

As you prepare to visit, please know there have been impacts to Resort Benefits and amenities and some offerings may be temporarily unavailable. And though some of our experiences have changed, the magic will always be here.

For the latest details on Resorts, Theme Parks and other offerings, please visit <https://disneyworld.disney.go.com/experience-updates/>.

Things To Do Before You Arrive

- Review our **Health Acknowledgement Checklist** at <https://disneyworld.disney.go.com/experience-updates/resorts/>.
- Create a **My Disney Experience Account**: For desktop, visit <https://disneyworld.disney.go.com/plan>. See app details on the following page. The *My Disney Experience* app allows for contactless check-in and other great features.
- **Check-in Online**: To limit physical contact during your stay, it is important to use online check-in and enjoy the ease of going direct to your room upon arrival. Visit your *My Disney Experience* account to link your resort reservation and set-up online check-in.

Health & Safety

At *Walt Disney World* Resort, important updates have been implemented to promote health and safety for Guests and Cast Members. Below are the top things to know as you prepare to visit.

You can also check for the latest updates and details at <https://disneyworld.disney.go.com/experience-updates/>.



Face Coverings

Face coverings are required for all Guests (ages 2 and up) and Cast Members.



Temperature Screenings

Temperature screenings are required for entry to some locations. Before you leave home, be sure to check the temperatures of everyone in your party – including yourself – as an extra precaution.



Physical Distancing

Physical distancing measures will be in place throughout the Resort.

Pre-Arrival Waiver

You will receive a waiver that will need to be signed and returned to us prior to your arrival.

My Disney Experience App Is Your Key to It All

To stay up-to-date during your visit, it is important to download and setup the *My Disney Experience* app on your phone. This multifunction app offers a variety of tools designed to make your stay easier.

You'll use it to minimize physical contact during your visit and enjoy the ease of services such as:

- **Contactless Resort Check-in with Direct-to-Room Service:** Bypass the front desk and head straight to your guest room using the Online Check-In feature. Your smartphone can be used as your room key!
- **Mobile Order Service for Dining:** A time-saving feature of the *My Disney Experience* app, mobile order service enables you to order ahead at select dining locations and pick up food during a designated arrival window.
- **Scannable Codes for Select Restaurant Menus:** While at a table-service restaurant, you can scan a code to access the digital menu.
- **Dining Experiences:** For current dining options, please visit <https://disneyworld.disney.go.com/experience-updates/dine/>

Prior to your visit, please check that your home address is current on your *My Disney Experience* account.

For more details, visit <https://disneyworld.disney.go.com/plan/my-disney-experience/mobile-apps/>.

Park Reservations – Disney Park Pass System

To help manage Park capacity, we're introducing *Disney Park Pass* service, a new Theme Park reservation system. In order to make your Theme Park reservations, you will need a *My Disney Experiences* account and valid Theme Park admission linked to it. Then, simply log into your account and select the dates and Theme Parks you wish to visit.

To enter a Theme Park, both a reservation and valid admission for the same Park on the same date are required. Please note that reservations are limited in capacity, subject to availability and are not guaranteed until confirmed.

To learn more, visit <https://disneyworld.disney.go.com/experience-updates/park-reservations/>.

Theme Park Tickets

If you haven't yet purchased your Theme Park tickets, please do so now. You'll need tickets before you can make Theme Park reservations, which are limited and available on a first-come-first-served basis. A Resort reservation does not guarantee Theme Park access.

If an online ticket store has been created for your event, it is available via a link on the event website. Otherwise, please contact your Meeting/Group planner for details. Alternatively, you can purchase special meeting and convention Theme Park admission by calling the *Walt Disney World* Resort Group Ticket team at 407-566-5600.

Planning to use Disney's Magical Express® service?

Airport transportation via *Disney's Magical Express* service for Guests arriving and departing from Orlando International Airport is continuing to operate during this period, with some modifications. Guests who choose to use *Disney's Magical Express* service will be responsible for picking up any of their checked luggage from the airport's baggage claim area, so that it can be loaded onto the motorcoach to their Disney Resort hotel. Please know that your luggage will travel with you to your Disney Resort hotel.

Luggage assistance will be available at the front of your Disney Resort hotel, including luggage storage and/or transport to the room. Upon your departure, please ensure your luggage is with you and is loaded onto the motorcoach, so you can check it in with your airline once you reach the airport. The resort airline check-in service will not be offered at this time.

For the latest details, visit disneyworld.disney.go.com/experience-updates/resorts/.