

THE MAGIC OF DISNEY

ACCESSIBLE TO ALL

A REPORT ON DISNEYLAND® PARIS'
COMMITMENT AND ACTIONS TOWARD
INCLUSION AND ACCESSIBILITY



Disneyland
PARIS



Providing wonder and magic for all of our guests

Disneyland Paris embodies the promise of magic every day, and our commitment to accessibility means enabling guests to experience the magic of Disney across the resort. In the parks, our accessibility approach empowers guests with disabilities to experience the parks according to their own autonomy evaluation.

From the very beginning, our guests and Cast Members have been at the heart of Disneyland Paris' approach to accessibility. Our company remains dedicated to being even more inclusive, expanding accessibility for guests and improving the integration and career opportunities for Cast Members with disabilities.

We continuously re-examine practices and search for ways to improve, while placing safety at the forefront of all our decisions. This collaborative work allows us to welcome more and more guests with disabilities each year.

Disneyland Paris has been moving in this direction since its inception and we are committed to expanding our efforts. It is my pleasure to present to you our approach, our actions and our commitments in favor of inclusion and accessibility at Disneyland Paris.

Natacha Rafalski,
Présidente, Disneyland Paris

KEY FACTS

A commitment since 1992



1993: Signature of the first Disability Agreement for work inclusion and implementation of Disneyland Paris' Mission Handicap



Both Disney Parks have received the "Tourism and Handicap" state brand since July 2004 for their compliance with French accessibility standards



A "Favorite" Award from the "Tourism and Handicap" brand for *Mickey and the Magician* show in French Sign Language



138 000 disabled guests in 2022



6.34% Cast Members with disabilities in 2021



More than 245 recruitments of Cast Members with disabilities between 2019 and 2022



In 2024, 21 million euros will have been invested to make our destination accessible to as many people as possible under the Ad'AP program (Programmed Accessibility Agenda)



All Cast Members in direct contact with guests will be trained to accommodate those with disabilities by 2024

At Disneyland Paris, we are committed to providing a magical experience for all. MagicALL is how we describe the collection of offerings and services that we continually refine to create an accessible environment in support of both guests and Cast Members with disabilities and community organizations. We've placed inclusion at the heart of everything we do and are committed to creating an environment where everyone feels welcome and belongs. We understand that individuals and communities have specific and unique needs and preferences. As we continue to grow and develop our offerings, accessibility and creating a welcoming place for all remains one of our top priorities for our guests, Cast Members and the community.

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PART 1

AN ACCESSIBILITY APPROACH

Putting guest autonomy at the forefront

At Disneyland Paris, we are constantly pushing ourselves to go further in ensuring magic is accessible to everyone. Since 2004, the resort has received the Tourism and Handicap state brand for its compliance with French accessibility standards.

The resort welcomed more than 138,000 guests with disabilities in 2022. As part of our compliance with the government's Programmed Agenda for Accessibility, we have invested to make our destination even more accessible. Through our efforts to accommodate the needs of those with disabilities and thanks to the ongoing dialogue we have maintained with experts and organizations, we have continued to adapt our offerings.

With the knowledge and experience gained in more than thirty years of welcoming guests with disabilities, the resort is further evolving its approach to accessibility for continued improvement. Disneyland Paris no longer determines access to attractions based on disability categories, and guests can evaluate their own autonomy to decide which attractions they experience. As part of this transformation, we have widened access to attractions for guests with disabilities. To ensure the success of this approach, we continue to make additional investments in the training of our Cast Members.

Moreover, Disneyland Paris will continue to collaborate with experts and organizations to ensure that accessibility priorities are integrated into every aspect of the resort's infrastructure, its guest services, and in the company's relationships with its Cast Members.

THE ACCESSIBILITY APPROACH AIMS TO:

Focus on guests' self-reported autonomy



Increase the number of accessible attractions by revising priority and easy access conditions and evacuation procedures



Provide the choice for guests with disabilities to be accompanied on attractions or not



Provide a 25% discount for guests with disabilities presenting official documentation and for one potential accompanying careperson

RESPECT FOR THE AUTONOMY OF OUR GUESTS AND THEIR NEEDS

Why more autonomy?

Our conviction is that the visit of each of our guests with disabilities should be guided by their level of autonomy, rather than by their disability. Endowed with their unique life experiences, our guests are in the best position to determine what they are capable of. When visiting Disneyland Paris, our guests with disabilities answer a questionnaire and receive detailed information on accessibility procedures and conditions for all attractions to determine which ones they can and wish to experience. Guests now communicate their level of autonomy to Cast Members so that their experience in the parks is best suited to their individual abilities.

Responding to guest needs and level of autonomy

Our questionnaire provided online and on-site at our accessible ticket booths, as well as other guest service locations in our hotels and inside the parks, allows guests to determine their own level of autonomy, with assistance from our Cast Members. Once the guest has filled out the questionnaire, they are assigned a colour code. According to the color code ranging across five levels of autonomy, Cast Members working at attractions will know exactly how to accommodate the guest in terms of boarding and evacuation.

A SIMPLIFIED ACCESS CARD SYSTEM

Disneyland Paris offers access cards to its guests with disabilities. Holders of either card benefit from facilitated or priority access to rides - though not immediate - which can be extended to up to four accompanying guests.

PRIORITY CARD

The Priority Card allows guests and up to four accompanying guests to experience priority access to attractions, meet and greets, entertainment offerings and check out in shops, restaurants, and information offices. As part of the resort's accessibility approach, guests are no longer required to provide details on their condition when requesting a Priority Card. However, all guests with disabilities will be asked to fill out a questionnaire to determine their level of autonomy and present a Mobility Inclusion Card or another official document attesting to a disability. Medical certificates will no longer be accepted.

Guests with official documentation and one carer can benefit from a 25% discount for entry to both of our parks.

EASY ACCESS CARD

This card allows a guest and up to four accompanying guests to have facilitated access to attractions. Only those with long-term diseases (ALD), included in the list of 30 disabling long-term diseases recognized in France and able to present proper documentation showing an official disease number, may obtain an Easy Access Card. No specific information on their medical condition is required.



INCREASED ACCESS AND INFORMATION FOR GUESTS

The magic of Disneyland Paris is most memorable when everyone in the family can enjoy it. Disneyland Paris continuously improves procedures for boarding and evacuating its attractions and works with its safety and rescue teams to increase the number of attractions accessible to its guests with disabilities. Being accompanied is not required but recommended, above all for safety reasons. However, some attractions remain inaccessible to guests unable to transfer from their wheelchairs.

Each guest has their own unique set of abilities and is best positioned to determine their level of autonomy during their visit. This approach relies on transparency and enhanced information communicated to guests online and on-site. Cast Members are trained to help guests according to their level of autonomy, as shown on the card provided to them.



CONTINUED TRAINING FOR CAST MEMBERS

An exceptional guest experience requires an inclusive approach from our Cast Members. More than 11,000 Cast Members in direct contact with our guests and in backstage roles - responsible for special access card distribution, as well as maintenance, operational, rescue and evacuation teams - are trained to ensure that the accessibility approach is implemented properly.



PART 2

AN INCLUSIVE AND ADAPTED GUEST EXPERIENCE

Offering the magic of Disney to as many guests as possible

INFORMING GUESTS OF ACCESSIBILITY MEASURES

Thanks to our dedicated “Guest Accessibility” team, Disneyland Paris offers several services to accommodate guests with disabilities during their visit.

Access to practical information about dedicated services for people with disabilities is available in accessible forms, to prepare for their visit to Disneyland Paris with peace of mind. Our website and telephone helpline also offer practical information, allowing guests to best prepare for their visit to Disneyland Paris.

Information is available on our website in seven languages where our guests can access and download accessibility maps of the Disney Parks as well as accessibility guides and a version adapted for the visually impaired and blind, as well as the “Blue Book” for those on the autism spectrum or with cognitive impairments and their carers.

Information is also available at the entrance of each of our attractions. Guests may also apply for their Priority Cards online before they visit.

Through our reservation office, specifically via a special e-mail address, guests with disabilities can:

- ◆ Book accessible rooms,
- ◆ Be put in contact with suppliers to rent medical equipment in advance,
- ◆ Find out about the Priority and Easy Access Cards that we offer,
- ◆ Access after-sales service in French Sign Language, cued speech or simultaneously transcribed language.

From adapted transportation options to every aspect of the experience in our parks, restaurants, hotels and shops, Disneyland Paris’ comprehensive accessibility approach aims to provide a seamless journey for our guests.

This process of continuous improvement extends to both our guests and our partners, including tour operators and approved travel agencies.

FOR ARRIVALS BY TRAIN OR BY CAR, ADAPTED TRANSPORTATION ALLOWS EASY ACCESS TO THE RESORT

The Marne-la-Vallée – Chessy RER and TGV stations have services and adapted equipment for people with disabilities.

Upon arrival at these stations, guests are welcomed by a free shuttle service with wheelchair-accessible vehicles, and seating reserved for guests with disabilities is available at Disney Parks and Disney Hotels, except for Disney's Davy Crockett Ranch. Accessible minibuses are available on request for guests with oversized wheelchairs.

Accessible parking spaces are available for guests with vehicles upon presentation of a Mobility Inclusion Card (parking notice) or a European Parking Card.

UPON ARRIVAL AT THE PARKS, ADAPTED FEATURES SIMPLIFY ACCESS

As soon as they arrive, guests with disabilities can obtain a Priority Access Card or Easy Access Card that allow them, among other things, to access attractions through specially designed entryways. These guides can be found at the park entrances at our priority desks or at hotel reception and concierge service areas.

Our guests also have access to the parks' accessibility maps and accessibility guides, with all essential information about the accessibility for each attraction. Guests may also request their Priority Access Card online in advance of their arrival and pick it up at Disneyland Paris.

Annual Passholders can also obtain access cards specific to their needs that are valid for the duration of their Annual Pass.



A FOCUS ON ATTRACTION ACCESSIBILITY

“ Our dialogue with Disneyland Paris is continuous, which pushes the subject forward. When I realized, a few years ago, that families were being separated because certain attractions could not board more than one disabled person at a time, for example, we agreed to sit around the table and find a solution. As is often the case, the reasoning was linked to safety. With that in mind, Disneyland Paris worked to modify its ride vehicles and especially by hiring more rescue workers in case of evacuation. Families and groups can now enjoy the rides together! This is the reason why accessibility at Disneyland Paris is one of the best in Europe, if not THE best. A person with disabilities can truly have an unforgettable experience there. That’s the goal. ”

Michaël Jeremiasz,
Paralympic wheelchair tennis champion

Year after year, Disneyland Paris teams work to improve accessibility to attractions. The goal is simple: to enable as many people as possible to experience the magic of Disney with independence, safely.

Some of our attractions are designed to allow wheelchair users either to transfer from their wheelchair to the accessible seat or to board the vehicle while in their wheelchair. Guests using wheelchairs who are able to transfer themselves can now enjoy many activities offered at both parks. Some attractions still require guests to be able to walk between the wheelchair and attraction vehicle, making them accessible only for those who can transfer.

Guests with mental, visual and hearing impairments can also access all attractions in both parks.

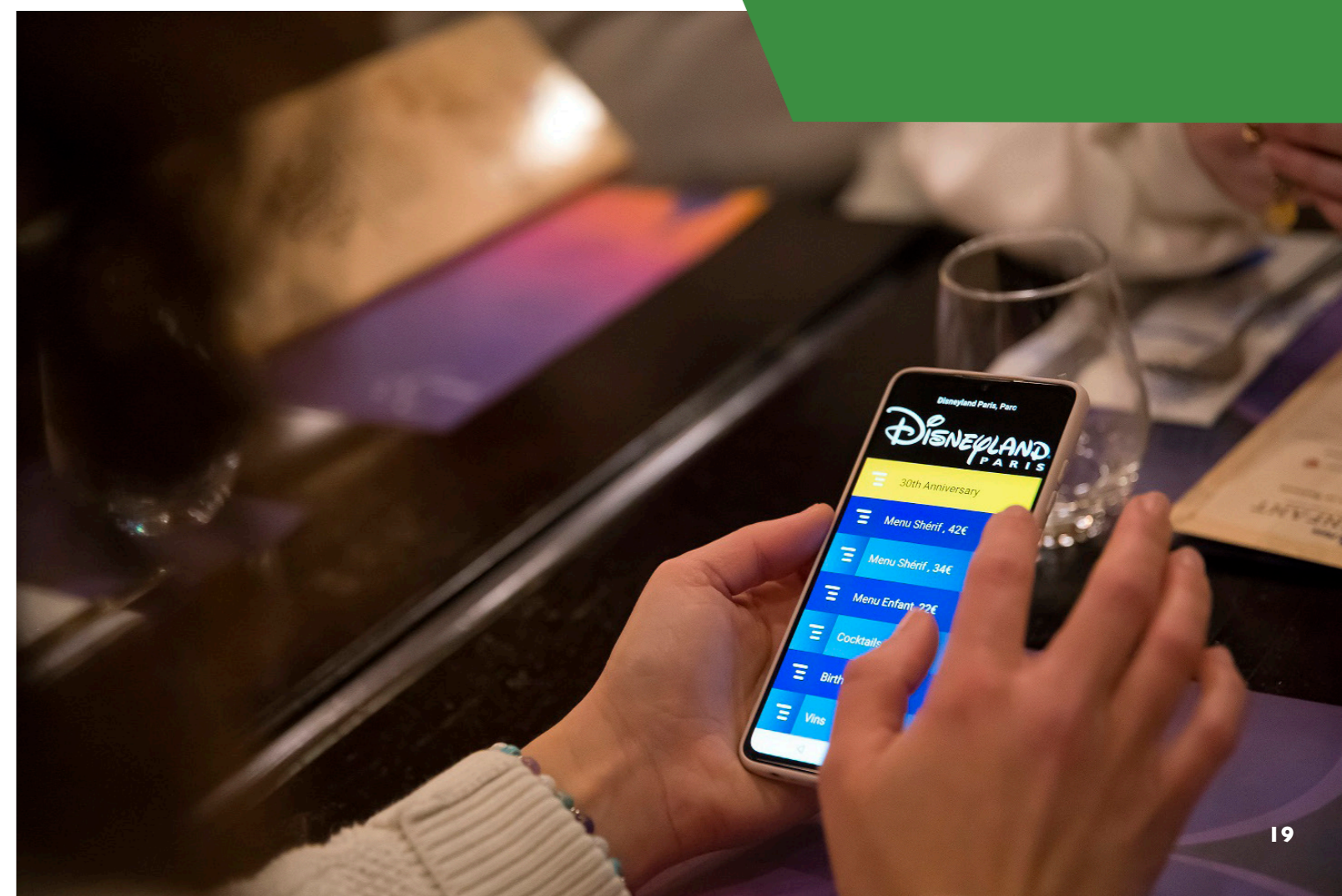
Additionally, guide and assistance dogs are allowed in 40 shows and attractions and audio description will also be expanded allowing guests with visual impairments to experience our attractions, restaurants and themed lands in even more autonomous ways.

ACCESSIBILITY AND SAFETY

The safety of our guests is our top priority. With that in mind, the access conditions to each attraction are determined according to strict safety requirements. The evacuation procedure is different for each attraction. For some, it may consist of walking along corridors or climbing down a ladder alone, or even moving through very tight and dark spaces. Sometimes, it may require several minutes being spent at elevation.

A review of our evacuation procedures with our rescue and evacuation team experts has also enabled more guests with disabilities to access an attraction at the same time to share the same experience.

Each attraction is subject to an in-depth audit conducted with the help of Fire Rescue Operations Cast Members employed by Disneyland Paris. Access and evacuation conditions for certain levels of autonomy are decided upon following this audit, the safety of our guests being our top priority.





“Integrating deaf culture into our shows allows entire families to share the same emotions. It also opens up new artistic perspectives.”

Candide Ohannessian,
Entertainment Special Event Manager

INNOVATIONS IN ADAPTED ENTERTAINMENT

The entertainment offerings at Disneyland Paris are designed to be enjoyed by all of our guests. Places are reserved for guests with disabilities in theatres and during parades, allowing them to make the most of these magical moments.

A special effort has also been made so that shows are accessible to as many people with hearing impairments as possible, with the vast majority of our performance venues being equipped with an audio induction loop for the hearing impaired.

Maximizing the accessibility of our approach has steered us towards new ideas to develop inclusive, innovative shows. As an example, *Mickey and the Magician* and *Disney Junior Dream Factory* are offered in French Sign Language narration. Meanwhile *The Lion King: Rhythms of the Pride Lands* incorporates a sign language song performance by deaf performers.

Our *Mickey and the Magician* show already provides performances with French Sign Language and now includes audio description services in French and English thanks to the Audiospot application. This inclusive offering allows those with visual impairments to discover and rediscover a fan-favorite show.

All of our show teams also receive awareness training to welcome and integrate actors with disabilities.





SPECIFIC MEASURES FOR ACCESSIBILITY IN OUR SHOPS

Our shop accessibility policy encourages customer interaction and ease of movement both in the spaces themselves and while paying at the registers.

“Double-sided” registers adapted for wheelchairs on both the guest and the cashier sides are being installed in our shops, which are also equipped with fitting rooms for guests with disabilities. Some shop registers are also equipped with audio induction loops for guests with hearing impairments, allowing for better interaction between our guests and their cashier.

In addition, all of our guests can benefit from our Shopping Service which allows them to collect their purchases at the end of the day or have them delivered to our Disney Hotels, for purchases of 50€ or more before 3pm. This service aims to allow our guests to enjoy the Disneyland Paris experience without holding all of their collectables and souvenirs for the full day.

DINING AREAS DESIGNED TO BE ACCESSIBLE TO ALL GUESTS

The needs of our guests with disabilities are considered at every stage of the dining experience. In most restaurants, access to the registers and counters is facilitated by the installation of priority queues and audio induction loops for guests with hearing impairments. This includes wide aisles to accommodate wheelchairs and other equipment as needed, in addition to accessible signage for clear understanding of our offerings.

Our restaurants are also equipped with accessible serving areas and table seating where applicable. All in-park restaurants are equipped with audio description of the location and interactive audio menus so that all guests can feel immersed in our dining experience.



OTHER MEASURES IN PLACE

Audio description is available in our themed lands and progressively added in our hotels to describe the surrounding environment. Certain attractions are also equipped to provide a more immersive experience with audio description inside for those who are visually impaired.

Disneyland Paris also now offers Virtuoz. Thanks to a console with several interchangeable 3D printed maps accompanied by audio, guests can easily find their way around the parks and navigate on their own. This free service is available to our visually impaired guests at City Hall and Studio Services, upon request. Maps of our table service and buffet restaurants, as well as each land in Disneyland Park and Walt Disney Studios are available.

In addition, Disneyland Park is now equipped with a dedicated changing area for guests with disabilities and special needs in the First Aid Center. This private area is available for guests who need a space to provide care for adults or children three years or older with a disability, equipped with a lift, an adjustable bed and bathroom facilities that meet the standards for people with reduced mobility.



ACCESSIBILITY IN OUR HOTELS

Accessibility receives the same level of attention as every other aspect of our guests' journey, including our hotels, which are an integral part of the Disneyland Paris experience.

Each renovated hotel features equipment that is adapted to accommodate people with disabilities. This equipment is currently being rolled out at all hotels.

Our hotels offer the following specially designed facilities:

- ◆ Most reception areas are equipped with accessible counters and Access Cards can also be issued by reception and the concierge service.
- ◆ Some Disney Hotel lobbies and restaurants also have audio description services for blind and visually impaired guests. This offering will soon be available at all Disney Hotels.

Accessible rooms with:

- ◆ floor-level showers,
- ◆ device kits for the hearing impaired,
- ◆ a braille dot on each key not fitted with RFID,
- ◆ large-button telephones and remote controls,
- ◆ welcome kit for assistance and guide dogs,
- ◆ aquatech bath lifts for Guests who prefer rooms with bathtubs.

Swimming pools at most hotels provide:

- ◆ manual wheelchairs for use in wet areas,
- ◆ swimming pool lifts,
- ◆ accessible toilets and changing rooms,
- ◆ crates for guide or assistance dogs,
- ◆ changing rooms with access to nearby first aid.

TRAINING OUR CAST MEMBERS TO WELCOME THOSE WITH DISABILITIES

Our teams consist of 17,000 Cast Members. While some of them have been with the company for a long time, others have just joined us. No matter their tenure, all of our Cast Members are made aware of accessibility considerations in order to welcome our guests and to respond to any needs that they may have. This training policy applies across the board at Disneyland Paris, from career development to system improvements.

Many Cast Members are offered various training modules covering the welcoming of guests with disabilities, accessibility procedures, special features of the accessible registers in shops and restaurants, and specific offers provided by customer service advisors at the Central Reservations Office.

The training program is growing and adjusting all the time, with the aim of improving our procedures and infrastructure according to the latest industry standards and needs expressed by guests with disabilities. We collaborate with recognized experts to lead specific courses on how to better welcome guests with disabilities. By 2024, all of our Cast Members in direct contact with guests will have undergone this training program and will have access to the latest training on a rolling basis.

AWARENESS TRAINING FOR DISNEYLAND PARIS CAST MEMBERS

All new Cast Members are given awareness training on accessibility, regardless of their contract or duties within the company



Since 2018, more than 1,500 Cast Members in leadership positions have completed the training “Accessibility, the keys to a successful welcome.” This training is already available to all Cast Members in contact with guests.





PART 3

ACCESSIBILITY AND OUR CAST MEMBERS

PROMOTING THE INCLUSION OF CAST MEMBERS WITH DISABILITIES

Disneyland Paris' human resources management policy firmly supports the integration of its Cast Members with disabilities through the efforts of a dedicated in-house team known as Mission Handicap. In 1993, the first company agreement on employee accessibility was signed. Since the opening, ten agreements have been signed, with the most recent in December 2022, with new initiatives in favor of recruiting, integrating and accommodating Cast Members with disabilities throughout their careers.

The Disneyland Paris workforce is currently made up of 6.34% Cast Members with disabilities, including 245 recruitments across all lines of business - more than double the original commitment as outlined in the ninth company agreement.

We will continue to adapt our Cast Members' workspaces and responsibilities to best meet their abilities so they may grow and thrive in a welcoming and inclusive environment.

Disneyland Paris also contributes to the education and professional development of young people with disabilities through several programs. In partnership with La Fédé 100% Handinamique, Disneyland Paris participates in a scholarship program that allows 10 students each year to fund accommodations for their studies, such as an adapted computer, software, tutoring hours, and mobility assistance.



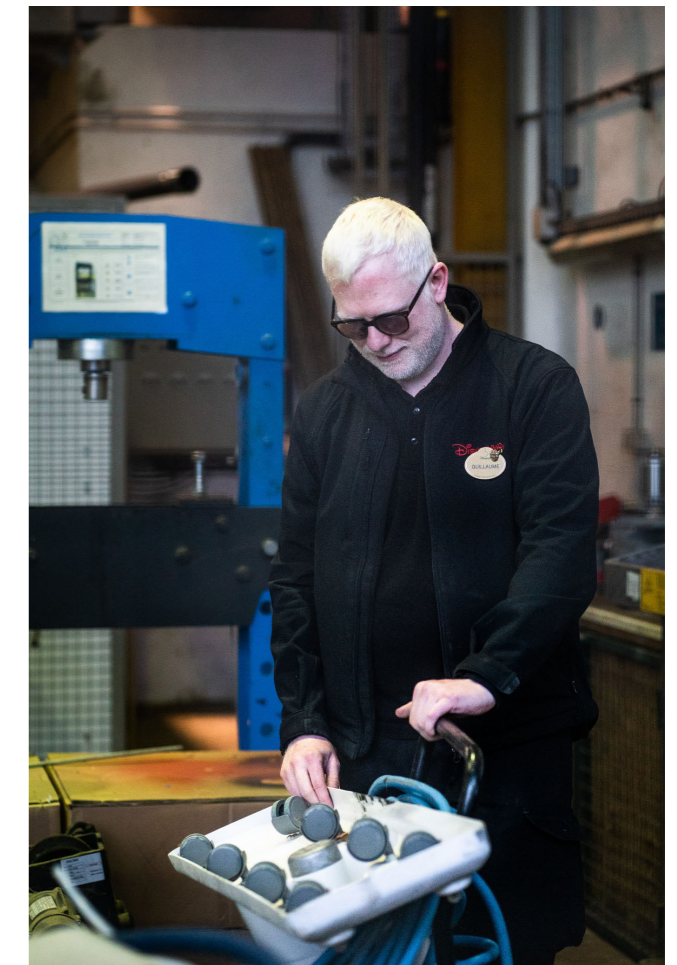
Additionally, many young people with disabilities are invited every year to discover our career opportunities. Youth from middle schools and high schools have the opportunity to discover several professions and talk with our Cast Members during day-long workshops. With ARPEJEH - *Accompanying the Studies of Youth and Students with Disabilities* - we also set up workshops to help high school and university students with interview preparation and resume writing.

Disneyland Paris has also signed the Cancer and Employment Charter as a commitment to improve workplace well-being and encourage the return to work of its Cast Members diagnosed with cancer. Identified as a disabling illness, cancer is taken into account when obtaining recognition as a worker with disabilities. Therefore, Cast Members diagnosed with cancer are supported by Mission Handicap with regard to the workplace adjustments recommended by an occupational physician, such as equipment, schedules, and management awareness through their entire illness.

Disneyland Paris offers tailor-made solutions, adapted to each individual's situation, in collaboration with occupational physicians, social workers, human resources teams and management. This can include but is not limited to adjustments to working hours, tailored workstations to meet employee needs, part-time work, payment of a cab for home-to-work journeys and paid leave of absence. These are just a few examples of the measures offered to help reconcile illness and professional life.

In addition, Disneyland Paris maintains a procurement policy privileging companies with inclusive policies hiring people with disabilities. The teams strive to work with suppliers from the "protected and adapted" sector, in which disabled employees represent 80% of the workforce and are provided adequate conditions.

In 2020, these contracts represented 1.253 million euros spent working with several of these companies involved in the fields of groundskeeping, hygiene products, animal care, and paper recycling as well as IT services.





INCLUSION THROUGH EDUCATION

Disneyland Paris carries out its inclusion policy by educating Cast Members on integrating and accommodating persons with disabilities within the company. Since 2016, Disneyland Paris has provided training to its recruitment professionals and human resources business partners to help them better understand the process of integrating employees with disabilities. Tools include training in topics such as French Sign Language, informal conversations to share experiences, and escape games provided by the Mission Handicap team.

Our managers are also trained to work specifically with co-workers with disabilities through courses focused on visual and hearing impairments, reduced mobility, chronic diseases, psychological conditions and dyslexia. In 2019, these courses were provided to 359 members of the management teams. In 2021, we launched an e-learning module called “Handiscovery”, which can be done alone or in teams and is accessible to all employees to better understand different types of disabilities. This module is supplemented by specific capsules, for example on “Dys” disorders.

Along with these training modules, we organize informational events, including workshops and immersive experiences, encouraging Cast Members to engage in discussions on disabilities and accessibility. Additionally, we provide introductory sign language courses for Cast Members looking to better support deaf and hearing-impaired team members.

***Did you know:** To create an inclusive environment for deaf and hearing-impaired *Mickey and the Magician* and *The Lion King: Rhythms of the Pride Lands* performers, all technical, artistic and management Cast Members took part in learning introductory French Sign Language. Translators were also involved in costume fittings and rehearsals so that our performers could communicate with all team members and feel empowered to take part in these processes.

ONGOING MEASURES TO ACCOMMODATE CAST MEMBERS WITH DISABILITIES

Disneyland Paris relies on several different measures aimed to adapt work conditions to its Cast Members' individual needs.

- ◆ Cast Members with limited mobility may receive financial assistance to compensate for as much as 50% of expenses paid to special transportation providers.
- ◆ A subsidy program offering up to 6,000 euros over three months is available to support costs of adapting vehicles or even of taxi rides to and from work.
- ◆ For purchasing devices, Disneyland Paris offers up to 1,000 euros in subsidies per device and 5,000 euros per wheelchair.
- ◆ Specific leave time is authorized for Cast Members with disabilities so they may tend to necessary administrative or medical procedures.
- ◆ Cast Members who have children with disabilities may request changes in work hours as well as a leave of absence of five days per year. Cast Members with a spouse or parent with disabilities may benefit from a two-day leave of absence to aid their loved ones.

- ◆ Additional stipends are available to complete the base compensation for Cast Members who take parental leave to care for a child with disabilities. This stipend may amount to as much as twice the minimum wage for as long as 60 days. Parents of children with disabilities, may also receive aid from the company's benefits fund.
- ◆ Cast Members are compensated for costs linked to a change of residence to live closer to their workplace because of his or her disability or that of a family member.
- ◆ Carers are supported thanks to dedicated guides, support from the Mission Handicap team, specific measures such as days of authorized paid absence, and internal communications to raise awareness on the subject.
- ◆ A tool to help complete the administrative file for the Department House for People with Disabilities has been set up, and employees also have the opportunity to receive help and advice during meetings with Mission Handicap. In 2021, out of 145 employees who are caregivers, 115 benefited from paid authorized absence days.

Disneyland Paris' human resources management policy remains conscious of all disability needs, from team training to creating tools that facilitate the integration of Cast Members with disabilities.

Job retention and reclassification for Cast Members with disabilities

Disneyland Paris devotes itself to maintaining or reclassifying Cast Members who encounter disability or illness after their arrival to the company. This commitment is reflected in a dedicated member of Mission Handicap who assists in personalised training and professional development projects. These training programs are offered, whenever necessary, to facilitate the reclassification of an employee with a declared disability, with the possibility of completing a skills assessment and retraining period. In 2019, more than 80 Cast Members had a personalised interview with Mission Handicap to define their career plan, projects and needs and benefited from assessment and training services.



Every year, we welcome millions of guests from all over the world to enjoy a unique experience, which we want to make accessible to as many people as possible. From the very beginning, we have been collaborating with people with disabilities – Cast Members, guests and even experts – in hopes of achieving this goal.

Collaboration with recognized experts and pioneering associations is particularly valuable to us. This ongoing dialogue allows us to continually adjust our practices, particularly in light of new innovations and evolving knowledge.

We intend to continuously grow our efforts to promote accessibility through significant investment, sustained dialogue with our stakeholders, and openness with our guests. Several ambitious projects are underway, notably making audio description available throughout our parks and expanding the Virtuoz system across our resort.

With our gaze fixed firmly on the future, we believe that innovation holds the key to finding accessibility solutions. This is the path on which we are committed to achieving our ambitious goal of offering everyone the chance to experience the magic of Disney.

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