

UNIVERSAL STUDIOS JAPAN

SENSORY GUIDE FOR

Guests with Cognitive Disabilities

UNIVERSAL STUDIOS JAPAN Information Center

TEL:0570-20-0606

* For some IP phones and international phone calls, please call us at 06-6465-4005.
Please be careful to not dial a wrong number.

Official website

<https://www.usj.co.jp/web/en/us>

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Welcome to **Universal Studios Japan**

From high-speed Attractions to energetic live shows to large walk-around characters, many of the entertainment offerings at Universal Studios Japan may provide challenges to Guests with certain cognitive disabilities. We've created this guide so that these Guests can enjoy their time with us comfortably and safely.

NOTE: We recommend you print this planning guide and bring it with you or save it on your phone as this guide is currently only available at [Universal Studios Japan's website](#).

You can also access the official website by scanning this QR code.



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Prepare For Your Visit

1. **Review this guide:**

This guide gives an overview of the theme park and what to expect during your trip. Preparing your group in advance can help you enjoy the best vacation experience possible.

2. **Create an itinerary:**

Once created, review this timeline with your group so they can learn the routine.

3. **Download the App**

The Universal Studios Japan App contains Attraction requirements, a park map, wait times, Guest service information, Accessibility information, and more.

4. **Choose at least one meeting place to gather in case you're separated:**

Be sure your party is aware of the location and show it to them once you arrive. Continue to stress the importance of staying together at all times.

What To Bring

1. **Awareness accessory such as a bracelet, shirt with autism logo, etc.**

- Please bring and attach a tag with your contact information (a phone number where you can be contacted within the park). If the person with autism is non-verbal, please write this on the tag.

2. **Teens/young adults should have a wallet with photo identification card and contact information**

3. **Earplugs or headphones** (be aware headphones are not allowed on some rides):

- Some individuals are sensitive to sound and may want to bring earplugs or noise-cancelling headphones to the theme parks. Most attractions allow guests to experience them with earplugs that are "spongy" in material.
- Some attractions have a "no loose articles" policy (Hollywood Dream - The Ride, Hollywood Dream - The Ride: Backdrop, The Flying Dinosaur, etc) and a Ride Attendant may ask a guest entering the queue with noise-cancelling headphones to place them in a complimentary attraction locker.

4. **Sensory toy or calming item** (blanket, string, toy, etc):

- If an individual has a favorite toy, handheld game or mobile app that would help with anxiety or keep them entertained while waiting in line for an Attraction, show or meal, you're encouraged to bring it.
- Some individuals will download videos and games onto an electronic device to use while standing in line. Note that some Attractions have a "no loose articles" policy and items may have to be placed in a complimentary Attraction locker before entering the queue.
- Some Attractions do not allow electronic devices in the queue experience, so have a backup handy – perhaps something printed to occupy them. Consider your daily routine and bring what you normally use for engagement. Review what you are packing just in case she/he feels any angst about you forgetting their favorite items.

5. **Extra change of Clothes:**

- Water rides such as Jurassic Park The Ride can get riders extremely wet.
- You may consider bringing a change of clothing which can be stored in a park locker.

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What You Can Expect

1. **Before you arrive:**

Due to possible elopement concerns (Guest with cognitive disabilities that may wander off unsupervised), we advise guardians/companions to take a full body photo of each person in their care. This will help in reuniting parties. Also remember to bring a sensory toy or calming item.

2. **Arriving to the property:**

- If you are coming by train, you will exit at Universal City Station and walk through Universal CityWalk Osaka. Follow the posted signs to Universal Studios Japan. Walk through Universal CityWalk Osaka: Note that there will be restaurants, merchandise stores, loud music, pungent food smells, crowds of people, and bright flashing lights. This may be a good area for headphones if the individual is sensitive to any or all of these.
- If you are coming by car, you will walk to the entrance of Universal Studios Japan after parking. The parking lot you are directed to may vary depending on the parking situation.

3. **Metal detectors and a bag check:**

For the safety and enjoyment of all Guests visiting Universal Studios Japan, security checks using metal detectors and X-ray machines are conducted before entering the Park. Guests who obstruct or refuse to undergo the security check will be denied Park entry. We appreciate your understanding and cooperation so that everyone can enter the Park smoothly. If you are wearing a medical device and have concerns about the security check, please consult a Crew Member.



Step 1

Remove all items from your pockets and place them in your bag. If you do not have a bag, please place all items from your pockets onto the tray. Please remove drink containers, such as water bottles and disposable plastic bottles, and keep them in your hands.

NOTE: Beverages in glass bottles, cans, and containers that cannot be completely closed, such as coffee cups with/without lids and drink cartons, are not allowed.

Step 2

Place your belongings on the tray.

Step 3

When directed by Security, pass through the metal detector. Please hold metal water bottles above your head and proceed through the metal detector gate.

NOTE: The content of your drink containers will be checked after you pass through the gate.

Step 4

Gather your belongings and proceed to the turnstiles.

IMPORTANT: If the metal detector gate does not provide sufficient confirmation, Security will conduct a body check, for which we ask your cooperation.

Please visit the Universal Studios Japan website for additional precautions. A security check video is also available on the website.

4. **Enter the park:**

Display the QR code on your ticket when directed by the Crew Members at the turnstiles. Walk through the turnstiles once directed by the Crew Member.



5. Visit Guest Services for assistance:

If you have any questions while visiting our park, please stop by Guest Services inside the main entrance for assistance.

6. Wheelchair and stroller rentals:

These are available immediately to the right after entering the gate. However, due to limited availability, rentals may be suspended at this time.

If you are using a stroller as a wheelchair, you will be given a tag to identify it. Please stop by Guest Services.



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Crew Members / Lost Guests

Universal Studios Japan employees, or "Crew Members," are identifiable by their name badges whether uniformed or in business attire. Each Crew Member is there to help you and your party enjoy your day. They can answer your questions or offer directions to help you get around the park.

Should someone in your party become lost or separated, have them locate a Crew Member for help. As mentioned earlier, nametags/contact information with a mobile phone number are highly recommended for Guests with cognitive disabilities; as is having full body photos of your party members on a cell phone to help locate and identify lost or separated members.



Attraction Information

For more details and information about each ride's requirements and restrictions, please refer to the Universal Studios Japan App or [Universal Studios Japan website](#). Some Attractions have test seats at the ride entrance so riders can experience and familiarize themselves with the seating and restraints before entering.

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

Guest Support Pass

Universal Studios Japan has developed a Guest Support Pass for Guests with a Japanese issued Disabled Person's Handbook. The Guest Support Pass is an accommodation designed to provide equal access to theme park Attractions and is not to bypass other Guests waiting in the Attraction queue.

Please speak to a Crew Member if you want to acquire a Guest Support Pass. Please be aware that these passes are for reserving an admission time, not for priority admission. We appreciate your understanding.

Eligibility

Guests with a disability that prevents them from being able to wait in line and possess a Disabled Person's Handbook.

Note: Please visit Universal Studios Japan's website for more information or speak to a Crew Member.

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Accessing Attractions

Height checks at the front of the Attraction:

To ensure everyone's safety, some Attractions at our theme parks have restrictions based on rider height. These Attractions contain a height marker at the entrance. If the Attraction Attendant is unsure if children in your party meet the height requirement, they will ask their companion to join them at the height marker to assist in measuring the child to ensure they can safely ride that Attraction.

If it is confirmed that your child meets the height requirement, a wristband will be offered to indicate the child's height which can be used at other Attractions. The wristband may only be worn on the child's wrist and will be placed flush against their skin.

If your child is unable to put the wristband on their wrist, please let a Crew Member know.

NOTE: Attractions Attendants may request a height check at any time, even if the child is wearing a wristband.

Supervising Companions:

Any child who meets the minimum height requirement of the Attraction but does not meet the ride-alone height requirement must be accompanied by a Supervising Companion. Supervising Guests must be mentally and physically healthy persons of junior high school age or older and meet the Attraction requirements.

Posted wait times at the Attraction:

Each Attraction will indicate a wait time for the standby queue. Carrying a mobile device? Download The Universal Studios Japan app and get updated wait times, show times and dining menus as you enjoy our parks.

Child Switch:

Children who do not meet the minimum height requirement or are unwilling to go on a particular ride that you want to experience, may use our "Child Switch" program. Some Attractions have a Child Switch room where one member of your party can wait with non-riding members of their party while the rest of their party rides. Once they are finished, switch places so whoever rode can stay with the non-riding members, and the adult(s) who sat out can enjoy the ride. For more information or

instructions, please ask an Attractions Attendant.

Area Timed Entry Ticket for SUPER NINTENDO WORLD™

Depending on crowd conditions on the day of your visit, you may need an Area Timed Entry Ticket or Area Timed Entry Ticket: Advance Booking to enter Super Nintendo World area.

Area Timed Entry Tickets can be obtained via the official app at the park on the day of your visit. We will start issuing Area Standby Entry Tickets once the predetermined number of Area Timed Entry Tickets has been issued.

Even after you have entered the area with an Area Timed Entry Ticket or an Area Timed Entry Ticket: Advanced Booking ticket, Attraction admission may be suspended or may have already ended.

Area Timed Entry Tickets: Advance Booking can be arranged prior to visiting the park by purchasing travel packages that include Timed Entry Tickets or Universal Express Passes (with Entry Timed Tickets).

	Type of Attraction	Type of Restraint	Test seat	Minimum Height	Supervising Companion for Children	Fear of Heights	Strobe Effects	Fog Effects	Water Effects	Soap Bubbles	Fear of Enclosed Spaces	Loud/Sudden Noises	Explosion Sound	Periods of Darkness	Fire Effects	Smell
Hollywood Dream - The Ride	Ride	Lap Bar	✓	132cm		✓	✓									
Hollywood Dream - The Ride: Backdrop	Ride	Lap Bar	✓	132cm		✓	✓									
Universal Monsters Live: Rock and Roll Show	Show						✓	✓				✓	✓	✓	✓	
SING on Tour	Show						✓	✓				✓		✓		
Playing with Curious George™	Show						✓			✓		✓		✓		
Sesame Street 4-D Movie Magic™/ Shrek's 4-D Adventure	Show						✓		✓	✓		✓		✓		✓
Space Fantasy - The Ride	Ride	Lap Bar	✓	102cm	102cm-122cm	✓	✓	✓			✓	✓		✓		
XR Ride	Ride	Lap Bar	✓	122cm		✓	✓				✓	✓		✓		
Detective Conan 4-D Live Show:Jewel Under the Starry Sky	Show						✓	✓	✓			✓		✓		
Illumination's Villain-Con Minion Blast	Ride				Under 122cm		✓									
Despicable Me: Minion Mayhem	Ride	Lap Bar		102cm	102cm-122cm	✓	✓	✓			✓	✓		✓		✓
Freeze Ray Sliders	Ride	Seatbelt		92cm	92cm-122cm			✓								
The Flying Dinosaur	Ride	Shoulder harness	✓	132cm-198cm		✓	✓				✓			✓		
Jurassic Park - The Ride	Ride	Lap Bar		107cm	107cm-122cm	✓	✓	✓	✓			✓		✓		
WaterWorld	Show							✓	✓			✓	✓		✓	
JAWS	Ride				Under 122cm		✓	✓	✓		✓		✓	✓	✓	
The Flying Snoopy	Ride	Lap Bar		92cm	92cm-122cm	✓										
Snoopy's Flying Ace Adventure	Ride	Lap Bar	✓	92cm	92cm-122cm	✓	✓	✓								
Hello Kitty's Cupcake Dream	Ride				Under 122cm											
Harry Potter and the Forbidden Journey™	Ride	Shoulder harness	✓	122cm		✓	✓	✓	✓	✓ Queue	✓			✓		✓
Flight of the Hippogriff™	Ride	Lap Bar		92cm-195cm	92cm-122cm	✓										
Mario Kart: Koopa's Challenge™	Ride	Lap Bar	✓	107cm	107cm-122cm		✓	✓				✓				
Yoshi's Adventure™	Ride	Lap Bar	✓	92cm	92cm-122cm	✓	✓					✓				
Mine Cart Madness™	Ride	Lap Bar	✓	107cm	107cm-122cm	✓		✓	✓					✓		

For more details and information about each ride's requirements and restrictions, please refer to Universal Studios Japan's website

