



# KNOW BEFORE YOU GO: TOURING WALT DISNEY WORLD

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

# Walt Disney World



## CLOTHING ITEMS

- Comfortable, season-appropriate clothing; breathable fabrics are best in the summer, layers are great for spring, late fall, and winter
- 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
- Phone chargers and 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. documents
- Magic Bands, Key to the World cards
- Hand sanitizer
- Sunscreen
- Phone chargers/external travel batteries
- Medicines and band-aids
- Portable fans and cooling towels
- Forms of payment (Magic Band, 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 Walt Disney World Resort hotel



## Disney Check-in Information

Log-in to your My Disney Experience (MDE) account and complete Online Check-In before arriving to the resort.

If desired, request an early check-in time - your room may be assigned early so that you can get in and situated asap.

The front desk will text and/or email you with your room number when it is ready. You can also find that information by tapping the far right icon (three horizontal lines - "the hamburger button") on the My Disney Experience (MDE) app, then tapping "Resort Hotel."

## Once Your Room is Assigned

If you have an active Magic Band, it will act as your room key, and you may proceed directly to the room without stopping in the lobby. You can also use your MDE app to open your door (just enable Bluetooth first). If you do not have Magic Bands for this trip, stop by the front desk to pick up your Key to the World cards.

The front desk will have resort maps, if needed, and that is also where you can find more information about on-site activities and amenities.

## While You Wait for Your Room Assignment

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!
- at select resorts, rent a boat to tour the lake
- take a bus to Disney Springs and enjoy the dining and shopping there (including the gigantic World of Disney store)
- enjoy your resorts' pool/pools
- play video games at the arcade
- if applicable, take the monorail or Skyliner to visit other Disney resorts
- Buy necessities (and maybe a few non-necessities) at the gift shop
- inquire about on-site activities (often things like jewelry making, tie-dye shirt making, other crafts, movie nights, etc.)



### Resorts on the monorail

- Contemporary Resort, Polynesian Village, Grand Floridian

### Resorts on the Disney Skyliner

- Pop Century, Art of Animation, Caribbean Beach, Riviera Resort

### Resorts at Disney's Boardwalk

- Boardwalk Inn, Beach Club, Yacht Club



# YOUR DAYS AT WALT DISNEY WORLD

WHAT TO PLAN FOR EACH DAY

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

- a Park Pass Reservation, made through My Disney Experience, for the park you plan to visit, as well as a valid theme park ticket for the day
- the latest version of the My Disney Experience 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 Walt Disney World (My Disney Experience) app loaded
- pre-purchased Magic Bands or your Key to the World cards (stop by the front desk at your resort to obtain KTTW cards)
- 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

## **Before leaving your resort each day:**

- 7:00 am eastern time: secure Genie+ and/or Individual Lightning Lanes (Genie+ purchases made be made as early as midnight)
- confirm your transportation (bus, monorail, boat, Skyliner) options to today's park and allow enough time to arrive by your desired time. Message me if you're confused!
- 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 and ready to scan at ticketing

# Complimentary Park Transportation

*How to travel to and from Disney Parks*



## **Monorail Transportation**

The Walt Disney World Monorail System has three separate beams that travel throughout Walt Disney World Resort and make the following stops: Magic Kingdom, Grand Floridian Resort, Contemporary Resort, Polynesian Village, and the Transportation & Ticket Center.

## **Disney Skyliner Transportation**

Glide across the sky on this grand, state-of-the-art gondola system, conveniently connecting Disney's Hollywood Studios and the International Gateway at Epcot to the following Disney Resort hotels: Art of Animation, Caribbean Beach, Pop Century, and Riviera Resort.

## **Travel to the Walt Disney World Parks**

### **Bus Transportation**

All Walt Disney World Resort hotels offer bus transportation to Disney Springs. Some resorts offer buses to all four theme parks while others offer buses to only two; in those cases, there is an alternate transportation option (see below).

### **Water Transportation**

Guests of select Disney Resort hotels can enjoy complimentary boat service to and from Magic Kingdom, Disney's Hollywood Studios, Epcot, or throughout Walt Disney World Resort. Ask me if your resort offers water transportation.



# MAGICAL TIPS

TO MAKE YOUR TRIP  
EVEN MORE SPECIAL



- Be sure to pick up a “celebration button” to commemorate your trip. Buttons are available at Guest Relations at each park or at your WDW 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, but having a plan helps children break the ice with the characters and not be so star-struck. Great pictures and great conversation often start when the guest takes the lead on telling the character friends something unique
- Dole Whips, churros, Mickey pretzels, Mickey ice cream bars, LeFou’s Brews, and Night Blossoms – 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 My Disney Experience app - please find a Cast Member at one of the Guest Experience Team kiosks throughout the park or visit a Guest Relations location.

The Guest Experience kiosks will be under large blue umbrellas throughout each theme park.

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, My Disney Experience 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.



# WALT DISNEY WORLD 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. Keep an eye out for the Rainy Day Cavalcade at Magic Kingdom - a special parade with bright and colorful rain gear! At all parks, indoor attractions and shows help pass the time.



### **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 My Disney Experience 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 or contact guest services (407-939-6344). "No shows" to reservations will incur a fee of \$10 per person.



### **SICK/INJURIES**

Disney has its own Fire Department, First Responder Unit, and First Aid Center that will have everything from Band-Aids to Pedialyte. You can find First Aid Centers by using the My Disney Experience app or asking a Cast Member. The most common issue guests face is dehydration. Be sure to drink plenty of fluids - 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 My Disney Experience 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 including the waterparks and 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, luggage assistance, or if you want to buy a cash-only item like balloons.



# EARLY PARK ENTRY

EVERY DAY, WALT DISNEY WORLD RESORT GUESTS CAN ENTER ANY THEME PARK 30 MINUTES BEFORE REGULAR PARK OPENING. HERE IS WHAT WILL BE OPEN DURING THAT TIME\*

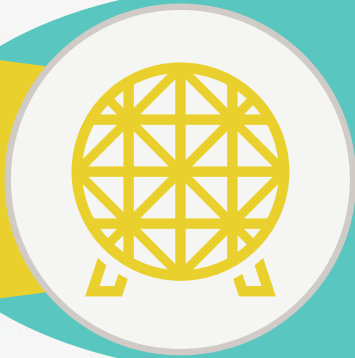
## Fantasyland

- Dumbo the Flying Elephant
- it's a small world
- Mad Tea Party
- Mickey's PhilharMagic
- Peter Pan's Flight
- Prince Charming Regal Carrousel
- Seven Dwarfs Mine Train
- The Barnstormer
- The Many Adventures of Winnie the Pooh
- Under the Sea ~ Journey of The Little Mermaid



## Tomorrowland

- Astro Orbiter
- Buzz Lightyear's Space Ranger Spin
- Space Mountain
- Tomorrowland Speedway
- TTA PeopleMover
- Carousel of Progress



## World Nature

- Soarin' Around the World
- The Seas with Nemo & Friends

## World Discovery

- Mission: SPACE
- Test Track

## World Showcase

- Beauty and The Beast Sing-Along (France)
- Frozen Ever After (Norway)
- Remy's Ratatouille Adventure (France)

## World Celebration

- Spaceship Earth

## Hollywood Boulevard

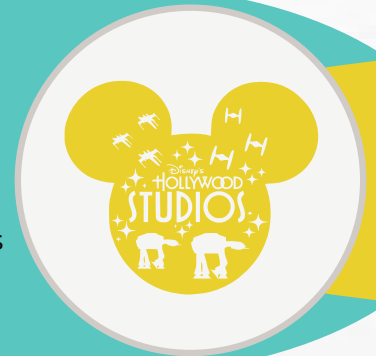
- Mickey & Minnie's Runaway Railway

## Toy Story Land

- Alien Swirling Saucers
- Slinky Dog Dash
- Toy Story Mania!

## Star Wars: Galaxy's Edge

- Millennium Falcon: Smugglers Run
- Star Wars: Rise of the Resistance

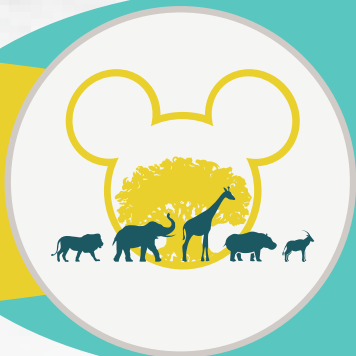


## Echo Lake

- Star Tours – The Adventures Continue

## Sunset Boulevard

- Rock 'n' Roller Coaster
- The Twilight Zone Tower of Terror



## Pandora – the World of Avatar

- Avatar Flight of Passage
- Na'vi River Journey

## Asia

- Expedition Everest – Legend of the Forbidden Mountain

## DINOLAND USA

- DINOSAUR
- TriceraTop Spin

## Discovery Island

- It's Tough to be a Bug!

\*Subject to change and availability



# MagicBands

YOUR KEY TO A  
CAREFREE VISIT



## What are MagicBands?

MagicBands are colorful, waterproof wristbands—resembling a watch or bracelet—that you can quickly and easily touch to a sensor called a touch point. Cards work in a similar fashion but physically resemble a plastic credit card or driver's license. Both MagicBands and cards allow you to tap in to touch points, but MagicBands allow you to travel lighter throughout your vacation and maximize the convenience.

You can use your MagicBand or card to:

- Unlock the door of your Disney Resort hotel room
- Enter theme and water parks (with valid admission)
- Connect Disney PhotoPass images to your account
- Charge food and merchandise purchases to your Disney Resort hotel room (only available during your hotel stay)

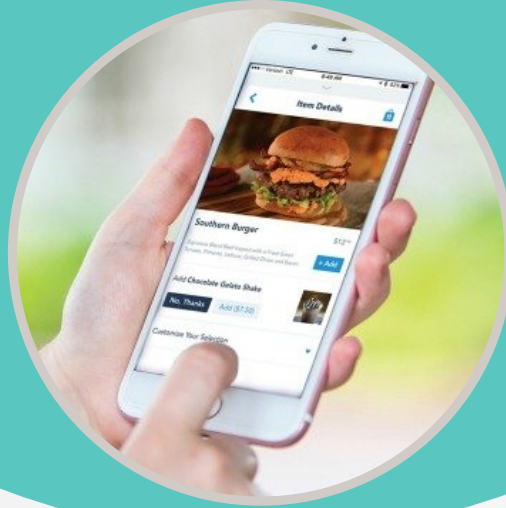
## How to get a MagicBand or Card

MagicBands are available for a reduced cost to all guests of official Walt Disney World resorts. MagicBands may also be purchased when you arrive but at full retail price.

To customize and order MagicBands for your family, simply log in to your My Disney Experience account, hover over the "My Disney Experience" menu at the far right of the toolbar, and select "My MagicBands and Cards." Follow the prompts and make sure you get all the way through the check out process where you'll put in your delivery address and payment information. Of course, if you get stuck, send me a note! Your MagicBands will ship soon after ordering, and I recommend you order at least a month before your check-in date.

# Mobile Ordering

Many Quick Service restaurants at Walt Disney World offer the option to order food and drinks on the My Disney Experience app. Mobile ordering allows you to skip the lines and to secure a window of time to dine.



Begin by selecting “+” at the center of the My Disney Experience app bottom toolbar, then choose “Order Food.” Pick an available restaurant, select a time for your visit, and make your menu selections. You can customize certain menu items to your taste, search for allergy-friendly options, and more. Once you’ve reviewed your details, pay for your order using a credit card, debit card, or Disney dining plan (not currently available).

When you're ready to dine (and once your window of time has opened), select the “I’m Here, Prepare My Order” button so the kitchen knows to start on your order. While your order is being prepared, take this time to find a table and unwind with your group. You’ll receive a notification from the app when your food is ready to retrieve at the counter.

I recommend building your order and securing your return window well in advance of your desired meal time. For example, if you want to eat lunch at noon, make your mobile order mid-morning. This ensures you'll be able to eat when you want, where you want!

# Memory Maker

A Disney PhotoPass Product



If you add Memory Maker for your trip, you'll enjoy:

- Digital downloads of your Disney PhotoPass photos and videos
- Select attraction photos and videos
- Iconic, professional photos taken by Disney PhotoPass photographers
- "Magic Shots" featuring Disney characters and more, added to your photos

## How Does Memory Maker Work?

1. Disney takes your picture. Disney photographers take your photo in iconic locations—plus lots more.
2. You view your photos. Your MagicBand, photo card, or personal QR code links your photos to your Disney account.
3. You download them. Get downloads of your Disney PhotoPass photos and videos for one price and unlimited downloads on your phone and computer. Simply tap "activate photos" when viewing your pictures in the app; this removes the watermark and allows you to begin downloading.
4. Be sure to finish your downloads by 30 days post-activation of Memory Maker.