

Compliments of:



and your travel agent:





www.DestinationMagic.com



#### **ITINERARY**

ACCOMMODATIONS		and the second second
Resort Name:  Room Type:	Resort Address:	ARIVING EARLY? All resorts will hold your bags for you so you can enjoy the parks before you check-in or after you check-out.
Confirmation Number:	Arrival Date:	Depature Date:
Number Of Nights:	Check-In Time:	Check-Out Time:
AIRPORT TRANSFERS	RENTAL CAR	
Shuttle Private Provider:	Company Name:	Reservation Number:
THEME PARK TICKETS		
Ticket Type: ☐1 Park Per Day	Number of Days:	*Number of "Plus" Options:
☐ Park Hopper ☐ Genie+	Date of First Use:	Last Date of Use:
SPECIAL EVENT TICKETS		
Special Event:		
Event Date:	Event Hours:	Early Entry Time:
VIP TOURS, ACTIVITIES, OR	RECREATION	
Activity:	Location:	Confirmation Number:
Date:	Start Time:	Duration:
OTHER PARK/ATTRACTION	TICKETS (UNIVERSAL, SEA W	/ORLD, ETC.)
Park/Attraction:		
Ticket Type:	Hours:	Confirmation Number:
	1	





# IAGIC AT THE MOMENT

#### **COVID-19 HEALTH AND SAFETY**

Get excited! You are about to visit the Disneyland Resort during an amazing time in history. Never before have guests enjoyed a Disney experience quite like the one available right now. While it will be different in many ways, that doesn't mean it will be "less than". In fact, there are some incredible positives that make going right now, worth every penny!

To stay up to date with the latest procedures, offerings and experiences, go to Disney's informational website, Know Before You Go. (https://disneyland.disney.go.com/experienceupdates/) Information is constantly being updated as the situation changes. That said, there are key points I want to be sure you are 100% clear on up front.

- 1. A resort reservation with theme park tickets does not guarantee you entry into the theme parks. Right now, guests are required to make a Park Pass (a reservation) for each day they plan to visit a park. Park-hopping is permitted after 1:00 PM. You do not need a Park Pass for a park you want to hop to.
- 2. Indoor face covering requirements vary based on CDC recommendations and local guidelines. Read *Disney's Know Before You Go* page for the most current policies and information.



- 3. Using the My Disneyland App is strongly encouraged. In an attempt to limit personal interaction and unnecessary contact, Disney is urging you to use online check-in, mobile food ordering and viewing digital menus—all via the app. Be sure to download the FREE My Disneyland app to your device.
- 4. Contactless payments are strongly encouraged. Disney is recommending that you add a form of payment to your My Disneyland account and use Mobile Magic as your method of payment for all purchases include food and souvenirs. Debit cards, credit cards, Disney gift cards are also recommended over cash.
- 5. Some of our favorite experiences are temporarily paused. Parades, character meet and greets and some playground areas throughout the entire resort are not currently operational due to the need for **social distancing**. But there are some character sightings and spontaneous mini-parades called Cavalcades.
  - 6. PhotoPass Photographers can no longer take pictures with your camera or device. Adding the **PhotoPass** to your reservation will allow everyone to get into the shots.
  - 7. Housekeeping will not be provided daily. Rooms are thoroughly cleaned prior to check in and high touch items are wiped and bagged. Light cleaning is done very other day which includes removal & replacing of towels and amenities. Counter/surfaces wiped and trash is removed. Need anything else...call

housekeeping from your room phone.

That may seem like a lot of restrictions and it's only the highlights, so please review the Know Before You Go website for the most current information. It is constantly evolving.





# ILINE CHECK-IN

#### BYPASS FRONT DESK AND GO DIRECT TO YOUR ROOM



Disney Resorts are encouraging all guests to use **online check-in** for your stay. It is quick, easy, and perhaps most importantly — contactless! You can do this on either Disney's website or using the My Disney Experience app. Once you begin to check-in, Disney will ask you for your contact information so they may communicate with you via text. Now, you will be also be able to chat with Resort Cast Members via the My Disney Experience app.

#### **Direct-To-Room Service**

Simplify your arrival by starting the check-in process online before your trip.

By using the Online Check-In service early, it will help Disney take your requests into account and plan ahead for your arrival. Use the My Disney Experience app to see real-time room ready updates.

#### How does Direct-to-Room Service work?

Follow these simple steps to enjoy Direct-to-Room service at your Disney Resort hotel:

- 1. Link your Disney Resort hotel reservation to your Disney Account
- 2. Use the Online Check-In service prior to arrival
- 3. On your arrival day, use the My Disney Experience app to get real-time Resort reservation updates, including a notification when your room is ready

When you receive notice that your room is ready, simply use the My Disney Experience app to find your room and unlock your door with either your MagicBand or the Unlock Door feature on the app

#### What If I Am Unable to Complete the Steps for the Direct-to-Room Service?

Cast Members are happy to assist with your arrival. Please see a Cast Member in the lobby entrance area or at the Front Desk.

#### Who do I contact for help unlocking a door?

If you experience difficulties unlocking a door, get help from a Cast Member by tapping "Call Resort Hotel" on the Resort Hotel screen of the My Disney Experience app.



#### Can I visit the Front Desk if I used the Direct-to-Room service?

Of course! Front Desk Cast Members are delighted to assist you with questions about your stay. Visit the Front Desk or tap "Front Desk" on your Disney Resort hotel room phone for personal assistance 24 hours a day.





#### **DISNEY GENIE** COMPLIMENTARY SERVICE









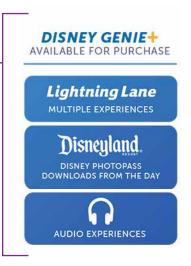
RESTAURANT WAIT LIST, CHECK-IN, & RESERVATIONS







20+ Available attractions







Price varies by date, attraction, and park

Limited to 2 attractions per day

For more information, refer to your Disneyland Vacation Planner (sent to you when you booked your vacation).

To add Disney Genie+ to your Disneyland vacation pacakge, contact your **Destination Magic Travel Planner.** 





#### **DISNEY GENIE+**

# LIGHTNING LANES

#### **HOW IT WORKS:**

Using Disney Genie+ to access Lightning Lanes only takes a few steps. But first, make sure you have the latest My Disneyland app downloaded. If you have previously downloaded it, check for updates. Then, before you begin, make sure you have set up the app to include everyone in your traveling party.



#### **SELECT**

Review available Lightning Lane attracations and times and make your selection.

You can make your first selection once you enter the park.



#### **RIDE**

When your time window opens, go to the attraction and enter via the "Lightning Lane" entrance.

You will have to scan in with your smartphone.



#### REPEAT

TIP: Once you have scanned through. you can then make your next Lightning Lane selection

#### **Individual Attraction Selections**

works the same execpt there will be an additional charge for those selections.





#### PRICE:

Disney Genie+ is currently \$20 per person, per day.

Individual Attraction Selection prices vary by date and attraction. You do not need to purchase Genie+ in order to purchase Individual Attraction Selections.



To add Disney Genie+ to your Disneyland vacation package, contact your **Destination Magic Travel Planner.** 

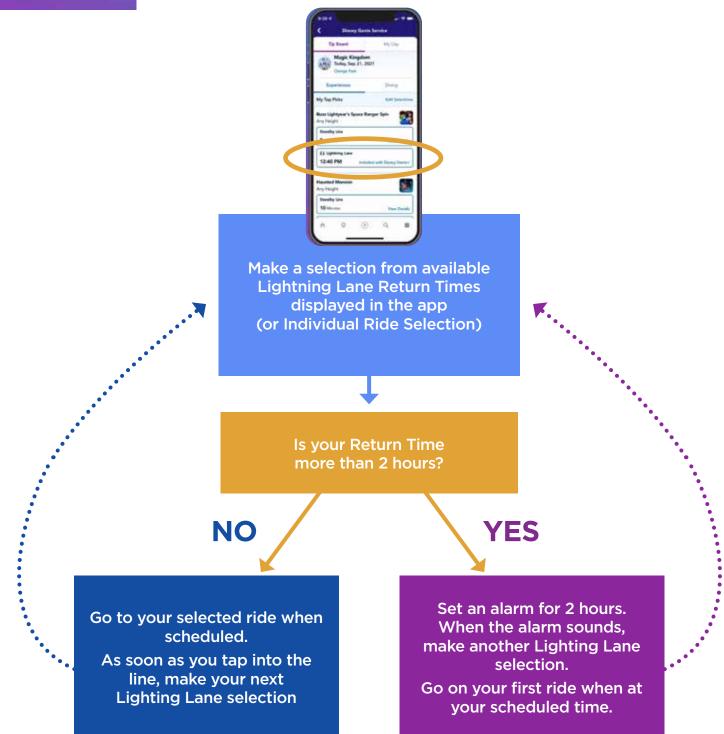


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#### **DISNEY GENIE+**

# LIGHTNING LANES







#### MANAGING CROWDS

- Take advantage of Early Theme Park Entry and Additional Park Hours on select evenings at select parks on select dates.
- Regardless of Early Theme Park Entry, we suggest arriving 45-60 minutes before scheduled opening times. Midday sees the highest crowds, so we suggest taking any lunch break or rest period at this point. Crowds normally diminish later in the afternoon.
- You will often find the longest lines (to enter parks and attractions) towards the middle. Seek out shorter lines furthest to the sides.
- If you don't mind splitting up your group, single-rider lines tend to have much shorter wait times. These rides include Space Mountain and Incredicoaster.
- Disneyland is usually less crowded midweek.
- Lines close at official park closing time. However, the park stays open for at least one more hour. Therefore, plan to get in line before the park "closes" and you will be safe to ride an attraction past the official park closing time.
- Upgrade your theme park tickets to include
   Disney Genie+ so that you can access Lightning
   Lanes on over 20 attractions.
- Many stores remain open after rides close, so you can do your souvenir shopping before leaving the park.

#### **SAVING MONEY**

- You can use Disney gift cards to pay for anythign includeing your resort tab. You can purchase them at a discounted at Target (using Target Red Card), at Sam's Club, and BJ's Warehouse.
- Check your receipts for coupons. For example, Magic Kingdom Quick Service restaurant receipts often include a 10% off coupon for Disney Springs merchandise.
- All Disney parks allow you to get free water at counter service restaurants.
- Uber and Lyft are cheaper than using a local taxi service.
- Purchasing items like ponchos, reusable water bottles, glow sticks, Disney luggage, and souvenirs before you head to Disneyland will save you money and time. Items are often not cheap at Disney, so arriving prepared can save you cash.
- Order bottled water, snacks, toiletries, etc. on Amazon.com, then have them shipped directly to your hotel. This can save you money and time spent shopping during your Disney vacation. Plus, you won't have to pack these items in your luggage.



#### **ULTIMATE WAY TO AVOID THE CROWD**

**Be treated like a VIP with a Disney VIP Tour!** You and your party will get the red carpet treatment throughout the parks. You'll get to skip the long lines and may even get a glimpse backstage. Tours are a minimum of 7 hours and prices start at \$425 per hour for groups up to 10 guests. **Contact us soon as tours book quickly.** 



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#### **DINING TIPS**

 If you have trouble finding availability for Downtown Disney restaurants, check OpenTable for additional reservation times, or call the restaurant directly.



- An 8:00 am or earlier breakfast reservation in the park will have you set up to get on rides right at park opening.
- Most dining reservations may be canceled (without penalty) 24 hours or more prior to your reservation.

#### **MORE TIPS**

- Disneyland offers free wi-fi internet in their theme parks and resort hotels.
- One of the most important yet often overlooked Disneyland tips and tricks. Wear comfortable shoes. Between walking to attractions and waiting in lines, you will be on your feet for most of the day. The average person walks 7-10 miles a day at Disneyland.
- When you park your car, make note of the location. It may be helpful to snap a photo of this location with your phone.

- If your child isn't tall enough to go on a particular ride, use the "Child Swap/Rider Switch" program.
- We think some attractions are more fun at night, including Galaxy's Edge, Incredicoaster, and Big Thunder Mountain Railroad.
- Keep an external phone charger in your daypack. You will likely use your cell phone throughout the day, so having a charger handy will prevent cell phone frustrations later in the afternoon.
- If you are staying on-site and purchase a souvenir and don't want to carry it around with you all day, use the Disney package delivery service. Your package will be delivered directly to your hotel room.
- There is so much to see and do in Disneyland that you will likely not get to see and do it all in this trip—and that's ok. That is why so many people go back to Disney again and again.
- Disneyland resorts typically give their guests folders with Bounce Back Offers and promotions. Use these discounts when booking your next Disney trip. For some of these benefits, you MUST book before you leave. Please list us as your travel agent so we can help you plan your next vacation!

#### THE MOST IMPORTANT TIP

**Have fun!** The most important thing is to relax and enjoy your time with your family.



# Disney Mobile Ordering Made Easy!

Renember to Download the My Disneyland Mobile app!



### Step 1: Place your order

- 1. In your My Disneyland App, begin by selecting "+" and then choose "Order Food."
- 2. Pick an available restaurant, select your arrival time and then make your selections. You can even customize certain menu items to your taste.
- 3. After you've reviewed your details, pay for your order using a credit card, debit card, Disney Gift Card, Disney Rewards Redemption Card, or Apple Pay.

### Step 2: Show up and check in

- 1. Head to the restaurant during your designated arrival time.
- 2. When you arrive, select the "I'm Here, Prepare My Order" button so the kitchen can begin making your order.

### Step 3: Pick up your order

- 1. You'll receive a notification from the app when your food is ready to retrieve at the counter!
- 2. Look for the "Mobile Order Pick Up" sign.

Mobile order pick-up times can fill up, so if you plan to eat during peak meal times, try starting your mobile order ahead of time.



# Disney Pin Trading

### A great way to share the magic and bring home wonderful Disney memories

#### WHAT IS DISNEY PIN TRADING?

Disney Pin Trading is an exciting, interactive experience where our Guests can trade Disney pins with our Disney Cast Members and other Guests. It's fun for the whole family and creates cherished "pin pals" to last a lifetime! Start a new collection or exchange pins for the ones you've always wanted.

#### **HOW CAN I EXPERIENCE THE MAGIC?**

It's simple and fun! Just locate a Cast Member wearing a lanyard with Disney pins and find a pin you'd like. Then present another Disney pin to the Cast Member in trade. Bringing home the magic is that simple. You can also trade with other guests.

#### "THE TRADING TRADITION"

Disney has always offered collectible Disney pins in each of its parks, but with the kickoff of the Millennium Celebration in October 1999 at Walt Disney World, we began a new tradition of Disney Pin Trading. Now thousands of Guests trade each day with our Cast Members as well as other Guests throughout the parks and resorts. Like sharing Disney stories with your children and grandchildren, sharing pins is a delightful tradition for each generation. Mark the beginning of the century with pins you love and memories you'll treasure.

#### WHICH ONES SHOULD I COLLECT OR TRADE?

The fun of Disney Pin Trading is in the amazing variety. Find YOUR FAVORITE pins to personalize your Disney experience. Guests of all ages can hunt for favorite characters, attractions and features. Whether it's the Little Mermaid or Mickey Mouse you seek, pin hunting is guaranteed to add thrills to your Disney adventure. Go find the pins you want and make some new friends! It is all up to you! Have fun!

#### **CAN I PURCHASE PINS?**

Yes! You can find pins to add to your collection at any Disney gift shop.

- Counterfeit pins will not be accepted for trading. If there is any doubt as to whether a pin is tradable, the trading Cast Member shall make the final decision.
- For safety, the pins must have the back attached.
- Pins should be in good, undamaged condition.

WARNING: Pins are not suitable for children under 3 years old. Pins contain small parts which may pose a choking hazard.



Must Haves for Your Disney Park Bag Portable Charger and/or USB cord There are not many places to recharge your phone but there are some. Sunglasses and/or a Hat The sun is strong. Sunscreen You need to apply is more than once-a-day. Lip Balm, (preferably with SPF) For extra sun protection. **Pain Reliever** You will be doing a lot of walking. Bandaids and/or **Blister Protection** Because accidents happen. **Hand Sanitizer** A must have.

Water bottle

extra protection.

Portable umbrella

It's important to keep hydrated.

If the forcast is rain all day, you may want

#### Autograph book and pen

For Character meet and greets.

#### Sweater or light jacket

If you are visiting in the summer, you may need a sweater for air conditioned rides or restaurants, or cool evenings.

Leave some extra room in your bag for snacks and souvenirs

All bags will be inspected upon park entry. Lockers are available near the entrance.

#### Things You Can NOT Bring

Here is a partial list of items that are not allowed in Disney parks:

- · Selfie sticks
- Tripods
- Inline skates

Wagons

- Drones or remote control toys
- Strollers larger than 31" x 52"

Glass containers

baby food jars)

(except small

• Firearms, including toys that look like weapons

For a current list of you can not bring into the park, visit https://disneyland.disney.go.com/park-rules/





## WHAT TO EXPECT NOW



COVID 19

Rooms are thoroughly cleaned prior to check in. Floors are steamed/vacuumed. High touch items are wiped & bagged



Light cleaning is done every other day which includes removal & replacing of towels & amenities. Counter/surfaces wiped& trash is removed. Need anything else...call housekeeping from your room phone.



Go to Disney's

**Know Before You Go** 

page of the latest face covering policy





You can still have your luggage held at Bell Services. If you want it delivered to your room, you MUST BE PRESENT. You can also have grocery deliveries held but perishable food WILL NOT be transferred during a split stay.

Rye bye FP+ Hello Disney Genie+

RESERVED PARK TICKETS DO NOT GUARANTEE PARK ENTRY YOU MUST MAKE PARK PASS RESERVATIONS





Always ask PhotoPass photographers if they have a Magic Shot Available

Character Cavalcades & Flotillas now have their times listed in your MDE App

Get you spot for fireworks AT LEAST 1 HOUR ahead of time. Have one adult hold the spot while the other is the "runner" for snacks & potty breaks

Pack a poncho, portable charger and a water bottle in your park bag

Save your receipts...should something break, or you change your mind, you can always return it

Lockers are available for rental at the front of most parks. You can open and close them as many times as you need throughout the day

When you start your day, go LEFT. EVERYONE goes RIGHT







Order water & snacks & booze, especially breakfast & night time items, to be delivered to your resort. Try Garden Grocer or Amazon. Bell Services will store them if they arrive before you do. Then you will have snacks on hand and can pack a few in your park bag



Ice Water is
FREE at most
QS dining
locations.
Bring your
own bottle
and fill up as
you need.

Place your Mobile Order before you're actually ready to eat. PICK UP times go FAST at popular restaurants. Then when you're ready to eat, hit "I'm Here" & BAM LESS WAIT TIME!





If eating at a QS restaurant at your resort, place your Mobile Order and click "I'M HERE" as you walk out of your room. Your food should be ready by the time you walk in....NO WAIING!







### **MORNING ADVICE**



### TAKE ADVANTAGE OF ROPE DROP

Rope Drop is when you arrive to the parks 45 min to 1 hour BEFORE the sheduled park opening. Guests are allowed into the park early to walk around, grab a quick bite, and head in the direction they plan to start their day. A rope will be dropped, generally before park opening, and you are able to start riding those rides. I have gotten 2 rides in before the park officailly opens!



### **EVENING ADVICE**



### TAKE ADVANTAGE OF LESS CROWDS

After an afternoon break, return to whatever park is open the latest. Crowds generally thin out as the evening sets in and wait times drop down. The parks are spectacular with everything aglow! Some rides are even BETTER at night. Keep an eye on your time, as long as you are in line 1 min before the park officially closes, you can still ride. Then take advantage of an empty park as you slowly make your way out





Visiting with littles can be both exciting and exhausting. Many ammenities exist to help parents, and kids alike, to help keep the magic alive while visiting the theme parks.



Inside these care centers, you have the ability to buy ANY item you may have fotgotten or run out of. From diapers and wipes to snacks & medicine. You will also have use of a diaper changing room, a private area to nurse and a mircowave

## **Baby Care Center Locations**

Disneyland Park: The Baby Care Center is at the end of Main Street, U.S.A., next to First Aid.

Disney California Adventure Park: The Baby Care Center is next to Ghirardelli Soda Fountain and Chocolate Shop and across from The Bakery Tour in Pacific Wharf.

### Disneyland Resort Hotel Babysitting

If you're staying at any of the 3 hotels at the Disneyland Resort and are interested in babysitting services, please check with the Front Desk for information about private third-party providers. Associated costs will be determined by the provider and agreed upon by the Guest, independently of the Disneyland Resort.



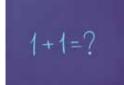




# Dining with Toddlers



When eating with toddlers, or a child under the age of 3, they do not need a park ticket but they DO need to be included in the total count when making reservations for a sit down (TS) dining location.



Kids under the age of 3yrs old can eat FREE at sit down dining locations that are all-you-can-eat family style or buffets. They are allowed to "share" a plate with Mom or Dad.





High Chairs can be requested at all dining locations

TIP: If you aren't that hungry, adults can order off of the kids menu at quick service locations





The Walt Disney Travel Company wants to reward those guests "bouncing back" by offering an exclusive savings opportunity. Usually placed on a table, or at the foot of the bed inside your Disney resort room, you may find a flyer with the current Bounce Bock offer. It is typically a generous room rate discount or may be a free Dining Plan offer.

There are 2 ways to take advantage of this offer:

- 1. Stop by the front desk or call the number on the flyer. Be sure to tell them to make the reservation under the name of your Destination Magic travel agent.
- 2. Contact your Destination Magic travel agent and they will be happy to take care of everything for you

#### This offer MUST be booked prior to checking out of the resort for your current stay.

A Bounce Bock offer is a wonderful way to secure a great deal on a future vacation. It's just a \$200 deposit per room required to secure the reservation, (fully refundable up to final payment which is due 30 days prior to check-in). Plus, you still can modify resort or dates later (as long as they fall within the original offer parameters). It's a no-brainer for guests wishing to return to the magic sooner rather than later!

The look of the flyer may vary from season to season, but keep your eye out for literature in your resort room that resembles this pamphlet. If you don't see on offer or there is no booklet in your room, simply dial 8844 from your in-room telephone and ask about a special return rate offer.

(Note, during 2020-2021 season, offers may be suspended due to Covid restrictions.)



## PACKING LIST

#### CLOTHES (Plan For Each Day) **EXTRAS** ☐ Chargers ☐ Seasonal Shirts ☐ Shorts & Pants ☐ Camera ☐ Extra Memory Cards Underwear Socks ☐ Laptop/Tablet ☐ Comfortable Walking Shoes ☐ Ponchos/Umbrella ☐ Sandal/Pool Shoes Autograph Book ☐ Bathing Suits ☐ Sharpies (For Autographs) ☐ Jacket/Sweatshirt (Seasonal) ☐ Mickey Ears ☐ Dinner Attire Pennies & Quarters (For Specialty Restaurants) (For Souvenir Pennies) Books ☐ Pajamas ☐ Gym Clothes Deck Of Cards **ADDITIONAL ITEMS** ☐ Hat/Visor ☐ Extra Bag For Souvenirs Sunglasses ☐ Ziploc Bags Accessories ☐ Beach Bag Costumes For Kids\* Hand Sanitizer Snacks **TOILETRIES** TRAVEL DOCS ☐ Prescription Meds ☐ Identification/Drivers License ☐ Pain Relievers ☐ Cold/Allergy Meds ☐ Credit Cards/Cash ☐ Mini First Aid Kit ☐ Park Tickets/QR Code ☐ Bug Spray ☐ Airline Tickets Sunscreen ☐ Car Rental Info ☐ Shampoo/Conditioner ☐ Hotel Confirmation ☐ Soap/Shower Gel ☐ Maps/Guidebooks ☐ Toothbrush ☐ Copy Of Itinerary ☐ Toothpaste **PACK LIGHT** ☐ Deodorant **BABY ITEMS** All resorts have laundry facilities. Lotion Consider washing your clothes ☐ Car Seat Hairbrush so that you don't need to pack as Stroller ☐ Hair Accessories much. Especially if you are trying. ☐ Baby Wipes Makeup It will save you money to checked ☐ Diapers/Swim Diapers baggage fees. ☐ Feminine Products Bibs Razors ☐ Sippy Cups/Bottles Lip Balm ☐ Snacks & Containers **CARRY-ON BAG** ☐ Glasses/Contact Lenses Blankets & Stuffed Animals Pack important items in your Sunscreen carry-on bag such as medicines,



\*Disney's costume policy

With the exception of Mickey's

Not-So-Scary-Halloween Party, costumes are only permitted for children under the age of 13.

☐ Baby Hat

☐ Games/Toys

electronics/chargers, and travel

documents.



By following these suggestions, you can make sure that your amazing vacisn't ruined by an unwelcome surprise lurking inside your front door.



#### **CHANGE THE SHEETS**

When you arrive home from your vacation, nothing beats collapsing into crisp, clean sheets... in your own bed. It's worth the few extra minutes it takes before you leave.

#### TAKE OUT THE TRASH

Nothing could be worse than arriving home to realize you forgot to take out the garbage! Not exactly the atmosphere you want to experience!

#### **EMPTY OUT THE FRIDGE**

Throw out any leftovers and offer any perishables that won't last to your family or friends. No sense wasting good food, plus you don't want to have to worry about it when you return.

#### PROTECT:

#### LOCK ALL OF YOUR WINDOWS

It's easy to remember to lock the doors, but be sure all windows are shut tightly and locked. You don't want to come home to puddles of rainwater, or an unexpected intruder.

#### BE SURE SOMEONE HAS A KEY

Find a trusted family member or neighbor and ensure that they have a way in to your home or apartment in case of an emergency. You never know when it could come in handy.

#### EMAIL YOURSELF COPIES OF YOUR CREDIT CARDS, ID AND TRAVEL DOCUMENTS TO A WEB-BASED EMAIL ACCOUNT

Just in case something happens while you are traveling you can easily access all your important confirmations and details wherever you can get online. Remember to photocopy both sides of your credit cards and insurance cards.

#### **CONSERVE:**

#### **ADJUST THE THERMOSTAT**

Be sure to set the air conditioning or heat to an appropriate level to save on energy costs while you are away. Also, you might consider turning down the hot water heater temp as well. You will be very glad you did when you receive next month's utility bills.

#### **SET TIMERS**

An inexpensive timer unit from any hardware store allows you to program your lights for security purposes (and energy conservation). Those home stalkers will think someone is home and pass you by.

#### **UNPLUG!**

Unplug any appliances that you can while you are gone (think toaster, coffee maker and office printer). They can be a fire hazard, as well as sucking precious electricity even while you are hundreds of miles away.



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