

Disney MEETINGS & Events

Enhanced Health and Safety Measures for
Your Meetings & Events at the
Walt Disney World® Resort

SEPTEMBER 2020



As our valued partner, you and your organization continue to be in our thoughts personally and professionally, during this time of uncertainty.

At Disney Meetings & Events, the health and safety of our Guests, Cast Members, and the larger community remain our top priority. Our Cast Members, including your Sales and Event Services teams, are taking great care to prepare for you and your attendees.

As we navigate through this unprecedented time, we continue to evaluate enhanced safety measures considering guidance from health authorities and appropriate government agencies.

At Disney Meetings & Events, we pledge delivering partnership, collaboration and imagination. Thank you for your continued support as we work through this together. We look forward to hosting your meeting or event at the *Walt Disney World*® Resort.

Key Commitments



Health & Safety



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A Message from Dr. Pamela Hymel, Chief Medical Officer, and Katie Kelly, Vice President of Worldwide Safety Services



We remain deeply committed to focusing on your well-being when you visit or work at *Walt Disney World*® and *Disneyland*® Resorts. From increased cleaning and disinfecting across our parks and resorts, to updated health and safety policies, we have reimagined the Disney experience so we can all enjoy the magic responsibly. We implemented our health and safety measures after considering the guidance of health authorities, including the Centers for Disease Control and Prevention (CDC).

Together, we are a Disney family, and while COVID-19, and the risk of contracting it, is present in public places, there are many important ways that we can all help promote each other's safety. As we implement our guidelines at our parks and resorts, we want to thank our Guests and Cast Members for all they do to care for one another by doing their part.

You can check on updates from [Dr. Pamela Hymel](#) and [Katie Kelly](#) on the Disney Parks Blog.



Health Acknowledgement

Prior to arrival, all Guests must review our Health Acknowledgement at <https://disneyworld.disney.go.com/experience-updates/resorts/>. This includes a review of any advisories or restrictions that may be in place for travel to Florida. Visit <https://floridahealthcovid19.gov/travelers/> for information.

By entering the *Walt Disney World*® Resort, each Guest confirms that they and all persons in their party:

- are not experiencing any of the following symptoms of COVID-19 identified by the Centers for Disease Control and Prevention at CDC.gov, including:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
- have not been in contact with someone with confirmed or suspected COVID-19 symptoms without completing a 14-day quarantine
- are not under any self-quarantine orders

Guests who cannot confirm all of the above criteria must not enter the *Walt Disney World*® Resort. By entering the *Walt Disney World*® Resort, each Guest acknowledges that they understand and will abide by the above health-and-safety requirements.

COVID-19 Warning

We have taken enhanced health and safety measures – for you, our other Guests and Cast Members. You must follow all posted instructions while visiting the *Walt Disney World*® Resort. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and Guests with underlying medical conditions are especially vulnerable.

By visiting the *Walt Disney World*® Resort you voluntarily assume all risks related to exposure to COVID-19.

Waiver

All attendees visiting the *Walt Disney World*® Resort will be required to sign a COVID-19 Acknowledgement and Waiver prior to arrival. At our request, you will provide us the e-mail addresses of each of your attendees for us to send them this Waiver (and we will not use such e-mail addresses for any other purpose). By providing us an attendee's e-mail address, you agree you have received such attendee's consent for us to contact them.

The information provided in this working document is subject to change. We will continue to monitor the situation and make adjustments based on guidance from health authorities and appropriate government agencies. Visit <http://disneytools.com/transfer/files/DisneyMeetingsRequirementsDisneyWorld.pdf> for the latest version. Please contact your Disney Sales or Event Services Manager for questions, or additional needs and information. You can visit www.disneyworld.com/updates for the latest *Walt Disney World*® Resort updates and information.

Enhanced Cleaning



Common Areas & Meeting Spaces

Common areas and meeting spaces will receive increased cleaning. Extra attention will be given to high-traffic areas, such as public elevators and escalators, handrails, benches, tables, handles, restrooms and more.

Guest Rooms & Housekeeping

Housekeeping services have been modified at Disney Resort hotels to promote enhanced cleaning and reduced contact. Prior to your arrival, rooms will undergo thorough cleaning—with attention to:

1. **Door Handles, Pulls and Knobs** including dresser, door, drapes and furniture
2. **Light Switches and Controls** including lamps, switches and other controls
3. **Closet Amenities** such as in-room safe, iron and ironing board
4. **Beverage Area** including coffee maker, condiments, cutlery and wrapped cups
5. **Bathroom Fixtures and Surfaces** including shower/tub, toiletry dispensers, toilet, faucets and hard surfaces
6. **Bathroom Amenities** such as hair dryer, make up mirrors and wrapped cups
7. **Thermostat and Electric Controls**
8. **Bedding** including all linens and blankets
9. **Electronic Devices** such as TV and entertainment system controls, phone, key pad and handset
10. **Hard Surfaces and Tables** including work surfaces and all flooring
11. **Cleaned & Wrapped Amenities**

And during your stay, your room will receive a light cleaning service every other day, which will include removal of trash and used towels, replenishment of towels and amenities throughout the room and bathroom, wiping and cleaning of the vanity and counter surfaces and vacuuming if needed.

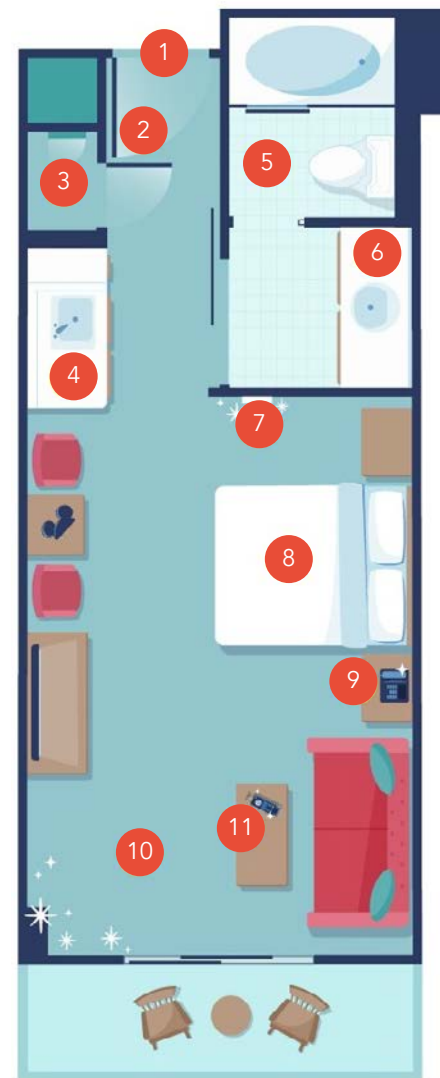
You can also choose to decline every-other-day cleaning service.

Please note that we reserve the right to enter any room for maintenance, safety, security or any other purpose, even if the Room Occupied sign is displayed on the room door.

For more details on this and other cleaning measures during you and your attendees' stay, please visit <https://disneyworld.disney.go.com/experience-updates/resorts/>.

Hand Sanitizer

We have increased the number of hand sanitizer locations throughout the *Walt Disney World*® Resort.



Temperature Screenings, Face Coverings & Physical Distancing



Temperature Screenings

Attendees may be required to undergo temperature screenings with no-touch thermometers before entry to some locations, including, the *Walt Disney World*® theme parks, the *Disney Springs*® area and table-service restaurants at Disney Resort hotels.

Based on guidance from health authorities, anyone displaying a temperature of 100.4 F (38 C) or above will be directed to an additional location for rescreening and assistance. Those with temperatures 100.4 F (38 C) or above will not be allowed entry; those in their party will not be allowed entry either.

Before attendees leave home, they should check the temperatures of everyone in their party – including themselves – as an extra layer of precaution.



Face Coverings

Face coverings are required for all Guests (ages 2 and up) and Cast Members. Attendees should bring their own face coverings and wear them at all times, except when dining or swimming. Face coverings may be removed while actively eating or drinking, but persons should be stationary and maintain appropriate physical distancing.

All face coverings (whether disposable or reusable) must:

- Be made with at least two layers of breathable material
- Fully cover the nose and mouth and secure under the chin
- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops and allow the Guest to remain hands-free

At this time, based on guidance from health authorities, neck gaiters and open-chin triangle bandanas and face coverings containing valves, mesh material or holes of any kind are not acceptable face coverings. Costume masks are also not considered appropriate and are prohibited from being worn, in alignment with our [existing rules](#). The use of face coverings is not a substitute for physical distancing.



Physical Distancing

Physical distancing measures will be in place throughout the Resort. Measures may include:

- **Signage and Ground Markings:** Directional signage and ground markings, which have been installed throughout the *Walt Disney World*® Resort to help Guests better navigate common areas while practicing physical distancing.
- **Physical Barriers:** Physical barriers have been added in select places where it is difficult to maintain strict physical distancing guidelines. These may be visible in food and beverage service for your event.
- **Training:** Cast Members are trained to engage with Guests and promote physical distancing guidelines in common areas and queues.

Attendees should also refrain from handshakes and other contact with those not in their party.

Reduced Contact



Meetings & Events

Your Disney Event Services Manager will work with you to integrate reduced contact or contactless measures into your event such as for event registration and attendee check-in.

My Disney Experience App

Your attendees can make the most of their visit with the [My Disney Experience app](#). We strongly recommend that your attendees have the latest version of this app on their mobile device, with location services and notifications enabled. Helpful features include:

- **Contactless Resort Check-in with Direct-to-Room Service:** Attendees can bypass the front desk and head straight to their Guest rooms using the Online Check-In feature. Their smartphones can be used as their room keys.
- **Mobile Order Service for Dining:** Mobile order service enables attendees to order ahead at select dining locations and pick up food during a designated arrival window.
- **Scannable Codes for Select Restaurant Menus:** While at select table-service restaurants, attendees can scan a code to access the digital menu.

Online Check-In

To aid in physical distancing efforts, we strongly recommend that attendees use Online Check-In Service in advance—online or with the My Disney Experience app. When their room is ready, attendees will receive a room-ready notification. Then, attendees can use either a MagicBand or the My Disney Experience app digital key feature to enter their room.

If you are using a rooming list for your meeting or event, please discuss options to help promote online check-in with your Event Services Manager.

Automatic Checkout

On each attendee's scheduled checkout day, they will be automatically checked out of their room—so they do not have to visit the Front Desk (unless they have unresolved charges to their hotel folio).

Cashless Transactions

At this time, it is recommended that all attendees use cashless payment options, including debit cards, credit cards and Disney Gift Cards. Attendees can also opt for contactless payment options—such as mobile wallets—or use cash to purchase a Disney Gift Card at Guest Relations and select merchandise locations. Attendees staying at a Disney Resort hotel can also use MagicBands to charge their purchases to their Disney Resort hotel folio.

For the latest information and details, visit <https://disneyworld.disney.go.com/experience-updates/resorts/>.



Training

Cast Members are receiving additional training on both new measures and the continued importance of personal health and hygiene, such as handwashing and of course, staying home when ill. For some, this includes training on how to help everyone who visits to follow new health and safety measures, including wearing a face covering and maintaining physical distancing.

Personal Protection Equipment (PPE)

All Cast Members are required to wear company-issued face coverings.

Cast Members who must interact with Guests where physical distancing cannot be maintained will also be required to wear face shields in addition to face coverings.

Workplace Health & Safety

We've increased the frequency of cleaning in work areas, adjusted our work practices to promote physical distancing, and introduced protocols for temperature checks and face coverings.

Health Screenings

Cast Members will self-screen at home for temperature and symptoms of illness before each shift and will stay home if they are not feeling well.

Also, Guest facing Cast Members will undergo a temperature screening upon arriving at their workplace and prior to starting their shift.



Registration Desks

The use of online registration for your meeting or event is highly encouraged. If you will be utilizing our meeting registration areas, appropriate physical distancing markers and signage will be placed in queue areas to promote physical distancing.

Whenever possible, all meeting or event materials and credentials should be provided electronically (such as through an event application) instead of via physical copies distributed at your meeting or event. Talk to your Disney Event Services Manager about options for digital tools.

Floor Plans and Event Locations

Your Disney Event Services Manager will help you navigate room set-up and floor plans on a custom event-by-event basis to promote physical distancing. This includes reduced capacity in all meeting rooms, event rooms and exhibit halls.

For general sessions and breakouts, multiple sessions may be implemented to manage attendance.

Navigating Attendee Flow

Physical distancing measures will be implemented for attendee flow into event spaces and may include phased arrival times, directional signage and one-way traffic aisles. Your Disney Event Services Manager will work with you on an event-by-event basis to determine the best solution for your meeting.

Health & Safety Signage will be placed throughout the Resort, including the Resort Convention Centers, promoting physical distancing.

Online options may be available (for an additional fee) for attendees at the Resort that cannot attend your meeting in person.

Shipped Packages for your meeting or event may be shipped to your Resort. Please work with your Disney Event Services Manager to coordinate your event shipping needs.

Banquets & Catered Events



Customizable Food & Beverage Offerings

Menus and service offerings will focus on reduced contact and physical distancing. Your Disney Event Services Manager can assist you with customized options.

Meal Options

Traditional self-serve buffets are temporarily unavailable and will be replaced with enhanced food stations. Our culinary and catering Cast Members will serve custom plates at these stations—from behind plexiglass barriers—to Guests while wearing appropriate face and hand coverings.

Plated meal options will be available for sit-down events. Pre-set courses—including pre-set beverages—will be temporarily paused. All items will be served tableside.

Butler-passed food and beverage offerings will be temporarily unavailable. Additional meal options will include custom boxed meals and grab-and-go items.

Coffee Stations & Breaks

Touchless self-serve coffee stations will be available. These hot beverage stations will feature individually wrapped, disposable cups and touchless coffee dispensers. Individually wrapped coffee condiments will be provided.

Individual bottled and canned beverages will also be available.

Food items will include a variety of individually wrapped items.

Cash Bar and Wine Service

Hosted bars for catered events are highly encouraged. Should your event require a “cash bar”, availability will be determined based on the location. At this time, debit cards, credit cards and MagicBands will be the only form of payment accepted at non-hosted bars.

Wine service is available and will be provided tableside by our Cast Members (wine bottles will not be left on the tables).

Water Stations

Please speak with your Disney Event Services Manager for custom options for water stations. Bottled water is available within our menu selections.

Physical Barriers

Physical barriers have been added in select places where it is difficult to maintain physical distancing such as certain food and beverage service areas.

Meeting Enhancements



Entertainment

A variety of entertainment options remain available for your event. Due to guidance from health authorities and appropriate government agencies, certain offerings may be adjusted or unavailable. Please see your Event Services Manager or Event Consultant for details.

At this time, Character Greetings are temporarily paused. Your Event Services Manager can discuss other options for integrating our world-famous characters into your event.

Photography & Videography

Cast Members are temporarily unable to use attendees' personal cameras or mobile devices to take photographs or video.

Audio Visual

Our audiovisual team has developed a number of safety protocols to promote cleanliness and sanitation. This includes:

- Before and between sessions, technicians will clean high-touch areas of audiovisual equipment such as microphones, remotes, laptops and other presentation materials.
- White board and flipchart markers will be given to each room. When requested, new, un-opened boxes of markers will be delivered.
- Our entire inventory of high-touch audiovisual items will be cleaned daily prior to use.



Vendors, Contractors and Other Third Parties

All vendors, contractors and other third parties will be required to adhere to all *Walt Disney World* Resort safety and health protocols. This includes temperature screenings, face coverings, physical distancing and reduced contact measures. If you have a third party vendor that is participating in your meeting, please speak with your Event Services Manager for further direction.

Exhibit Halls

Exhibit Halls may take place with important updates to promote enhanced cleaning, physical distancing and reduced contact. These include directional signage for attendee traffic flow, appropriate booth spacing and reduced capacity. A scheduled time for attendees to visit the exhibit hall is highly encouraged. Your Event Services Manager can assist with details.



Resort Hotels, Amenities & Transportation



Pools and Recreation

Resort pools will be open and will operate with reduced capacity to allow for physical distancing. Feature pools may also operate with reduced hours. Recreation activities will vary at each Resort.

Resort Services

Some Resort hotel services will be modified or unavailable based on physical distancing and health guidelines. Changes include:

- Bell Services will deliver luggage to rooms, but will not escort Guests
- In-room celebrations will not be available
- Dry-cleaning and valet laundry services will be temporarily unavailable; self-service laundry will remain available

Disney's Magical Express Service

Airport transportation via *Disney's Magical Express* service is available for Guests arriving and departing from Orlando International Airport with modifications. At this time, *Disney's Magical Express* service will not be providing luggage delivery service for those arriving to and departing from the airport.

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 luggage will travel with the Guest on the motorcoach to their Disney Resort hotel.

Luggage assistance will be available at the front of the Disney Resort hotel, including luggage storage and/or transport to the room.

Transportation & Parking

New measures are in place to promote the health and well-being of Guests and Cast Members, including:

- Transportation is operating with physical distancing measures in place, including in the load zones and queues, as well as aboard buses, monorails and watercraft boats.
- Face coverings are required at all times while boarding and using *Walt Disney World*® transportation.
- The Disney Skyliner will load one party per gondola.

We have added physical barriers in select places where it is difficult to maintain strict physical distancing guidelines, such as partitions inside our buses and monorails.

Visit <https://disneyworld.disney.go.com/experience-updates/resorts/> for more details on Resort transportation and parking.



Resort Dining

Available dining options will vary at each Resort hotel as many dining experiences may be modified or unavailable in order to promote cleanliness and physical distancing. Please check <https://disneyworld.disney.go.com/experience-updates/dine/#locations> for current availability.

Mobile Order Service for Dining

A time-saving feature of the My Disney Experience app, mobile order service enables attendees to order ahead at select dining locations and pick up food during a designated arrival window.

Scannable Codes for Select Restaurant Menus

At select table-service restaurants, attendees can use their own mobile device to scan a code to access a digital menu.

Visit <https://disneyworld.disney.go.com/experience-updates/dine/> for more details regarding Dining.



Theme Park Admission & Reservations



Meeting/Convention Theme Park Tickets and Bulk Ticket Purchase

Your Disney Event Services Manager will provide an online ticket store and, at your request, an event microsite to allow attendees to purchase special Meeting/Convention Theme Park tickets. Attendees will also be able to purchase tickets by calling the *Walt Disney World* Group Ticket team at 407-566-5600. You can also request a Bulk Ticket Order Form to purchase Meeting/Convention Theme Park tickets for your attendees.

Theme Park Capacity

As we continue to work with health authorities on physical distancing guidelines and capacities. We will continue to update you as these guidelines and capacities change and evolve. To enter a park, both a park reservation and valid admission for the same park on the same date are required (a hotel room reservation does not guarantee theme park access).

Disney Park Pass System

To manage attendance while also helping Guests plan ahead before their arrival, we are introducing the new Disney Park Pass system. During this time, all Guests with valid admission will be required to make a reservation in advance for each park entry, using this new online tool.

To enter a park, both a park reservation AND valid admission for the same park on the same date are required for each person in your party ages 3 and up (limit one park per day).

Before you visit a park, you must make a reservation using this convenient online tool—now available for Guests with valid theme park admission. Check this page often for up-to-date details.

For more details regarding Disney Park Pass System, visit:

<https://disneyworld.disney.go.com/experience-updates/park-reservations/>

Below are a list of useful links for the latest *Walt Disney World*® Resort information:

- Face Coverings, Temperature Screenings, Physical Distancing, Reduced Contact: <https://disneyworld.disney.go.com/experience-updates/>
- Resort Hotels, *Disney's Magical Express* Service, Resort Transportation and Parking: <https://disneyworld.disney.go.com/experience-updates/resorts/>
- Dining Experiences: <https://disneyworld.disney.go.com/experience-updates/dine/>
- Disney Park Pass System: <https://disneyworld.disney.go.com/experience-updates/park-reservations/>
- Events, Tours and Experiences: <https://disneyworld.disney.go.com/experience-updates/events-tours-extras/>
- My Disney Experience Mobile App: <https://disneyworld.disney.go.com/plan/my-disney-experience/mobile-apps/>
- *Disney Springs*: <https://www.disneysprings.com/reopening/>
- Online Check-In Service: <https://disneyworld.disney.go.com/guest-services/online-resort-check-in/>
- Disney Meetings & Events Blog: <https://www.disneymeetingsandevents.com/blog/>