <https://www.universalorlando.com/webdata/k2/en/gb/files/Documents/universal-orlando-riders-guide.pdf>
- https://www.universalorlando.com/webdata/k2/en/gb/files/Documents/UOR_Cognitive_Disability_Guide.pdf



Services for Guests with Visual Disabilities at Universal Orlando Resort

Large Print and Braille Scripts

The **Universal Orlando Resort Guide for Rider Safety and Accessibility** is available for loan in large print and embossed in Braille at the Guest Services Lobbies at Universal Studios and Islands of Adventure.

In addition, large print and Braille scripts outlining the dialogue for select in-park live actions shows are available for loan inside Universal Studios Florida and Universal's Islands of Adventure at the following locations:

Universal Islands of Adventure

- If I Ran The Zoo

Universal Studios Florida

- Animal Actors On Location!™
- The Blue Brothers® Show
- The Bourne Stuntacular
- Universal Orlando's Horror Make-up Show™

White Canes

Many attractions can accommodate you if you have a white cane, or they can provide a storage compartment in the ride vehicle to place your cane. Your cane may need to be collapsed on some attractions. On attractions where your cane may be lost due to ride forces and presents a potential hazard to other guests, an Attractions Attendant will hold your cane for you after you're seated. It will be available as soon as the attraction vehicle is stopped in the unload area. The following attractions will hold your white cane until you're done with the experience:

Universal Islands of Adventure

- Doctor Doom's Fearfall®
- Flight of the Hippogriff™
- Harry Potter and the Forbidden Journey™
- Jurassic World VelociCoaster
- The Incredible Hulk Coaster®

Universal Studios Florida

- E.T. Adventure™
- Harry Potter and the Escape from Gringott's™
- Hollywood Rip Ride Rockit™
- MEN IN BLACK™ Alien Attack™
- Revenge of the Mummy™

Guests With Service Animals

Trained Service Animals are welcome to 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. To help you make an informed decision about your service animal's safety, each attraction has specific entry and boarding requirements, as well as portable kennels at certain attractions. Relief areas for your service animal are also available at select locations throughout the parks. For more information, please speak with an attendant or see the Universal **Orlando Resort Guide for Rider Safety and Accessibility**.

Services for Guests with Hearing Disabilities at Universal Orlando Resort

American Sign Language Interpreting

Interpreting services in American Sign Language may be requested at no charge for select in-park live action shows in Universal Studios Florida and Universal Islands of Adventure. Please email requests with a minimum of 14 days advance notice to **SignLanguageServices@universalorlando.com**. You will be contacted prior to your visit to confirm arrangements.

Open Captioning

Queue monitors with open captions are available at select attractions. For more information, check ride warning signs for availability, see an Attractions Attendant or view the **Universal Orlando Resort Guide for Rider Safety and Accessibility**.



Ride Accessibility Programme (RAP) at SeaWorld

- The Ride Accessibility programme (RAP) matches the individual abilities of our customers to the requirements of each ride. When enrolled in the RAP, disabled guests will be able to participate in SeaWorld's Special Access Programme which assists customers in enjoying attractions throughout the park as some queue lines are not accessible to mobility-impaired guests.
- Special Access is designed to allow SeaWorld's customers to enjoy the attractions without waiting in line if the guest is not able to do so as a result of their disability. Special Access is only available for rides and is not available for shows, special events, parades, meet and greet priority access, gift shop check-out, or restaurant lines. Customers will be placed in a Virtual Queue which equals the estimated wait time at that respective location. Guests have the ability to enjoy other attractions throughout the park during this time and then proceed to the specific attraction at the estimated time.
- The following procedures will be of assistance when utilising the Ride Accessibility Programme throughout the park:
 1. Please enroll in the Ride Accessibility programme at the Guest Services counter where you will receive a list of the rides and attractions and the requirements for riding and enjoying each. Once you have enrolled in the RAP, you will be able to utilise the Special Access programme.
 2. Proceed to the ride entrance of the respective attraction with your RAP sheet and request a boarding time from the entrance ambassador. These attractions include Antarctica: Empire of the Penguin exhibit®, Ice Breaker®, Infinity Falls®, Manta®, Mako® Kraken®, and Journey to Atlantis®. If the entrance is not staffed, you may proceed to the RAP location listed on your form to request a boarding time. The boarding time provided on your RAP sheet will be based on the current estimated wait time.
 3. We suggest you take a moment to enjoy the other attractions throughout the park while you wait in the virtual queue system.
 4. For the smaller attractions proceed to the ride exit/entrance (marked with disabled access sign) and inform the ambassador that you wish to ride. You may be asked to wait 1-2 ride cycles prior to boarding.
 5. Only the number of guests listed on the RAP sheet (Guest utilising RAP and a maximum of 5 additional) are able to board with the guest needing special access. Other party members will be required to use the ride entrance. Please note: The guest with the disability must ride in order for their party to take part in the Ride Accessibility Programme.
- For further assistance SeaWorld® Orlando please stop by Guest Services during your visit, call (407)-545-5550 or reach them via email at SEAguestcorrespondence@SeaWorld.com.

<https://seaworld.com/orlando/help/guests-with-disabilities/>

<https://seaworld.com/orlando/help/certified-autism-center/>

Visual Impaired Services at Seaworld Orlando and Aquatica

If you need assistance during your visit, we can provide park guidance. We kindly ask that you request this service at least 14 business days prior to your visit. Please contact us by calling (407) 545-5550 or by emailing **SEAguestcorrespondence@SeaWorld.com**. Every effort will be made to provide guidance with less than two (2) weeks' notice, depending on the availability of Ambassadors. Guests requesting this service will be contacted prior to SeaWorld, Orlando, FL Page | 23 their visit and specified guide times will be confirmed. The guide will be provided for the first two (2) hours of your visit. Guests who are blind or have limited/low vision must have someone (either a companion or Ambassador) read the ride instructions prior to boarding.

Hearing Impaired Services SeaWorld Orlando and Aquatica

If you need assistance during your visit, we can provide park guidance. We kindly ask that you request this service at least 14 business days prior to your visit. Please contact us by calling (407) 545-5550 or by emailing **SEAguestcorrespondence@SeaWorld.com**. Every effort will be made to provide guidance with less than two (2) weeks' notice, depending on the availability of Ambassadors. Guests requesting this service will be contacted prior to SeaWorld, Orlando, FL Page | 23 their visit and specified guide times will be confirmed. The guide will be provided for the first two (2) hours of your visit. Guests who are blind or have limited/low vision must have someone (either a companion or Ambassador) read the ride instructions prior to boarding.



Ride Accessibility Programme at Aquatica

- The Ride Accessibility Programme (RAP) matches the individual abilities of the customers to the requirements of each ride. RAP is designed to allow customers to fully participate in the enjoyment of the park while keeping in mind the safety requirements of Aquatica's rides and attractions.
- To enroll in the RAP, we recommend you visit Guest Relations, the Information/Reservation Counter, or Guest Services. Once enrolled in this programme a special access wristband may be given to provide expedited access onto the attractions via the Quick Queue entrance at participating attractions. The wristband is designed for the enrolled guest and up to three (3) additional guests to enter through the Quick Queue entrance. If party size is larger than four (4) additional Quick Queue wristbands may be purchased based on availability of the product. Not all attractions participate in Special Access/Quick Queue as some are open entries (i.e., Wavepool and rivers). Quick Queue and Special Access are only seasonally available, please review the [AquaticaOrlando.com](https://www.aquaticadorlando.com) website for dates Quick Queue is offered to determine Special Access availability.
- For additional information about Aquatica Orlando's accessibility, please call Guest Services at (407) 545-5550.

Park Accessibility Programme at Discovery Cove

- Discovery Cove has a variety of accessibility options throughout the park, including wheelchairs, service animal accommodations, and more. Discovery Cove can accommodate guests with disabilities who are able to maneuver themselves with limited assistance (or with the aid of a personal assistant) during their dolphin experience and in the various wading locations. Discovery Cove also offers specially-designed outdoor wheelchairs with oversized tires for easy maneuvering on the beach. The wheelchairs are not self-maneuverable and guests will need assistance operating them. Wheelchairs can be reserved by calling 407-513-4600.
- For more information please see the following link
<https://discoverycove.com/orlando/help/guests-with-disabilities/park-accessibility/>



Visually Impaired Services at Discovery Cove

If you need assistance during your visit, we can provide park guidance. We encourage you to request this service at least 14 business days prior to your visit. Please contact us by calling 407-513-4600 or via email **DCO-Guestrelations@Discoverycove.com**.

Every effort will be made to provide guidance with less than two (2) weeks' notice, depending on the availability of Ambassadors. Guests requesting this service will be contacted prior to their visit and specified guide times will be confirmed. The guide will be provided for the first two (2) hours of your visit.

Guests who are blind or have limited/low vision must have someone (either a companion or Ambassador) read the ride instructions prior to boarding.

Hearing Impaired Services at Discovery Cove

Discovery Cove is pleased to provide several options for our guests who may be deaf, hearing impaired, or require additional assistance for communications disabilities. Qualified American Sign Language (ASL) interpreters are available upon request. We kindly ask that you request this service at least 14 business days prior to your visit. Please contact us by calling 407-513-4600 or emailing **DCO-Guestrelations@Discoverycove.com** with "ASL Interpreter Request" as the subject.

Service Animals at Discovery Cove

Service animals are welcome at Discovery Cove. Service animals are limited to dogs and miniature horses that have been individually trained to do work or perform task for the benefit of an individual with a disability. Service animals must remain on a leash or in a harness at all times, unless such leash or harness interferes with the service the animal is providing, or the handler is unable to use a leash or harness due to his/her special need.

Service animals are the responsibility of the owner and cannot be left unattended. Guests are responsible for the clean-up and for controlling their assistance animal's behaviour. If, at any time, your service animal's behaviour becomes a threat to the safety and well-being of other park guests, you will be asked to leave the premises. All service animals must be housebroken.



Ride Accessibility Programme at Busch Gardens

- This programme helps provide guests with disabilities with a personalised list of attractions they may ride based on their abilities and the requirements of rides.
- When enrolling in the Ride Accessibility Programme (RAP), guests may participate in Busch Gardens Special Access Programme, which provides 1) an alternative entrance to some attractions where queue lines may not be accessible to guests who rely on mobility aids and 2) a Virtual Queue for guests who are unable to wait in line due to their disability.
- Our Ride Accessibility Questionnaire is available online for your convenience. It's easy – just download and print, complete all questions and bring your completed form to the following locations when you visit our parks. Our Team Members are happy to assist you with any questions.
- Ride Accessibility Questionnaire to be completed, printed and take with you upon visiting the park https://buschgardens.com/williamsburg/-/media/busch-gardens-williamsburg/files/accessibility/ride-accessibility-questionnaire.ashx?version=1_201803203251
- Welcome Center at Busch Gardens® – located just past the turnstiles on the right-hand side.

VISUAL IMPAIRED SERVICES at Busch Gardens Tampa

If you need assistance during your visit, we can provide park guidance. We encourage you to request this service at least 14 business days prior to your visit. Please contact us by calling (813) 884-4386 or via email (BGA.GuestInformation@seaworld.com). Every effort will be made to provide guidance with less than two (2) weeks' notice, depending on the availability of Ambassadors. Guests requesting this service will be contacted prior to their visit and specified guide times will be confirmed. The guide will be provided for the first two (2) hours of your visit. Guests who are blind or have limited/low vision must have someone (either a companion or Ambassador) read the ride instructions prior to boarding.

HEARING IMPAIRED SERVICES at Busch Gardens Tampa

is pleased to provide several options for our guests who may be deaf, hearing impaired, or require additional assistance for communications disabilities. Qualified American Sign Language (ASL) interpreters are available upon request. We kindly ask that you request this service at least 14 business days prior to your visit. Please contact us by calling (813) 884-4386 or emailing BGA.GuestInformation@seaworld.com with "ASL Interpreter Request" as the subject. Other auxiliary aids are available, such as show scripts for select shows and can be obtained at Guest Services.

The Hero Pass at LEGOLAND

- LEGOLAND Florida Resort offers a Hero Pass for those who may have difficulty waiting in line. This pass allows the guest assigned the pass immediate boarding through the exit along with one helper; however the rest of the group is required to receive a reservation. Once a reservation time is set for an attraction, both the guest assigned the pass and the rest of the group may return together at the reserved time. This pass is valid for up to 6 people and can be picked up at Guest Services. The Assisted Access Pass is assigned at the discretion of LEGOLAND Florida Resort staff and may be revoked at any time if terms are violated.
- The LEGOLAND Florida Resort has a limited number of stand-up Electric Conveyance Vehicles (ECV's) for use by guests. In order to guarantee availability of a stand-up ECV during your visit please request one at least 7 days in advance of your visit by completing this [form](#).
- If you have further questions, please **fill out the form** to have a member of the LEGOLAND team contact you at least 7 days prior to your visit.
- Please contact the team at least 7 days prior to your visit to allow time for response.
- For further information please see the following
<https://www.legoland.com/florida/media/y2bjsbwh/sept-2022-disabilities-guide-llf.pdf>

Hero Access Pass at Peppa Pig Theme Park

- Please collect your Hero Pass from Guest Services when you arrive at the park.
- A HERO Pass allows the guest assigned the pass immediate boarding through the exit along with a helper and family visiting the attraction for the first time. If family desires to ride a second time, a reservation time will be given to the family. Once a reservation time is set for an attraction, both the guest assigned the pass and the rest of the group may return together at the reserved time. This pass is valid for up to 6 people and can be picked up at Guest Services.
- For further information please visit -
www.peppapigthemepark.com/florida/media/fifl3s55/web-pptp-hero-accessibility-guide.pdf
- Peppa Pig Theme Park is a certified Autism Centre. A full sensory guide can be found here -
<https://www.PeppaPigThemePark.com/Florida/Accessibility>



UNIQUE EXPERIENCES



OCEAN OF HOPE, NEW SMYRNA BEACH

Ocean of Hope offers adaptive access to water sports that empower those with disabilities to demonstrate that “anything is possible.” To make surfing and kayaking more accessible and exciting for people with disabilities, this non-profit organisation provide specialised wheelchairs, assistance for entering the sand, customised surfboards, and kayaks. To find out more information, contact danny.paltjon@oohf.org. Located in Volusia County, Florida, New Smyrna Beach is renowned worldwide by publications such as National Geographic for being one of the best surfing destinations, ensuring you sacrifice no thrills for your accessible water sports.

WILD FLORIDA

Take an Airboat Ride at Wild Florida and see how many gators you can spot! All airboat rides at Wild Florida are accessible by a wheelchair friendly ramp with a few steps where the guest will need to be physically transferred from the wheelchair to the airboat.

ZIPLINE AT GATORLAND

Have you ever thought about zip lining over a lake of alligators? Well, at Gatorland, that’s one of everyone’s favourite attractions! The Gator Gauntlet Zip Line is a wheelchair accessible zip line that takes you 350 feet above the beautiful park and even lots of gators. If you and your family are interested, remember certain strength, coordination, and size requirements must be met. And while you’re holding on tight, just know that Gatorland worked with the Florida Disabled Outdoors Association (FDOA) to ensure that this is the safest zip line around.



UNIQUE EXPERIENCES



After you conquer your fears, take the large walkways through the park and meet rare albino alligators and even a chance to get up close to gators near the sand pit. A Gatorland expert will guide the gator closer to the walkway so everyone in the family gets to experience an encounter with these huge animals.

The Park is wheelchair accessible including all shows, walkways, and train ride. Wheelchairs are available for a fee at admissions. If you or a member of your party suffers from hearing loss a 2-hour sign language interpreter is available for free. This requires 7-days notice.

ALTITUDE TRAMPOLINE PARK

Unleash your inner adventurer at Altitude Trampoline Park!

The 1st and 3rd Saturday from 9am - 10am of each month is sensory friendly Saturdays. At this time you can enjoy less crowds, lower music volume and no parties at the same time. An accompanying parent jumps for free and you get to enjoy Altitude at a reduced rate of \$11.95 per person.

Altitude Trampoline Park - Tampa
4340 W Hillsborough Ave
Tampa, FL 33614
813-399-1529

CRAYOLA EXPERIENCE FOR SENSORY

Sensory Sundays for Children with Autism

Discover the magic of colour at Crayola Experience. The colourful adventures help kids and adults alike explore art and technology, express their creativity and experience colour in a whole new way.

On Sunday's from 9am until 11am there is a special morning designed for kids and families who would like to experience the attraction adapted for sensory needs - lights will be dimmed, music will be turned off and sound reducing headphones will be available.

8001 S. Orange Blossom Trail
Orlando, FL 32809
407-757-1700



OTHER FLORIDA ATTRACTIONS

Tampa area

Children with autism and their families will be well catered for at **The Florida Aquarium**, in Tampa. The waterfront aquarium teamed up with the Center for Autism & Related Disabilities at the University of South Florida to make sure they have their offering spot on. It all starts before your trip – you can prepare by downloading [the guide](#) on their website, which talks you through what to expect, step by step. And, once you're there, there are quiet break areas you can slip off to, as well as noise-reducing headphones up for grabs. The Florida Aquarium is also a great attraction for the visually impaired. One of the main features for the visually impaired is the "Touch Tank," allowing visitors to interact with marine life such as stingrays, starfish, and sea urchins. The aquarium also has several exhibits that offer audio descriptions and tactile experiences. For example, the Wetlands Trail exhibit features a boardwalk with tactile markings that visitors can follow, and audio descriptions of the plants and animals found in the wetlands.

ZooTampa at Lowry Park is another organisation to have joined forces with the Center for Autism & Related Disabilities. Their website is packed full of [autism-friendly guides](#), which help you prepare your child for a visit. There's an autism-friendly version of the zoo map, as well as social experience stories and distract packs. Plus, you can download detailed guides to each of their animal encounters, so there won't be any surprises.

And last but not least, St Petersburg's **Great Explorations Children's Museum** holds special autism-friendly sessions on the second Sunday of every month. They're called Great Connections and they turn the lights and sounds down for children with special needs. They're also free to attend. Plus, you can rest easy, as staff have been given special training to increase their awareness of conditions, like autism.



Miami

Zoo Miami is the first zoo in Florida to get its Certified Autism Center badge. So you can expect specially trained staff, who know how to make your family's day a smooth and comfortable experience. They're also working on creating sensory bags filled with noise-cancelling headphones and fidget toys for special needs guests. And there will be Sensory Guides available, so you can plan ahead and find designated quiet areas.

Children with autism have their own sensory room, which has been designed with them in mind at the **Miami Children's Museum**. The multi-sensory Snoezelen Room has reduced lighting, which can be adjusted to suit the sensory needs of each child. The museum also offers sensory bags to help guests with autism regulate their sensory processing, with headphones, fidgets and other tactile items. If that wasn't enough, they host Sensory-friendly Saturdays, when admission is limited, sound and lighting are adjusted, and special sensory-friendly performances and activities take place. Admission is free, you just need to register by calling or emailing ahead. For more on this, visit the museum's [website](#).

Cape Canaveral Area

Hearing Impaired guests can still have a blast at the **Kennedy Space Center**. You won't have to miss out on the epic Shuttle Launch Experience, which was developed by NASA astronauts to replicate what an actual liftoff into space feels like. The prelaunch briefing for the simulation ride has captioning for the hearing impaired.

The Kennedy Space Center goes one step further than the rest when it comes to catering for holidays for deaf adults and children. They'll provide an American Sign Language interpreter to guide you throughout your visit – just as long as you give them at least two weeks' notice. Check out their [website](#) for details on how to get in touch.

What's more, they've got all the tech, too. Their KSC SmartGuides act as virtual tour guides in the palm of your hand. They're packed with maps, facts, photos and videos, and come free for visitors with hearing impairment. Reflective captioning is also available at all the IMAX® movies – you can ask any of the theatre staff for a reflector. Plus, closed captioning is on offer at all the presentations on the tour, and can be activated on request.

For the visually impaired, the Kennedy Space Center also offers audio tours that provide detailed descriptions of exhibits and displays.



Fort Lauderdale area

Fort Lauderdale's **Museum of Discovery and Science** is an interactive hub of all things science meets nature. It's one of the most visited museums in the Sunshine State, with exhibits themed around water, the ecosystem, recycling, volcanoes, storms and dinosaurs. On their website, you can download a **sensory-friendly map** of the museum, with a breakdown of which exhibits are low or high volume, feature low lighting or interact with animals. The museum's IMAX® Theater also puts on sensory-sensitive showings every third Saturday, with no trailers, lowered sound and the lights turned up. You just need to reserve your seats ahead of time.



The **Young at Art Museum** is a children's museum in Plantation, on the outskirts of Fort Lauderdale. They cater to children with autism with a Sensory Sunday every second Sunday of the month. The museum opens an hour early for the families of children with autism, so they can explore in a calm and quiet environment. Plus, they throw in the use of a specially adapted tool bag for arts and crafts. It includes tools, like special grip scissors, weighted pencils and brushes, textured paint and noise-reducing headphones.

In West Palm Beach, the **Cox Science Center and Aquarium** boasts more than 100 hands-on exhibits, a planetarium and a 10,000-gallon aquarium. Their Sensory Saturdays are held on the first Saturday of every month, from 9-10am. These mornings aren't as busy so it's a chance to avoid the crowds and have fun in an environment with limited stimulation. Admission is half price, too, so it's a win-win.

When it opened in 2019, the **North Jupiter Flatwoods Natural Area** was Florida's first autism-friendly nature trail. The 160-acre site is calming and peaceful, but they've also made changes to make sure its trails are accessible and enjoyable for families of children with autism. This includes fencing off entrances to water, adding high sides to the boardwalk, sensory walls and a swinging bench en route. You can also pick up scavenger hunt maps, so little ones can have fun finding bugs, animals and flowers. The sensory map even asks them to listen for woodpeckers, smell the flowers and feel a tree or pinecone.





WHEELCHAIR ACCESSIBLE BEACHES *In Florida*

**9 OF THE BEST WHEELCHAIR ACCESSIBLE
BEACHES IN FLORIDA**

1. Pensacola Beach

Pensacola Beach is one of the best wheelchair accessible beaches in Florida because the sugar-white sands are accessible to wheelchair users in a few ways. Pensacola Beach has installed 5 different Mobi-mat paths on five separate beaches, giving visitors and residents access.

The beaches that have Mobi-mats include:

- Casino Beach: located near the Public Safety Building, another near The Dock Bar
- Park West: located near the pavilions on the Sound side of the beach
- Moms Beach: a quiet water beach with mats near the lifeguard tower
- Boardwalk Beach: located near Quietwater Beach shell
- Baby Beach: located near Avenida 18 on the sound side

Beach wheelchairs are available for rent from a few vendors along the beach. Rentals include both manual beach wheelchairs and motorised beach wheelchairs. Access Mobility of Pensacola is a great option for renting a motorized beach wheelchair, as they offer a discount if you rent for more than one day. Choosing a motorised beach wheelchair in Pensacola offers lots of independence and opportunity to explore during your stay.



2. Panama City Beach

The best way to explore Panama City Beach is with a motorised beach wheelchair. Choosing to rent a motorised beach wheelchair will give you the most freedom and flexibility to explore the whole area. Many visitors stay close to the water, so you'll be able to navigate from the hotel to the beach and throughout the shops.

One of the best options for renting a motorised beach wheelchair is the company Beach Powered Mobility. Renting from this vendor is perfect if you'd like the chair delivered to your door so you can head out and get exploring. The Beach Cruiser chair is ideal for the sandy surfaces on the beach. If you're going to be exploring the nature trails and doing some camping while in Panama City, you may want to rent the all-terrain power trail wheelchair to handle the trails, as well as fishing spots and other outdoorsy activities.

3: Clearwater Beach & St Petersburg

For a classic Florida beach vacation, consider Clearwater Beach. Named after the idyllic clear waters of the coast, this sandy beach is a common destination for vacationers. Clearwater Beach is also one of the wheelchair accessible beaches in Florida that offers free manual beach wheelchair rentals on a first come, first serve basis.

- **Location:** There are many access points and parking lot locations.
- **Parking:** Pier 60's public parking lots fill up quickly, so it's best to come early. Public lots are paved. Other private parking lots are available, but can be expensive, and they're further from the beach.
- **Ramp and beach access:** There is ramp access from the parking lot to the sidewalk, and from the sidewalk to the beach access points. Concrete sidewalks lead to the beach.
- **Beach wheelchairs:** Four manual beach wheelchairs and three power beach wheelchairs are available on a first-come, first-served basis. The wheelchairs are available at Beach Lifeguard Station #0 (if you cannot get to the station in the sand, call 727-462-6963). The lifeguard station is officially staffed from 9:30 a.m. – 5 p.m. seven days a week, but there may be someone available to assist you as early as 9 a.m. Note that you'll need to return the wheelchair before the lifeguard station closes. If you would like to use a power wheelchair, it's wise to call ahead to ask about availability, as they are sometimes out for maintenance. Power wheelchairs cannot go into the water. If you'd like to rent a motorised beach wheelchair, the company Sand Helper serves the Clearwater area. Chairs can be delivered to your location in Clearwater and offer an all-terrain beach experience. They can be rented for 1 day to upwards of a full week.
- **Bathrooms:** There are ADA compliant bathrooms.



4: Daytona Beach

Daytona Beach is another fun wheelchair accessible beach because the sand at some of the beaches is hard packed. This means that it's possible to drive your own vehicle on the beach. Many wheelchairs can manage through the sand here too, as it is more hard-packed compared to the other natural sandy beaches.

If you would rather rent a beach wheelchair to explore the beach in Daytona, there are manual beach wheelchairs available at four different beach locations. The beach wheelchairs are available at no rental cost and are offered first come, first serve. Each rental is available for a few hours depending on the waiting list. This beach does use a waiting list, which is different from other Florida beaches, but can't guarantee you'll receive a beach wheelchair at your visit.

The Daytona beach locations with beach wheelchairs are:

- Daytona Beach Headquarters
- Dunlawton Avenue at Daytona Beach Shores
- Cardinal Avenue at Daytona Beach

5: Siesta Key Beach

Another beach that offers Mobi-mats is Siesta Key Beach. While these mats don't reach the water, they do offer a great opportunity to get close to the water and enjoy the beach itself. If you'd like to rent a beach wheelchair to get in the sand and reach the water's edge, Siesta Beach offers manual beach wheelchairs at the beach concessionaire every day from 9AM to 5PM.

There is also an opportunity to borrow a manual beach wheelchair outside of this time frame if you call ahead or email the Sarasota ADA Coordinator three days before your visit.

If you want to explore beyond the beach for water activities, Oscar Scherer State Park has a range of wheelchair accessible amenities including a barrier free trail with an accessible fishing pier, a canoe and kayak launch, and lake access. Manual beach wheelchairs are also available in the state park for use within the park itself.



6: Hollywood Beach

Hollywood Beach was actually the first beach in Florida to start using Mobi-mats, in order to offer convenient access to the beach for everyone. Since the initial Mobi-mat was installed, there are now 8 different locations with mats to provide wheelchair accessible paths through the sand.

These 8 locations are denoted by the street that provides access and are as follows:

- Carolina Street
- Connecticut Street via Charnow Park
- Johnson Street near the Bandshell
- New York Street
- The ADA ramp between Tyler Street and Harrison Street
- Harrison Street
- Oregon Street
- Magnolia Terrace

If you'd like to borrow a manual beach wheelchair, they are available on a first come, first serve basis. Chairs are rented from the Hollywood Fire Rescue / Beach Safety Division. To reserve a beach wheelchair, it's best to call ahead. Rentals are offered free of charge.

7: Miami Beach

Miami Beach is a great destination for wheelchair accessible beaches because it offers multiple Mobi-mat paths and has free rentals of both manual beach wheelchairs and motorised beach wheelchairs. Several beach entrances have Mobi-mats to provide a smooth surface for moving through the sand.

The best locations for renting a beach wheelchair are at 1001 Ocean Drive and South Pointe Park. In order to borrow either a manual or a motorised beach wheelchair, you will have to leave something valuable while you borrow, either a driver's license or maybe even your daily use wheelchair, which will be returned when you return the beach wheelchair. To borrow a beach wheelchair, see a lifeguard for assistance. Rentals are available from 9AM to 4PM, with 6PM returns in the summer months.

Manual beach wheelchairs require the assistance of a friend to move through the sand and can withstand up to 6 inches of water, meaning you can take these chairs into the water. Motorised beach wheelchairs are perfect for exploring the sand, but cannot be taken into the water at all. There is also an opportunity to borrow a manual beach wheelchair outside of this time frame if you call ahead or email the Sarasota ADA Coordinator three days before your visit.



8: Grayton Beach

Another wheelchair accessible State Park in Florida is Grayton Beach State Park. This park has beach Mobi-mats as well as manual beach wheelchairs, giving everyone access to the water. A great feature about this park beyond the beach is the accessible cabins and accessible campsites, giving wheelchair users a nice place to spend a weekend enjoying Florida's natural landscape. The picnic pavilions and tables are also accessible.

While many Florida beaches are accessible and many state parks are accessible, getting both in one park is a great opportunity, as being able to stay in an accessible cabin and having the opportunity to visit the beach all in the same park gives you the best of both all in one trip.

9: Fernandina Beach

Lastly, for those venturing to Amelia Island, the Main Beach has a beach walkover and the accessible beach path offers an accessible viewing area, with space for up to 8 wheelchairs to sit together on the beach and enjoy a clear view of the surf. Additional walkovers are planned for construction to provide more beach opportunity to everyone. Fernandina Beach has also implemented Mobi-mats for wheelchair beach access. These Mobi-mats extend from the Main Beach boardwalk access ramp into the sandy beach.

Manual beach wheelchairs are available to rent, but are in a limited supply. Rentals can be secured at the Atlantic Recreation Center. A \$100 refundable deposit is required to rent a manual beach wheelchair, as well as a current driver's license. It's best to call ahead to verify availability and reservations.

It's clear that Florida has a variety of wheelchair accessible beaches, and these 9 are some of the best in Florida because they have more than one opportunity to enjoy the beach. Getting to use Mobi-mats with a manual or motorised wheelchair is great, but having the ability to rent a manual beach wheelchair or motorised beach wheelchair, sometimes for free, to really get to enjoy a day at the beach is perfection. So many beaches in Florida are wheelchair accessible, and you should consider including a beach day or two in your next trip.



WHEELCHAIR-ACCESSIBLE FLORIDA RESTAURANTS

Orlando

Cafe Tu Tu Tango

Find it at 8625 International Drive, Orlando

Enjoy continental classics of Thai ribs, Tuscan meatballs, and Cuban sliders at Cafe Tu Tu Tango's eclectic eatery. The portions are served as Spanish-inspired tapas, which is ideal when you can't decide what to eat. Dine under chandeliers at rustic wooden tables that come in all variations and heights - perfect for accommodating wheelchair users. You'll find everything at ground level, from the entrance to the accessible toilets, and there is a lowered bar to accommodate all. If you'd like to browse the menu beforehand, **Cafe Tu Tu Tango's website** has accessible settings for guests with ADHD and epilepsy, blind and vision-impaired people, and those who require cognitive and motor assistance.

Keke's Breakfast Cafe (visit site)

Various locations

Treat yourself to an all-American feast at Keke's Breakfast Cafe. Known for its fast and friendly service, start your day with fluffy pancakes, waffles, or other classics like omelettes and French toast. The wide spaces between tables allow for easy movement for people in wheelchairs, and there is step-free access throughout the whole restaurant. There are also accessible parking spots and a super spacious accessible restroom with sufficient turning space. Open only for breakfast and lunch, stop by and see for yourself why this excellent eatery receives rave reviews

Seasons 52 (visit site)

Find it at 7700 Sand Lake Road, Orlando

For fresh and delicious food of the season, visit Seasons 52. Known for its quarterly rotating menu, it boasts seasonal favourites, such as Wild Alaskan Salmon in the summertime and Californian Golden Beats in winter. The food tastes light and flavoured from the oak-fired grill and brick oven roast. Don't forget about the range of signature flatbreads, a perfect sharing appetiser for the table. From Philly cheesesteak bread to roasted tomato, there is something for everyone. Also, you'll have a choice of 52 wines from around the world. This popular accessible restaurant has four accessible parking spots with step-free access and wide double doors at the entrance. There are accessible tables for guests, and the accessible bathrooms are spacious, with ample room for 360° turning in the toilet stall.



Miami



Peacock Garden Resto Bar & Grill

Find it at 2889 McFarlane Rd, Miami

Treat yourself to alfresco dining in the wheelchair-friendly Peacock Garden. This attractive establishment received a TripAdvisor Travellers' Choice Award in 2021, and once you enter the leafy realm, you'll understand why. The menu is as exotic as the surroundings, featuring Mediterranean octopus, Commodore's fish sandwich, and a New Zealand lamb rack. There is easy access to the restaurant, and tables can easily be rearranged by the helpful staff.



Amara at Paraiso ([visit site](#))

Find it at 3101 NE 7th Ave, Miami

Dine at the upscale Amara at Paraiso for waterfront views of Biscayne Bay. For guests in wheelchairs, there is limited valet parking and ramp access at the main entrance's north side. Amara at Paraiso is the ideal dinner spot when you want to admire the sunset over the sea. Open all day, you can also enjoy breakfast and lunch to the sound of breaking waves. Discover why Amara at Paraiso receives highly-rated reviews with its menu of fresh seafood, juicy steaks, and plentiful salads with a Latin-American twist.



Mareva 1939 at the National Hotel ([visit site](#))

Find it at 1677 Collins Ave, Miami Beach

For an opulent escape in Miami, visit the Mareva 1939 at the National Hotel of Art Deco flair. An escalator takes you to the step-free restaurant that overlooks the hotel's swimming pool and luscious palm tree garden. Known for its quiet setting, Mareva 1939 is a great setting for people with hearing impairments or those who don't like noisy environments. The restaurant's speciality is Spanish tapas, but it also offers sharing platters. Choose a selection of grilled Spanish chorizo, scallops Crudo, and endive and boquerones for a hearty meal.

Florida Keys



Sunset Grille & Raw Bar, Marathon ([visit site](#))

Find it at 7 Knights Key Blvd Mm 47, Marathon

A Florida Keys road trip is incomplete without a helping of some of the finest seafood along the way. At the Sunset Grille & Raw Bar, you'll get the freshest catch of the day and a whole lot more. Known as one of the best spots in the Florida Keys to watch the sunset, sip on a signature cocktail to admire the twilight spectacle. Better yet, you can head to the pier, on the same level as the bistro, for a beautiful view. You'll enter the restaurant via a ramp, with enough space to move comfortably inside. The menu also offers burgers, salads, and a seafood steam bar. There is also a kids' menu with seafood and other meaty and vegetarian options.



The Buzzard's Roost, Key Largo ([visit site](#))

Find it at 21 Garden Cove Drive, Key Largo

For a Christmas-time favourite, head to The Buzzard's Roost for live entertainment. Located on the waterfront, you'll relax into its jolly vibe while enjoying cold beverages from the tiki bar. The views overlooking Garden Cove Marina are a treat, and the food is even better. The recipient of a 2021 TripAdvisor's Travellers' Choice Award, this accessible restaurant has disabled parking near the entrance, a spacious layout, and cafe-height tables. Taking advantage of its seaside setting, you'll enjoy a tasty menu of local seafood, steak cuts, and lighter bites like quesadillas and wraps. And don't miss Happy Hour for drink and appetiser specials, during the week only.



Mrs Mac's Kitchen ([visit site](#))

Find it at 99336 Overseas Highway, Key Largo

There is arguably no place more beloved than Mrs Mac's Kitchen in the Florida Keys, which honours the recipes of the owner's mother. It is so popular that another Mrs Mac's restaurant has opened down the road. Both venues are wheelchair-friendly, with curbside ramps, step-free access inside the venue, and moveable tables. The home-baked food is full of flavour, and some dishes are touted to be some of the best in Florida. Try the spicy chilli bowl, one of their beef hot dogs, or the key lime pie. Mrs Mac's Kitchen also has a digitally accessible menu for people with visual impairments, learning disabilities, or those who are physically disabled.

Tampa Area



Armature Works ([visit site](#))

Find it at 1910 N Ola Ave, Tampa

If you're part of a large party and can't decide where to eat, Armature Works is your best bet. Once an old storage facility, the revamped interior houses an upscale food hall with wide double doors, level entry on three sides, and ramp access at the fourth entrance. The indoor area is spacious, and there are plenty of low-height tables. There is also accessible parking, and there are multiple accessible toilets. You're spoilt for choice at this industrial marketplace, from sushi, pizza, all-day breakfasts, tacos, and more. You can also sit outside, facing the Tampa Bay waterfront, for a meal with a view.



Besito's Mexican ([visit site](#))

Find it at 205 Westshore Plaza, Tampa

Savour the tastes of Mexico, home of over 100 tequilas and a mouth-watering menu of spicy enchiladas, street tacos, succulent steaks, and fish served to perfection. The dishes are made with only the freshest local ingredients to maximise flavour. There is valet parking and step-free access as you enter the wide double doors. Customers love the friendly and helpful service as well as the excellent menu. The ambience has a rustic charm, as the venue resembles a private Mexican hacienda. You'll be able to move freely between the wide table clearances, and there are accessible toilets with grab bars in the stall.



Oxford Exchange ([visit site](#))

Find it at 420 W Kennedy Blvd, Tampa

Oxford Exchange is a stunning European-inspired restaurant and so much more. There's a bookstore, gift shop, and coffeehouse in this beautiful space of dark wooden walls and chessboard floors. Come for breakfast, brunch, lunch or afternoon tea at this wheelchair-friendly elegant eatery. There's accessible parking and a wide doorway at the entry with the dining area on the same level. The tables are well-spaced, with sufficient space for a wheelchair to navigate. Moreover, Oxford Exchange is the 2022 TripAdvisor's Travellers' Choice Award for its top-notch

St. Pete/Clearwater



Columbia Restaurant Sand Key (visit site)

Find it at 1241 Gulf Blvd, Clearwater

Classically Cuban and running since 1905, the accessible Columbia Restaurant offers highly-rated dishes, fantastic views, and service with a smile. Customers can't get enough of the Cuban sandwich, tapas and paella, and the churros hit the right spot, no matter how full you are. Also, the homemade key lime pie is considered the best in the Clearwater area, according to reviews. You'll feel the vibrant atmosphere from entering the wide double doors with step-free access. The main passageways between the low-height tables are wide for ease of movement. As you tuck into your tasty meal, look out the window onto the Intercoastal Waterway for splendid views.



Rusty's Bistro

Find it at 1160 Gulf Blvd, Clearwater

For fine dining at its finest, visit Rusty's Bistro, situated in the Sheraton Sand Key hotel. Sample the avant-garde menu of rock shrimp bisque, parmesan-crusted grouper, or cavatelli Bolognese for a sensation for the taste buds. Gluten-free options are also available to order. The Godiva Chocolate Terrine is indulgence perfected. This restaurant also serves breakfasts of pancakes, waffles, oatmeal, and eggs cooked to your choice. While there are steps in the restaurant, the main dining floor and entrance into the restaurant are step-free. There is an accessible toilet near the entrance, and the layout is spacious between the tables.



Rumba Island Bar & Grill (visit site)

Find it at 1800 Gulf to Bay Blvd, Clearwater

From one exotic destination to another, Rumba Island Bar & Grill is a Jamaican restaurant with speciality Caribbean dishes and a vibe like no other. Order a cocktail from the tiki bar and unwind into slow island living as you sway to the songs of reggae legend Bob Marley. From the accessible parking, through the restaurant, and onto the open plan deck, the levelled floor is wheelchair-friendly. There's a reason why Rumba Island Bar & Grill has won TripAdvisor's Travellers' Choice Award for 2022. The authentic menu boasts vegetarian and vegan options, great portions, and outstanding food. It's absolute value for money what you receive, and you'll leave

Fort Lauderdale



Friendship Cafe ([visit site](#))

Find it at 304 E Las Olas Blvd, Fort Lauderdale

Tuck into a Mediterranean feast of falafels, hummus, shawarmas, and salads at the Friendship Cafe, part of Las Olas Chabad Jewish Community Center. There is something for vegetarians and meat eaters, and the service is fast and friendly. You can also stop for a coffee and pastry at the accessible diner with step-free access from the pavement into the store. The counter has a low bar, and the tables have a low height. The Friendship Cafe also trains people with learning and developmental disabilities, providing a space for all to feel welcome in this inclusive environment.



Kaluz Restaurant ([visit site](#))

Find it at 3300 E Commercial Blvd, Fort Lauderdale

This modern New American restaurant boasts an extensive menu of salads, sandwiches and burgers for lunch and dinner dishes of prime steak cuts and salty seafood. You can dine indoors in the sleek, modern interior or sit outside on the deck for sunshine and views of the canals. A ramp leads to the restaurant's entrance, which is all on one level. The tables are low enough for people with wheelchairs to dine at, while there is ample space throughout the restaurant to move around easily. There is also an accessible online menu for people with vision impairments and guests with cognitive disabilities.



YOLO ([visit site](#))

Find it at 333 E Las Olas Blvd, Fort Lauderdale

Add a touch of glamour to your day and visit YOLO. While it's open for brunch to dinner, the restaurant comes to life in the evening with the moody low-lighting inside and the illuminated 'Burning Tree' with hanging fairy lights in the outdoor seating area. The menu of flame-grilled steaks, grilled seafood, and doughy flatbread is gourmet heaven. Customers touted dinner at YOLO as a 'great night out' for the vibrant atmosphere, efficient service, and delicious food. There is an accessible online menu for people with visual impairments, as well as valet parking and step-free access throughout the eatery.

EQUIPMENT HIRE

We partner with a company called Scootaround who offers a range of mobility solutions and services in Orlando, Florida.

Here's a brief summary of the services they provide:

- **Mobility Equipment Rentals:** Scootaround offers rental services for various mobility equipment, including scooters, wheelchairs, powerchairs, and rollators. These rentals are designed to provide individuals with limited mobility or disabilities the means to navigate and explore Orlando comfortably.
- **Cruise Ship Mobility Rentals:** The company caters to cruise ship passengers by offering mobility equipment rentals directly at cruise ports. Travelers can conveniently rent scooters, wheelchairs, or other mobility aids to enhance their mobility during shore excursions and throughout their cruise vacation.
- **Repair and Maintenance:** Scootaround provides repair and maintenance services for mobility equipment. They have a team of skilled technicians who can diagnose and fix issues with scooters, wheelchairs, and powerchairs, ensuring that customers' mobility devices are in optimal working condition.

Overall, Scootaround is a comprehensive mobility solutions provider in Orlando, Florida, here to enhance the mobility and accessibility in Florida.



PACKING TIPS

Packing Tips for clients travelling with a wheelchair

- Take your seat cushion on-board. Before your wheelchair is stored for the flight, take your cushion off the seat and use this to sit on during the flight to stay comfortable.
- Ensure your chair is well-labelled. Add an extra tag, sticker, or bit of tape to a secure place with your name, phone number and destination or flight number on it for peace of mind.
- Remove your chair's side guards. As side guards can get lost or damaged in the cargo area, you'll need to take them with you on the plane. And the same goes for any other parts of the chair that may get detached.
- Bring a transferring sling. Lots of airports and airlines still don't provide this kind of equipment. But, even if they do, bringing your own means less manoeuvring.
- Pack a bag for quick repairs. Zip ties and duct tape don't take up a lot of room, but they can save you a lot of stress if your wheelchair gets damaged.
- Documentation: Keep important documents handy, including your identification, travel itinerary, medical records, and any necessary medical certificates or documentation for your mobility devices.
- Contact Information: Make a list of emergency contact numbers, including your healthcare provider, insurance company, and any local medical facilities at your destination. Carry this information with you at all times.

Packing Tips for clients who have sensory sensitivities

- Comfort Items: Pack familiar and comforting items that help soothe the person's sensory sensitivities. This can include their favourite blanket, stuffed animal, noise-cancelling headphones, or items with a familiar scent.
- Sensory Tools: Bring sensory tools that can help the person regulate their sensory input. Consider packing items such as fidget toys, stress balls, chewable necklaces, or weighted blankets to provide sensory feedback and promote calmness.
- Visual Supports: Prepare visual supports to assist with communication and transitions. This can include visual schedules, social stories, or picture cards to help the person understand and anticipate the travel process and daily routines.

- **Noise Control:** If the person is sensitive to noise, pack noise-cancelling headphones or earplugs to help reduce auditory overload. These can be especially useful in crowded airports, airplanes, or other noisy environments.
- **Clothing Choices:** Pack comfortable clothing options that the person finds sensory-friendly. Consider soft, tagless clothing without scratchy seams. Have a supply of familiar, preferred clothing items that the person feels comfortable wearing.
- **Snacks and Drinks:** Bring a selection of the person's preferred snacks and drinks. Having familiar and comforting foods available can help regulate their sensory needs and ensure they have appropriate options during travel.
- **Sensory Breaks:** Plan for regular sensory breaks during travel. Identify quiet, less stimulating areas where the person can take a break from overwhelming environments. This can be a designated space in the airport, rest areas during road trips, or a calming spot in your accommodation.
- **Medications or Supplements:** If the person requires any medications or dietary supplements, ensure you have an adequate supply for the duration of the trip. Keep them easily accessible and follow any necessary guidelines or instructions.
- **Communication and Advocacy:** Prepare a document or card that explains the person's sensory issues and any accommodations they may require. This can be shared with transportation staff, hotel personnel, or other individuals you encounter during your journey to help them understand and support the person's needs.





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