



## *Lightning Lanes & Virtual Queues*

*Your Guide to Attraction Lines at Walt Disney World*

While waiting in a line at some point during your Walt Disney World vacation is inevitable, there are ways to avoid waiting for every experience. Plan ahead with the included information so you can determine if and how you will bypass lines each day.

I AM HERE TO HELP YOU NAVIGATE YOUR OPTIONS WITH LIGHTNING LANES! LET'S CHAT.





# Bypassing Lines

## & BUILDING YOUR ITINERARY



The free Walt Disney World app, My Disney Experience, is your one-stop to view all your reservations and plans in one place. One important feature inside the My Disney Experience app is the ability to access Lightning Lane Multi Pass and Single Pass, which are an add-on services that help you navigate the parks more efficiently. Like the retired Genie+ program and FastPass+ program before that, this new program allows guests to bypass longer standby lines during an hour-long reservation window.

### **Lightning Lane Multi Pass**

You have the option to add the Lightning Lane Multi Pass service for each ticketed day, and the service grants you access to "Lightning Lane" entrances for more than 40 attractions and experiences across the four theme parks (guests can expect to secure 2-6 Lightning Lane selections per day, depending on crowds).

Multi Pass is available for you to purchase beginning at 7:00 am Eastern time on your first day of eligibility (see notes below) through the My Disney Experience app. The price will vary by date, ranging from \$17-\$40, plus tax, per person per day you plan to purchase. Budget for the high end of the range when in doubt.

On-property guests will be able to book Multi Pass selections starting seven days before the first day of their Resort stay and for the full length of their stay (up to 14 days). Off-property and ticket only guests can purchase and book selections three days before the first day of their tickets.

### **Lightning Lane Single Pass**

For some of Disney's most in-demand attractions, Lightning Lane reservations are available to purchase individually for various prices depending on the ride. Guests may purchase and select an arrival window for up to two of these attractions per day. Single passes can be purchased separately or in conjunction with daily Multi Pass service. Guests can view and purchase these Single Pass selections at the same time they are making Multi Pass selections. Prices range by attraction, date, and park but typically are between \$10 and \$25 per person.



# WALT DISNEY WORLD'S LIGHTNING LANE



## MULTI PASS and SINGLE PASS

Previously known as Genie+ and Individual Lightning Lane

### WHAT IS THE CHANGE?

- Genie+ is now called LIGHTNING LANE MULTI PASS
- Individual Lightning Lane is now called LIGHTNING LANE SINGLE PASS

### HOW DOES LIGHTNING LANE MULTI PASS WORK?

- Guests staying at a Walt Disney World Resort hotel (including Swan & Dolphin and Shades of Green) can **purchase Lightning Lane Multi Pass 7 days prior to arrival** of your resort stay.
- Non-resort guests who are Annual Passholders, have Date-based tickets, or tickets that require theme park reservations can **purchase 3 days prior** to date of ticket or theme park reservation day.
- You can **pre-plan up to 3 Lightning Lane experiences** each day of your ticket at one park per day.
- **Use one, get one.** After you have used your first Lightning Lane experience, you can go ahead and plan another Lightning Lane experience (subject to availability).

### HOW DOES LIGHTNING LANE SINGLE PASS WORK?

- Guests staying at a Walt Disney World Resort hotel (including Swan & Dolphin and Shades of Green) can **purchase Lightning Lane Single Pass 7 days prior to arrival** of your resort stay.
- Non-resort guests who are Annual Passholders, have Date-based tickets, or tickets that require theme park reservations can purchase 3 days prior to date of ticket or theme park reservation day.
- You can **purchase up to 2 individually priced experiences per day** that offer Individual Lightning Lane.
- When purchasing Lightning Lane Single Pass you will now **select an arrival window in advance** prior to purchasing (subject to availability).
- You can purchase Lightning Lane Single Pass in the same cart as Lightning Lane Multi Pass (Genie+ and Individual Lightning Lane had to be purchased separately).

### WHAT IF I HAVE A PARK HOPPER TICKET?

- All individual theme park options provide the guest the ability to make selections at other theme parks on the day of use after the guest has used one selection and have park hopper benefits.

### HOW MUCH DOES IT COST?

- To be determined, as the new changes begin July 24, 2024
- If it remains similar in cost to Genie + and Individual Lightning Lane purchases, it will vary day to day and park to park, but be around \$18-\$40 per person per day

### HOW DO I PURCHASE EITHER LIGHTNING LANE MULTI PASS OR LIGHTNING LANE SINGLE PASS?

- You can access purchasing either (or both) Lightning Lane Passes in the My Disney Experience App.
- Three different areas are available:
  - From the Home Page
  - The Tip Board and My Day pages
  - A new Lightning Lane Passes tile where you will be able to view all booked Lightning Lane experiences along with purchasing.

**ALL LIGHTNING LANE MULTI PASS AND LIGHTNING LANE SINGLE PASS ARE SUBJECT TO AVAILABILITY**



# Lightning Lanes: How to Secure



## Purchase Lightning Lane Passes

Before you arrive in Orlando, view, select, and purchase up to three Lightning Lane return windows for each day you plan to use the service.

Before you purchase a Lightning Lane pass, you'll need to do 3 things:

- download the latest version of the My Disney Experience app
- Connect everyone in your travel group on your Family & Friends list in the app
- Gather your group's wish list for attractions and experiences. You can save your group's top picks in the My Disney Experience app using the "My Day" feature

When you're ready to purchase Lightning Lane Multi or Single passes:

1. Open the app, then tap the Lightning Lane Passes section on the home screen.
2. Select a date and theme park.
3. Select a Lightning Lane Single Pass, a Lightning Lane Multi Pass or both.
  - If you select a Lightning Lane Multi Pass, you can choose up to 3 Lightning Lane Multi Pass experiences and arrival windows in advance.
  - If you select a Lightning Lane Single Pass, you can choose an arrival window in advance.
4. Follow all prompts to complete your purchase—and receive a confirmation.
5. From the confirmation screen, you can tap "Plan Another Day" to purchase another pass—or tap "View My Day" for details about your Lightning Lane selections.

## Modify Your Plans

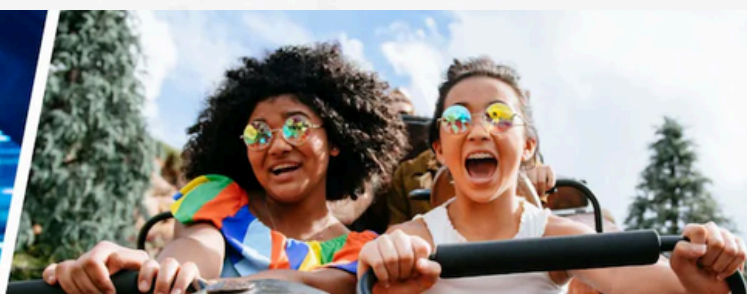
You can modify your Lightning Lane selections via the My Disney Experience app. Tap the Lightning Lane Passes section on the app's home screen to find your plans. Then, you can:

- Change your selected park and/or date in advance (subject to availability)—up until the moment you redeem your first Lightning Lane selection of the day.
- Change each selected experience and/or arrival window in advance (subject to availability)—up until the start of the arrival window

## Unlock More Magic

On the day of your park visit, once you redeem a Lightning Lane Multi Pass selection (or once the arrival window has passed), you can use the My Disney Experience app to check availability for another Lightning Lane Multi Pass experience and add it to your plans. You can make one at a time until regular park closing (subject to availability). If your park admission includes Park Hopper, you can choose a Lightning Lane Multi Pass experience in a different theme park. Important Information

Limit one Lightning Lane entry per attraction, per day.





# WALT DISNEY WORLD LIGHTNING LANE MULTI PASS & SINGLE PASS

With Lightning Lane passes you can skip the standby line and join a short line for select attractions and experiences. Also enjoy PhotoPass perks like digital downloads of select attraction images and Disney themed photo lenses. Book at 7:00 AM Eastern: 7 days prior to check-in for on-property guests and 3 days in advance for off-property guests

	Magic Kingdom	EPCOT	Disney's HOLLYWOOD STUDIOS	Disney's ANIMAL KINGDOM
<b>LIGHTNING LANE</b> <b>Single Pass</b>	<ul style="list-style-type: none"> <li>Seven Dwarfs Mine Train</li> <li>TRON Lightcycle/Run</li> </ul>	<ul style="list-style-type: none"> <li>Guardians of the Galaxy Cosmic Rewind</li> </ul>	<ul style="list-style-type: none"> <li>Star Wars: Rise of the Resistance</li> </ul>	<ul style="list-style-type: none"> <li>Avatar Flight of Passage</li> </ul>
<b>LIGHTNING LANE</b> <b>Multi Pass</b>	<b>TIER 1</b> <ul style="list-style-type: none"> <li>Big Thunder Mountain</li> <li>Jungle Cruise</li> <li>Peter Pan's Flight</li> <li>Space Mountain</li> <li>Tiana's Bayou Adventure</li> </ul>	<ul style="list-style-type: none"> <li>Frozen Ever After</li> <li>Remy's Ratatouille Adventure</li> <li>Soarin' Around the World</li> </ul>	<ul style="list-style-type: none"> <li>Mickey and Minnie's Runaway Railway</li> <li>Millennium Falcons: Smugglers Run</li> <li>Rock 'n Roller Coaster</li> <li>Slinky Dog Dash</li> </ul>	<b>NO TIERS</b> <ul style="list-style-type: none"> <li>The Animation Experience at Conservation Station</li> <li>DINOSAUR</li> <li>Expedition Everest - Legend of the Forbidden Mountain</li> <li>Feathered Friends in Flight</li> <li>Festival of the Lion King</li> <li>Finding Nemo: The Big Blue and Beyond</li> <li>It's Tough to be a Bug</li> <li>Kali River Rapids</li> <li>Kilimanjaro Safaris</li> <li>Na'vi River Journey</li> </ul>
<b>Lightning Lane Multi Pass</b> <ul style="list-style-type: none"> <li>3 Lightning Lane Passes each park ticket day.</li> <li>You may choose one Lightning Lane experience from Tier 1 and two from Tier 2 <b>OR</b> all three from Tier 2.</li> <li>You can only pre-select Lightning Lane experiences for one park each day.</li> <li>Use one, get one. Once the first Lane experience is used, you may select another.</li> </ul>	<b>TIER 2</b> <ul style="list-style-type: none"> <li>The Barnstormer</li> <li>Buzz Lightyear's Space Ranger Spin</li> <li>Dumbo the Flying Elephant</li> <li>Haunted Mansion</li> <li>It's a Small World</li> <li>Mad Tea Party</li> <li>The Magic Carpets of Aladdin</li> <li>The Many Adventures of Winnie the Pooh</li> <li>Mickey's PhilharMagic</li> <li>Monster's Inc. Laugh Floor</li> <li>Pirates of the Caribbean</li> <li>Tomorrowland Speedway</li> <li>Under the Sea - Journey of the Little Mermaid</li> </ul>	<ul style="list-style-type: none"> <li>Disney &amp; Pixar Short Film Festival</li> <li>Journey Into Imagination with Figment</li> <li>Living with the Land</li> <li>Mission: Space</li> <li>The Seas with Nemo &amp; Friends</li> <li>Sapceship Earth</li> <li>Turtle Talk with Crush</li> </ul>	<ul style="list-style-type: none"> <li>Alien Swirling Saucers</li> <li>Beauty and the Beast - Live of Stage</li> <li>Disney Jr. Play and Dance</li> <li>For the First Time in Forever: A Frozen Sing-Along Celebration</li> <li>Indiana Jones Epic Stunt Spectacular</li> <li>Muppet Vision 3D</li> <li>Star Tours - The Adventures Continue</li> <li>Toy Story Mania</li> <li>The Twilight Zone Tower of Terror</li> </ul>	
<b>Lightning Lane Single Pass</b> <ul style="list-style-type: none"> <li>May purchase up to 2 individually priced experiences that offer individual lightning lane per day of ticket.</li> </ul>				

**\*\* ALL LIGHTNING LANE EXPERIENCES ARE SUBJECT TO AVAILABILITY.**  
Attractions and experiences may vary.



# Virtual Queues

## BOARDING GROUPS AND HOW TO SECURE ONE



### **What is a Virtual Queue?**

Many times, when a new ride opens at Walt Disney World, it will do so with a virtual line in place. When a virtual queue is in place, you can request to enjoy that attraction or experience later in the day, so you can enjoy other experiences while you wait. When the virtual queue is in place, a standby queue will *not* be available, and guests must use the My Disney Experience app to enter the attraction or experience.

When you join a virtual queue, you are assigned a boarding group number. Throughout the day, boarding groups will be called to the attraction through the My Disney Experience app and those with a boarding group that has been called may join the physical line at the ride.

Spaces in the virtual queue as part of a boarding group are limited and subject to availability, so it's important to know which rides, if any, are currently offering them.

Typically, guests may also purchase Individual Lightning Lane entry for these attractions, which allows you to bypass the virtual queue process. Lightning Lane entry purchases are limited in availability, are subject to change or closure, may vary by date and are not guaranteed.

### **Who can join a Virtual Queue and When?**

Guests with valid admission and a theme park reservation for the appropriate theme park may join the virtual queue on the day of their planned visit. Virtual queue times are:

- 7:00 AM - Guests do not need to be in the park when they join, but must have a theme park reservation for the theme park where the attraction is located
- 1:00 PM - Guests must be in the theme park where the attraction is to join the queue
- 6:00 PM - only offered to Guests staying at a Deluxe resort \*and\* on a day with Extended Evening Hours at that theme park

# SECURING A BOARDING GROUP THROUGH VIRTUAL QUEUE



## How It Works

Get Ready to Join the Virtual Queue:

- Step 1 – Check Availability: Log in to the My Disney Experience app at one of the distribution times. Select “Virtual Queues” on the home screen to view the current status and next steps for joining a virtual queue. The app will indicate when there is no availability for a specific distribution time, or if a backup group is available.
- Step 2 – Enroll Your Group: As long as your Disney account is linked to your group's park tickets, and everyone has valid admission and park reservations for the park you will visit, you can enroll everyone in the virtual queue at the same time (subject to availability).
- Step 3 – Enjoy the Experience: If your boarding group is called to return, you'll receive a notification via the My Disney Experience app. Then, head over to the entrance of the experience within your designated return window.

## Be aware that:

- Joining the virtual queue does not guarantee the ability to participate in the experience.
- In order to give as many Guests as possible the opportunity to join the queue, each Guest can enter the virtual queue for a given experience no more than once per day, subject to availability.
- Boarding groups for a virtual queue are limited, subject to availability, and are not guaranteed. Not all boarding groups may be called to return, based on availability of the experience.
- Guests may not hold a boarding group for more than one experience at the same time. If more than one experience is using a virtual queue, guests will need to enter those virtual queues one at a time.
- Guests visiting from another theme park using the Park Hopper option may not be able to join the virtual queue in a park where they do not have a Disney Park Pass reservation. In order to request access to a virtual queue during Park Hopper hours, a Guest must be inside the theme park where the virtual queue will be used.



Only select rides offer a Virtual Queue:

- EPCOT: Guardians of the Galaxy: Cosmic Rewind
- Magic Kingdom: TRON Lightcycle/Run; Tiana's Bayou Adventure

The only way to ride the above attractions is to either join the Virtual Queue and secure a spot in the standby line via boarding group or to purchase an Individual Lightning Lane for the bypass line. You can do both if you'd like to ride twice!



# STEPS FOR SECURING A BOARDING GROUP

The virtual queue is a lottery system - the fact is, you may not secure a spot. Even seasoned WDW travelers may not be quick enough to snag a boarding group, so do your best and know you're in good company if you have any trouble.



## **My tips to give you the best luck:**

1. Download the most up-to-date version of the My Disney Experience (MDE) app to your smart phone. Everyone in your party must be connected in the app and have a Park Pass reservation for the day to the appropriate theme park
2. Turn off Wi-fi. This is very important! Use your own data as the parks' Wi-fi tends to get bogged down and will be very slow to process
3. Completely close out the MDE app (swipe up), then reopen it
4. For the 1:00 pm queue: get away from other people, if possible. Being near a crowd of people that are also trying to get a boarding pass can decrease your service
5. In the app, tap the far right icon that looks like three horizontal lines. Scroll down to the Virtual Queues area. Tap Join Virtual Queue
6. You will be able to confirm your party a couple minutes before distribution time.
7. About 10-15 seconds before the drop time, refresh the screen by tapping refresh
8. Right as the clock turns to 7:00 am or 1:00 pm, your access is granted.
9. Confirm your group - just keep clicking through the prompts! Adrenaline will be pumping.
10. If you get a boarding group, the app will give you a number for your boarding group. The app will also send you a push notification when your group is called during the day.
11. You will have 1-2 hours to go to the attraction once your group is called
12. If you aren't successful at 7:00 am, don't fret: try again at 1:00 pm. If you get a backup boarding group, this means you are not guaranteed to ride that day. Most days, backup groups will be called up so it's not necessarily bad news
13. You can check the status of your boarding group anytime by going to the Virtual Queues area on the far right menu in the app