

# The *Disneyland*® Resort: Know Before You Go

## *Planner Guide*

Last Updated: September 16, 2021

**Please contact your Disney Representative for questions, additional needs or information.** This document provides information for meetings and events at the *Disneyland*® Resort. As always, the *Disneyland*® Resort procedures may change as we continue to update our health and safety processes based on guidance from the state of California and local health officials. **Please check [Disneyland.com/Updates](https://disneyland.com/updates) for the latest resort wide updates.**

# Welcoming You and Your Guests Back to the *Disneyland*® Resort

You and your organization continue to be in our thoughts personally and professionally, during this time of uncertainty.

At the *Disneyland*® Resort, the well-being of our Guests, Cast Members, and the larger community remain our top priority. Our Cast Members, including your Disney Representative, are taking great care to prepare for you and your attendees.

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

At Disney Meetings & Events, we pledge to deliver partnership, collaboration, imagination and the Disney Difference. Thank you for your continued support as we work through this together. We look forward to hosting you and your Guests at the *Disneyland*® Resort.

## Key Commitments



Partnership



Collaboration



Imagination



Disney Difference

Disney Parks, Experiences and Products

## DISNEY PARKS COMMITMENT TO HEALTH & SAFETY MEASURES

We remain deeply committed to focusing on your well-being when you visit or work at the *Walt Disney World*® and the *Disneyland*® Resorts. 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 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.

● Guest Acknowledgement and Requirements	<a href="#"><u>Page 5</u></a>
● Additional Planner Notes	<a href="#"><u>Page 6</u></a>
● The <i>Disneyland</i> ® App	<a href="#"><u>Page 7</u></a>
● Theme Park Tickets and Reservations	<a href="#"><u>Page 8</u></a>
● Indoor Mega Events	<a href="#"><u>Page 9</u></a>
● Resource Links	<a href="#"><u>Page 10</u></a>

## Learn what you and your Guests can expect at the *Disneyland*® Resort

Please work with your Disney Representative for the most up-to-date information on current health and safety measures and operational changes. These policies are under continuous review and are subject to change as we monitor conditions and receive guidance from health authorities and appropriate government agencies.

### Health Acknowledgement

Prior to arrival, all Guests should review our Health Acknowledgement at [Disneyland.com/Updates](https://disneyland.com/Updates). This includes a review of any advisories or restrictions that may be in place for travel to California (see Resource Links).

### COVID-19 Warning

Prior to arrival, all Guests should review our COVID-19 Warning at [Disneyland.com/Updates](https://disneyland.com/Updates). 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](https://www.cdc.gov/disease/index.html), senior citizens and Guests with underlying medical conditions are especially vulnerable. By visiting the Disneyland® Resort, you voluntarily assume all risks related to exposure to COVID-19. The State of California strongly recommends that all Guests be fully vaccinated or obtain a negative COVID-19 test prior to entering the Disneyland® Resort.

### Face Coverings

It is strongly recommended that Guests wear face coverings when indoors. Face coverings are required for all Guests (ages 2 and older), regardless of vaccination status, in certain indoor settings including Disney shuttles and in health settings, such as in First Aid. Face coverings are optional for Guests in outdoor areas.

## Hand Washing

- Encourage your attendees and staff to wash their hands frequently
- Provide hand sanitizer in high-traffic areas and near items and locations that staff or attendees frequently touch

## Meeting Room Setups

- Conduct a walk-through prior to finalization of room setup at a mutually-agreed upon time with your Disney Banquet Manager and Disney Catering & Convention Services Manager
- In an effort to provide timely service to all of our events, onsite changes to the meeting or event space will be evaluated on a case-by-case situation, and accommodated based on available resources
- Once your room is set to the maximum capacity allowable per current guidelines, changes may not be accommodated

## Exhibitors, Vendors, Contractors and Third Parties

All exhibitors, vendors, contractors and third parties will be required to adhere to all safety and health protocols of the *Disneyland®* Resort. Please speak with your Disney Catering & Convention Services Manager for additional information.



## Reduce Contact and Make the Most of Your Visit with the Official App\* of the *Disneyland*® Resort

The [\*Disneyland\*® app](#)\* is a helpful tool that we recommend Guests download when they arrive at the *Disneyland*® Resort with location services and notifications enabled.

The [\*Disneyland\*® app](#) has many helpful features to enhance their visit, including the following:

### For Guests staying at a Hotel of *Disneyland*® Resort

Guests may access hotel reservations, online check-in/check-out, [digital key](#), charge-to-room and more ^.

### For Guests visiting the Theme Parks

Guests may link their theme park ticket on their mobile device, access mobile order service and menus for dining, and view real-time attraction wait time information.

Visit [Disneyland.com/app](https://disneyland.com/app) to learn more.

\* Guests will need to sign in or create a Disney account at [Disneyland.com](https://disneyland.com) or via the *Disneyland*® app to link your valid tickets and access select key features. Message, data and roaming rates may apply. Availability subject to handset limitations and features may vary by handset or service provider. Coverage and app stores not available everywhere. If you're under 18, get your parents' permission first.

^ To access these features, guests need to first link your hotel reservation to your Disney account via the *Disneyland*® app or online.



## For Guests Planning to Visit the Theme Parks

### Theme Park Reservations

Attendance is managed through a new theme park reservation system that requires all guests to obtain a reservation for theme park entry in advance. To enter a theme park, both a theme park reservation and valid admission ticket, for the same theme park on the same date, are required for Guests ages 3 and up. If guests have a multi-day ticket, they must make a theme park reservation for each date of their theme park visit. Prior to purchasing tickets, be sure to view theme park reservation availability online as theme park reservations are limited in availability and not guaranteed. For more details regarding theme park reservations, visit <https://disneyland.disney.go.com/experience-updates/park-reservations/>.

**Meeting/Convention Theme Park Tickets and Bulk Tickets** Your Disney Representative will provide an online ticket store and, at your request, an event microsite to allow attendees to purchase special Meeting/Convention theme park tickets. You can also request a Bulk Ticket Order Form to purchase Meeting/Convention theme park tickets for your attendees.

Ticket programs are subject to restrictions and change or cancellation without notice.





# Indoor Mega Event Requirements (Groups of 1,000+)

## Indoor Mega Event Requirements:

The State of California requires that indoor events with more than 1,000 attendees comply with the California Department of Public Health's mega event guidance located at <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Beyond-Blueprint-Framework.aspx> (with additional information provided by the California Department of Public Health located at <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Beyond-Blueprint-QA.aspx>). Please review this guidance to understand California's requirements.

## Overview of Requirements:

- Proof of full COVID-19 vaccination status or a negative COVID-19 test result for attendees age 2 and older is required prior to entry into the event.
  - EXCEPT: An attendee who tested positive for COVID-19 within the last 90 days, is currently asymptomatic, and has completed all applicable isolation protocols may present proof of such prior positive test result (in lieu of a current negative test result) prior to entry into the event.
- For attendees age 18 and older, a photo ID is required with the attendee's vaccination record or test result. Acceptable identification is any document that includes the name of the person and photograph.
- Testing must be conducted within one day for an antigen test and within two days for a PCR test prior to entry into the event. Results of the test must be available prior to entry into the facility or venue.
- Digital or printed copies of vaccination records or test results permitted under the California Department of Public Health's testing guidance (located at <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Updated-COVID-19-Testing-Guidance.aspx>) other than documentation requiring a QR code scanner - are acceptable. Self-attestation is not permitted as a mode of verification.
- Attendees can provide verification of over-the-counter, at-home test results in accordance with the California Department of Public Health's over-the-counter tests guidance (located at <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Over-The-Counter-Tests-LHJ-Guidance.aspx>) by:
  - using a digital (app-based) platform for test verification, which often includes scanning barcodes, and showing the results on that app prior to the attendee's entry into the event; or
  - writing the name and date on the at-home test card results, taking a picture of the card, and showing the picture prior to the attendee's entry into the event.

The event organizer must ensure compliance with the mega event guidance, including, without limitation, by prominently placing information on all communications, including the reservation and ticketing systems, to ensure attendees are aware of testing and vaccination requirements (including acceptable modes of verification).



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[Disneyland.com/Updates](https://disneyland.com/updates)

Learn what you can expect during your next visit, and be sure to check back here as information is updated often.

### Additional Guides to Updated Experiences

[Hotels of the \*Disneyland\*® Resort](#)

[Dining](#)

[\*Disneyland\*® Mobile App](#)

[Theme Parks and Theme Park Reservation System](#)

[Event, Tours, and Experiences](#)

[\*Downtown Disney\*® District](#)

## Official News Sources for the *Disneyland*® Resort

[DisneylandNews.com](https://disneylandnews.com)

[DisneyParksBlog.com](https://disney parksblog.com)

### COVID-19 Links

[Centers for Disease Control and Prevention](#)

[COVID-19 California](#)

# Disney MEETINGS &Events

FOR MORE INFORMATION ON THE LATEST UPDATES FOR THE

*DISNEYLAND®* RESORT

CONTACT YOUR DISNEY REPRESENTATIVE OR VISIT

[DISNEYLAND.COM/UPDATES.](https://disneyland.com/updates)