



## **GUEST SAFETY**

### **Topic Summary**

Safety is a top priority of Disney's standards for theme park excellence. Our Safety Team is composed of experts from a broad range of disciplines, including medicine, engineering, quality, maintenance, attraction operations, facilities, ergonomics, industrial hygiene, occupational safety, security, and food safety. We conduct inspections at our properties to monitor compliance with both internal standards and regulations. We regularly provide safety training and information to our cast and crew members through formal instruction, on-the-job training, safety culture conversations, and ongoing communications.

### **Ride Safety**

Maintenance teams perform preventive ride maintenance functions nightly. And our computerized maintenance management system includes Disney-patented technology, designed to prevent a ride vehicle from accepting guests unless the required critical maintenance is completed, and the attraction has been deemed ready to open.

Annual audits of attractions are conducted by engineers, in cooperation with maintenance, operations, and training management teams. These audits focus on key elements of safe operations, including pre-opening procedures, daily checklists, operational performance, and training. In addition, throughout the year, we conduct ongoing preventive maintenance on park attractions.

We also conduct annual audits of our attraction documentation. These audits review documentation required under applicable regulations, as well as ASTM International standards. In addition to reviewing records for items such as preventive maintenance, inspections, and corrective work, the reviews also examine basic governing documentation, such as operating guides, manufacturers' requirements manuals, and maintenance manuals.

We use digital twinning for certain attractions and transportation systems to aid in safety, reliability, and efficiency. This simulation technology optimizes design when developing new attractions and helps us understand potential maintenance needs of existing attractions. We also use a version of this technology to model the heat stress environment for our guests and cast, which helps promote comfort and safety at our parks.

## Food Safety

Our parks and resorts take a multifaceted approach to advancing food safety, including:

- A vendor food safety program requiring suppliers to follow established food safety protocols and demonstrate compliance with regulatory requirements
- Food safety audits designed to verify adherence to regulations and company standards; each year, we conduct thorough measurements and audits across our properties
- Education and rigorous formal training for cast members who work with food on topics including proper food handling, storage and preparation, personal hygiene, and sanitation requirements

Outside of parks and resorts, Disney-branded food products, including promotions with food service, are required to meet or exceed applicable food safety laws, regulations, and industry standards.

## Safety in Our Communities

Disney's Wild About Safety global educational program aims to improve families' awareness of safety, health, and environmental issues through storytelling. Timon and Pumbaa from the animated film *The Lion King* are official spokes-characters on a mission to share important safety and health messages through illustrations on tip cards, activity books, a dedicated resort television channel, and other materials throughout our theme parks and resorts worldwide.

## Governance

Disney's Chief Safety Officer leads the company's guest safety efforts related to attractions in collaboration with businesses and leaders across Disney Experiences. Disney's food safety efforts are managed by Disney's Global Public Policy function, which reports into the Chief Legal and Compliance Officer.

## Additional Resources

[Guest Safety](#)

[Disney Wild About Safety](#)

[Walt Disney World® Resort Health and Hygiene](#)

[Disneyland® Resort Rules and Regulations](#)

[Disneyland Resort Park and Hotel Security](#)

[Disneyland Resort Hygiene Advisory](#)

*As of 5/23/25*

[Disneyland Paris Health and Safety Measures](#)

[Disneyland Paris – Reducing the Spread of Illness](#)

[Hong Kong Disneyland Rules and Regulations](#)

[Shanghai Disney Resort Rules and Regulations](#)

[Tokyo Disney Resort Rules and Regulations](#)

[Nutrition Guidelines](#)

[Parks and Resorts Cage-Free Egg Statement](#)