



KNOW BEFORE YOU GO: TOURING DISNEYLAND

WHAT TO EXPECT ONCE YOU ARRIVE

WITH THESE TIPS, YOU'LL BE READY TO ENJOY ALL
THE FUN AND MAKE MAGICAL MEMORIES!



WHAT TO PACK FOR

Disneyland



CLOTHING ITEMS

- Layered clothing options for everyone (fall and winter can still be cool)
- Ponchos, rain jackets, or small umbrellas
- Extra clothes for young children
- Comfortable shoes (and backup comfortable shoes!)
- Bathing suits (note: children's life vests are provided at the pools)
- Light jackets for cooler months; gloves and hats in the coldest months

GENERAL ITEMS

- Always Magical Travel Co. documents/itineraries
- Phone chargers/external travel batteries
- Medicines, band-aids, hand sanitizer, and sunscreen
- Tide pen/Shout wipes, and/or small packs of detergent for clothing
- Portable fans and cooling towels in the warmer months
- Ribbon, a sign, or something else you can attach to the stroller to set yours apart
- Charging cords/cables for phones, cameras, & external batteries
- Cash for tipping: Bell Hops (\$1-\$2/bag), Housekeeping (\$5/day is standard)

PARK BAG ITEMS

- Always Magical Travel Co. itinerary
- Magic Band+ and/or tickets
- Hand sanitizer
- Sunscreen
- Phone chargers/external travel batteries
- Medicines and band-aids
- Portable fans and cooling towels
- Forms of payment (cash, gift cards, credit cards)
- Photo IDs (must be shown to purchase alcohol)
- Hats/sunglasses
- Refillable water bottles, reusable straws (only paper straws are available)
- Ziploc bags, in case it rains
- Ponchos/rain jackets
- Small Snacks (granola bars, trail mix, Goldfish, lollipops & mints make everyone smile)
- Extras:
 - Bubbles or glow sticks for little ones
 - Crayon/sticker activities to use while waiting for dining

ARRIVING

at your Disneyland Resort hotel



Before You Arrive

Download the most up-to-date version of the Disneyland app. Any dining reservations or Enchanting Extras you have will appear in the app, as well as your park pass reservations.

Look for an email from Disneyland and/or me that will give you access to your tickets. Once you are on-site, you will exchange that information for paper tickets; those paper tickets can be used to enter the park each day, or you may scan them in to the Disneyland app for a digital option.

Disney Resort Check-in Information

You may complete an online check-in for your resort stay in the Disneyland app. Alternatively, you may visit the front desk to complete an in-person check-in. Either way, you may visit the front desk at your resort to secure a room key and resort maps. That is also where you can find more information about on-site activities and amenities.

If you booked a package, you are eligible to collect Magical Extras like a special pin and lanyard. You can redeem those Magical Extras at select locations (ask your resort Cast Members) by showing your eDocuments or going to the app under My Hotel Reservations, Details, then Travel ePackage and Magical Extras.

While You Wait for Your Room

If your room is not yet available when you arrive at the resort, you may check your luggage with Bell Services. They will hold on to any items until your room is ready. Once your room number has been assigned, you may either retrieve your bags from Bell Services or call to have them delivered to your room. Tips are appreciated.

Resort Activities

If you're looking for ways to pass the time on arrival day (or throughout your stay at the resort), you can:

- grab a bite to eat at your resort - there are often special desserts for those with a sweet tooth!
- enjoy the dining and shopping at Downtown Disney (including the gigantic World of Disney store)
- enjoy your resorts' pool/pools
- play video games at the arcade
- Buy necessities (and maybe a few non-necessities) at the gift shop
- inquire about on-site activities (often things like jewelry making, crafts, movies, etc.)



It's like your own Uber Eats!

When staying at Disney's Grand Californian Hotel & Spa, the Disneyland Hotel, or Disney's Paradise Pier Hotel, you can mobile order in the Disneyland app from select on-site locations at the hotel for pickup only—or you can visit the link below to place an order for delivery to the hotel lobby, directly from select restaurants in the Downtown Disney District.

Visit <https://disneyland.disney.go.com/guest-services/order-food-to-go/> and place a delivery order or use the Disneyland app to mobile order at your resort.



YOUR DAYS AT THE DISNEYLAND PARKS

WHAT TO PLAN FOR EACH DAY

What you'll need for each day of planned touring:

- a Park Pass Reservation for the park you plan to visit, as well as a valid theme park ticket for the day
- the latest version of the Disneyland app on your mobile device, with location services and notifications enabled
- a cashless or contactless form of payment is easiest

What to bring with you:

- your mobile phone, with the Disneyland app loaded
- pre-purchased Magic Band+ wristbands, scanned tickets in the app, or paper tickets
- comfortable shoes
- ponchos, rain jackets, and/or small umbrellas
- phone chargers and/or backup travel battery packs
- medicines, Band-Aids, hand sanitizer, and sunscreen
- Tide pen/Shout wipes, and/or small packs of detergent for clothing
- portable fan and cooling towels in warmer months
- gloves, hats, and scarves in cooler months - just in case!
- snacks and/or water bottles (alcohol and glass containers are not allowed)
- character autograph books and Sharpies, if desired

Preparing for each day:

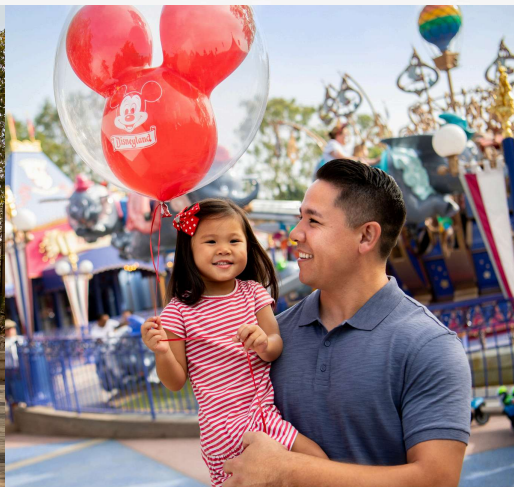
- apply sunscreen; replenish snacks, diapers/wipes, and other essentials in your park bag
- determine your first couple of priorities upon arrival at today's theme park
- prepare for security/bag check and ticketing. Have any metal items in a clear gallon bag that you can easily pull out at security
- have your Magic Bands on or your tickets ready to scan at ticketing
- upon entering the theme park each day, purchase Genie+ and/or Individual Lightning Lane

MAGICAL TIPS

TO MAKE YOUR TRIP
EVEN MORE SPECIAL



- Arrive early! If you're staying on property, arrive ahead of the early park entry and make the most of your experience. If you're staying off property, still plan to arrive in time to hit the parks and get a full day in.
- For Genie+ and Individual Lightning Lane selections: you must be scanned in to the theme park entrances to snag return times. Another reason to arrive at Disneyland early and get going on your plans!
- Be sure to pick up a “celebration button” to commemorate your trip. Buttons are available at Guest Relations at each park or at your Disneyland resort hotel. You’ll find buttons for your first visit, birthday, anniversary, etc., but you can also get one to fill-in with whatever occasion you’re celebrating
- Hunt for Hidden Mickeys. The Disney Imagineers have hidden the iconic shape of Mickey’s head throughout the parks, sometimes in the most surprising places. See how many “Hidden Mickeys” you can find each day – you’ll be surprised how many you spot once you start looking
- Request a free wake-up call each morning from a Disney character on the resort hotel phone. Much better than an alarm or buzzer!
- While you're in line to meet a character, think of a question or comment to make once you're in front of your favorite Disney friend. Maybe you ask Jasmine what she would wish from the Genie or you taunt Donald Duck with an "I love Mickey Mouse!" It could be as simple as "we love to listen to the Frozen soundtrack in the car" when approaching Elsa. Have a plan to help children break the ice with the characters and not be so star-struck.
- Dole Whips, churros, Mickey pretzels, Mickey ice cream bars – be sure to try at least one of these special and iconic Walt Disney World treats!



GUEST EXPERIENCE SUPPORT



If you have any questions or need assistance during your visit - with virtual queues, Lightning Lanes, or anything else in the Disneyland app - please find a Cast Member at one of the Guest Relations locations inside the parks or at the park entrances.

You may also find it is useful to let children know that Cast Members can help them find any "lost parents" during their time in the parks.

Disability Access Service (DAS) is a program offered at Walt Disney World theme parks to assist Guests who have difficulty tolerating extended waits in a conventional queue environment due to a disability.

If you feel someone in your party may qualify, you can register in person with a Cast Member at Guest Relations on the first day of your visit. Guest Relations locations are at the front of the park.

Note: a guest whose disability is based on the necessity to use a wheelchair or scooter does not need DAS and will be accommodated in line.



The Cast Members at your resort are another great resource for you. If you need assistance with your room, tickets, transportation, Disneyland account, or a number of other things, remember that they can assist you too.

Be sure to stop by the front desk at some point if you would like a resort map or list of the week's resort activities.

DISNEYLAND TROUBLE-SHOOTING

What to do if things go wrong



RAIN

Check the weather each morning and be prepared with rain gear. Ponchos, umbrellas, an extra pair of shoes, and/or stroller covers are all vital. Many outdoor attractions will continue as long as there is no lightning in the vicinity. At all parks, indoor attractions and shows help pass the time. Crowds are often lighter during the rain, so don't be afraid to make the most of it!



LATE OR MISSED ADVANCE DINING RESERVATION

Things happen and you might be running behind to make a dining reservation. Know that there is always a 15-minute grace period for dining reservations. You can try to modify your time using the Disneyland app, but if you're very late you may proceed to the dining location and see about a late seating. If you are unable to modify your dining reservation, speak with a cast member. "No shows" to reservations will incur a fee of \$10 per person.



SICK/INJURIES

Disney has First Aid Centers that will have everything from Band-Aids to Pedialyte. You can find First Aid Centers by using the Disneyland app or asking a Cast Member. The most common issue guests face is dehydration. Be sure to drink plenty of fluids and remember: cups of water are complimentary at counter service locations.



MELTDOWNS

Because children at Disney are often over-stimulated, not getting enough sleep, and have consumed too much sugar, meltdowns are a common occurrence. If/when this happens in your family, stay calm, take a break, and get some decent food. Consider finding a quiet spot or returning to your hotel for a nap or dip in the pool to regroup. See our park guides for tips on where to take a break inside each park.



LOST ITEMS

There is a Lost & Found center at each park. Use the Disneyland app or speak with a cast member to help you locate it. If your item isn't there, Disney uses an online system called Chargerback that allows you to answer questions and Disney will respond within 48 hours. If the item is found, they will ship it to you free of charge.



RIDE BREAKDOWNS

If a ride breaks down while you're on it, it is important to follow directions and listen to cast members for your safety. All rides are built with an internal evacuation system, but often the safest option for ride engineers is to get the ride going again rather than evacuate. You may also be issued an "any time" Lightning Lane re return to the ride another time the same day.



NEED CASH?

If you find you're in need of cash, there are Chase ATMS in every park and at the resorts. Keep in mind there may be banking fees if you are not a member of Chase bank. While most cast members cannot accept tips, it is suggested to tip for valet parking or luggage assistance. You may also need cash for items like balloons.



Lightning Lanes

BUILD YOUR ITINERARY



The free Disneyland app is your one-stop to view all your reservations and plans in one place. One important feature inside the app involves making selections for Lightning Lane Multi Pass or Single Pass, which are add-ons to your tickets that help you navigate the parks efficiently.

You have the option to add the Lightning Lane Multi Pass service for each ticketed day, and the service grants you access to bypass entrances for many attractions and experiences across the two theme parks (guests can expect to secure 4-7 Lightning Lane reservations per day, depending on crowds).

For those who traveled to Disneyland in the past, the program operates the same as Genie+ and as an updated Fast Pass/Max Pass system; it does work similarly in that the Lightning Lane queues are a way to bypass the longer standby line.

How to Purchase

Lightning Lane Multi Pass is available for you to add to your ticket ahead of arrival or to purchase once you enter a theme park. **Same-day selections for Lightning Lanes will release to you, through the Disneyland app, once you have scanned in to a park.**

Lightning Lane Single Pass Attractions

For some of Disney's most in-demand attractions, Lightning Lane entrance access will be available to purchase individually, as an a la carte purchase. This option will be available for all guests with valid theme park admission and park reservations — with or without the Multi Pass service.

The Lightning Lane Single Pass option for Disneyland Park is Star Wars: Rise of the Resistance and the option for Disney California Adventure park is Radiator Springs Racers. Again: Lightning Lane entry for these attractions will only be available to purchase individually and is not included with your purchase of Multi Pass.



Using Multi Pass



How does Multi Pass work?

- 1) Arrive at Disneyland and scan in to a park. You must be on-property and scanned into a park to pick up selections.
- 2) Login to the Disneyland app and go to your Tip Board (either by tapping the + sign or the three horizontal lines on the bottom bottom bar of the home screen)
- 3) From the Tip Board, scroll to the attraction you would like to select and tap on Book Experience
- 4) On the Review Details Screen, the return time may be different than the time you saw on the previous screen. You can back out and try again or choose to accept the current time. More times may not be available if you back out for the very popular attractions
- 5) Be sure to confirm your party is correct. If you need to make adjustments, tap edit and add/delete guests
- 6) Tap Continue to confirm your selection. If you are grabbing an individual LL, you will need to confirm the purchase
- 7) Screenshot the confirmation screen - just in case the app glitches. You can see your Lightning Lane selections on the My Day tab
- 8) *Pro-tip:* Set an alarm for when you may make your next selection; find that time at the top of Tip Board.

How to Redeem Your Selections

For each reservation, you'll be given an hour-long return time which you can redeem five minutes early and up to 15 minutes late.

As you approach the attraction, you'll see two lines - the standby line and the Lightning Lane queue. Head to the Lightning Lane, where you'll tap your MagicBand+ or scan your ticket. Many queues have a second touch point where you'll tap/scan again.

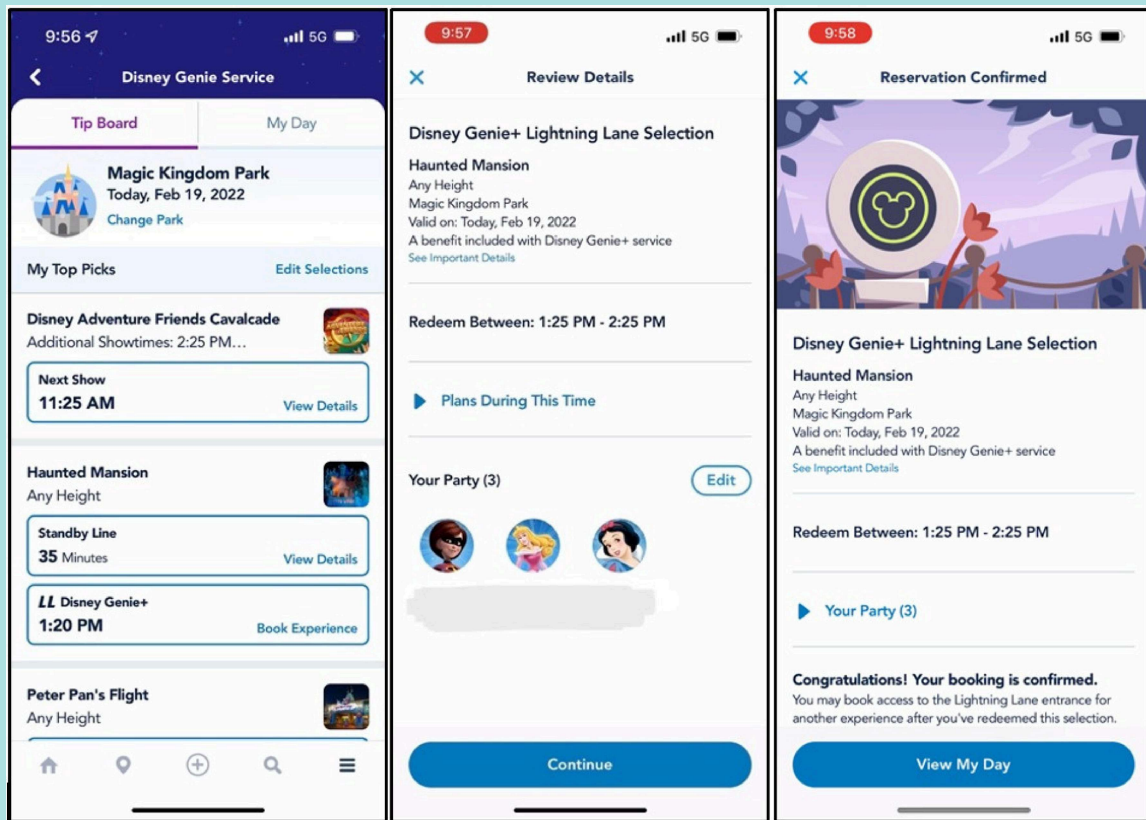
After you have redeemed your selection, check the Tip Board to see if you're eligible to pick your next Lightning Lane.

How to Make More Selections

Once you've redeemed your initial selection (or the arrival window has passed) or after a "cooling off period" has passed, you will use the app to check your Tip Board and make another selection. This continues on through the day, allowing you to use the bypass lines and maximize the fun.

When to make additional selections:

- after you redeem your current selection
- after the current selection's arrival window has expired
- 120 minutes after park opening if your first selection of the day is further in to the day
- after a "cooling off period" of 120 minutes have passed since you made your most recent selection



Lightning Lane Multi Pass FAQs

Can you use Multi Pass for the same attractions all day?

No, you can only use a Lightning Lane on an attraction once per day. This applies even if you let a selection expire before using it, so try to modify a time or cancel it if you would like to ride that attraction via Lightning Lane.

Is it possible to return early or late to Multi Pass reservations?

Yes, you can redeem a Lightning Lane as early as 5 minutes early and up to 15 minutes late; those are automatic allowances. If you are later than 15 minutes, take a screenshot and try pleading your case to the Cast Member. All they can do is say "no."

Tip: screenshot everything! The app can be glitchy, and a screenshot will give you needed proof if something goes wrong.

What if my Lightning Lane conflicts with other scheduled plans (dining or reserved activities)?

Since LL doesn't give you the opportunity to pick your times, this may happen. You could try to modify for another time but, for more popular attractions, a different time may not be available. I suggest visiting a Guest Experiences kiosk in the park and explaining your situation. Those Cast Members can often adjust your plans to accommodate your reservations and the LL selections. Always ask with kindness, as it truly goes a long way!

Will Genie+ force me to be glued to my phone all day?

Using the Genie systems does require phone use throughout the day; there's no way around that. However, it could be as little as a couple of minutes every 120 minutes, or shortly after entering an attraction queue. It won't be necessary to be constantly on your phone.

Can I use Multi Pass if I'm park-hopping?

Yes, you can! You can reserve attractions after 1 PM in a different park than the one where you started your day and have Disney Park Pass reservations. Multi Pass automatically accommodates Park Hopping; if the return time displayed is before 11 AM, the system will automatically modify your reservation window to after 11 AM. It's important to make selections for popular attractions early in the day, so this tip can be helpful. You can purchase Individual Lightning Lanes in other parks as well, just make sure your return time is after park-hopping hours (11 AM) as well.

When can I grab my next LL selection?

For subsequent LL there are two ways to select: 1) Tap & Grab - Make your next selection after scanning into your current selection or 2) Two-Hour Window - Make your next selection two hours after making your last selection.

Disneyland Lightning Lane Attractions

Lightning Lane entrances are available at the below attractions and allow you to bypass the standby queue. Access to Lightning Lanes is an additional cost and not included with the base price of your ticket.



	DISNEYLAND PARK	CALIFORNIA ADVENTURE
<p>LIGHTNING LANE SINGLE PASS</p> <p><i>A la carte pricing, based on date and attraction</i></p>	<p><i>Star Wars: Rise of the Resistance (40")</i></p>	<p><i>Radiator Springs Racers (40")</i></p>
<p>LIGHTNING LANE MULTI PASS</p> <p>Access the rides listed for \$30 (+tax) per ticketed guest per day</p> <p>Return time selections are made one at a time, on the day you are visiting, beginning once you arrive in the theme park</p> <p>You must be on-property and scanned in to a theme park to make a Lightning Lane selection.</p>	<p>High priority selections:</p> <ul style="list-style-type: none"> Indiana Jones Adventure (46") Matterhorn Bobsleds (42") Mickey & Minnie's Runaway Railway Millennium Falcon: Smugglers Run (38") Space Mountain (40") <p>Other selections:</p> <ul style="list-style-type: none"> Autopia (32") Big Thunder Mountain Railroad (40") Buzz Lightyear Haunted Mansion "it's a small world" Roger Rabbit's Car Toon Spin Star Tours (40") 	<p>High priority selection:</p> <ul style="list-style-type: none"> Guardians of the Galaxy — Mission: BREAKOUT! (40") <p>Other selections:</p> <ul style="list-style-type: none"> Goofy's Sky School (42") Grizzly River Run (42") Incredicoaster (48") Monsters, Inc. Mike & Sulley to the Rescue! Soarin' Around the World (40") Toy Story Midway Mania WEB Slingers: A Spider-Man Adventure

HOW TO VIEW WORLD OF COLOR

California Adventure Nighttime Show

The roped-off, reserved viewing areas offer the best vantage point to fully experience World of Color. All reserved viewing areas for World of Color are standing-room only. In order to enter the reserved viewing areas, Guests must present one of the following:

- A valid virtual queue selection for World of Color (one per Guest) available in the Disneyland app starting each day at 12:00pm for ticketed guests.
- A valid voucher from a World of Color dining package or World of Color Dessert Party (one per Guest)

Additional viewing for each performance is located around Paradise Bay on a first-come, first-served basis.

Disneyland Parade Route



There are typically multiple parade times throughout the day.

Check the Disneyland App for showtimes.

Grab a spot at least 30 minutes beforehand.

We love sitting between the Castle and the Matterhorn. There are bathrooms close by!



Rides with *Height Requirements*

The below attractions have a minimum height that guests must meet in order to ride. Younger guests will be measured - sometimes twice - at the Cast Members' discretion to be sure they can safely board the attraction. Review the list and prepare your kids appropriately. Be sure to read our Rider Switch page, too!

32"

- Disneyland
- Autopia

California Adventure

- Mater's Junkyard Jamboree
- Luigi's Rollickin' Roadsters

35"

- Disneyland
- Chip & Dale's Gadget Coaster *(reopens March 19, 2023)*

38"

- Disneyland
- Millennium Falcon: Smugglers Run

40"

- Disneyland
- Big Thunder Mountain Railroad
 - Space Mountain
 - Star Tours
 - Star Wars: Rise of the Resistance

California Adventure

- Jumpin' Jellyfish
- Guardians of the Galaxy - Mission: BREAKOUT!
- Radiator Springs Racers
- Silly Symphony Swings
- Soarin' Around The World

42"

- Disneyland
- Matterhorn Bobsleds

California Adventure

- Goofy's Sky School
- Grizzly River Run
- Redwood Creek Challenge Trail (rock wall and zip line)

46"

- Disneyland
- Indiana Jones Adventure

48"

- California Adventure
- Incredicoaster

54"

- Disneyland
- Autopia (to ride alone)

