

# Dreamspire Guest Services & Accessibility

## Introduction

Dreamspire is committed to delivering a seamless, inclusive, and welcoming experience for all guests. This document outlines the extensive guest services, support systems, and accessibility features designed to ensure every visitor enjoys a magical and comfortable journey.

## 1. Guest Relations & Support

- **Guest Services Hubs** in each park zone for information, ticket issues, and lost & found.
- **Multilingual Staff:** Trained representatives fluent in global languages (English, Spanish, Mandarin, Hindi, Japanese, Arabic, etc.).
- **24/7 Guest Hotline** and in-app live chat support for real-time assistance.
- **Complimentary Wi-Fi** across the entire park.

## 2. Accessibility Services



### Physical Accessibility

- **Wheelchair Rentals** available at entry points and through the mobile app.
- **Accessible Ride Entrances:** Alternate queues or lift access available.
- **Tactile Pathways & Braille Maps** at key intersections.
- **ADA-Compliant Bathrooms** and changing facilities throughout the park.



### Hearing & Vision Support

- **Assistive Listening Devices (ALDs)** provided for shows and rides.
- **Audio Description Guides** via the Dreamspire app.
- **Visual Aids:** Large font menus, contrast-enhanced signage, and screen readers.



### Sensory-Friendly Features

- **Quiet Zones:** Relaxation areas for neurodivergent or overwhelmed guests.
- **Sensory Kits:** Noise-cancelling headphones, fidget tools, and weighted lap pads.

- **Social Story Prep Material** for parents and caretakers (downloadable before visits).

### 3. Family Services

- **Stroller Rentals** and baby care centers with feeding, diapering, and nursing stations.
- **Family Restrooms** and private changing rooms.
- **Child Locator Bands** that connect to the Dreamspire app for safety tracking.
- **Lost Child Protocol:** Secure child-holding centers and staff training procedures.

### 4. Dining Accommodations

- **Allergen-Friendly Kitchens:** Dedicated meal prep for common allergens (gluten-free, nut-free, dairy-free, vegan).
- **Dietary Labeling System:** Visible icons and descriptions on menus and food stands.
- **Halal, Kosher & Jain Options** available in designated restaurants.

### 5. Safety & Medical

- **First Aid Stations** staffed by certified paramedics in each major zone.
- **Emergency Response System:** Park-wide alert system and safe rally points.
- **Mobile App Safety Button:** Immediate help call with location pinning.
- **On-Site Pharmacy & Medical Supplies** available near the park entrance.

### 6. Lost & Found / Item Services

- **Digital Lost Item System:** Guests can file and track claims online.
- **Item Locker Rentals:** Available at each zone and attraction cluster.
- **Luggage Services:** For guests coming from or going to Dreamspire Resorts or the airport.

### 7. Dreamspire Concierge Service

- Premium service available to all guests for help with:
  - Real-time ride recommendations

- Restaurant bookings
- Park planning and customized itineraries
- Surprise celebration coordination (birthdays, anniversaries)

## **Summary**

Dreamspire is built to accommodate every dreamer—regardless of age, ability, or background. With an uncompromising approach to guest care and accessibility, the park ensures everyone experiences the magic equally and memorably.