

Valued Clients –

We've shared the information below about our new *Disney Park Pass* system for reserving Theme Park visits to Walt Disney World Resort, and we want to make sure you have it. We look forward to welcoming our Guests back soon!



## Introducing the Disney Park Pass System for Reserving Theme Park Visits to Walt Disney World Resort

It's almost time for magic as we prepare for the reopening of Walt Disney World Resort theme parks, starting July 11 with Magic Kingdom Park and Disney's Animal Kingdom and followed July 15 by EPCOT and Disney's Hollywood Studios. We're taking a deliberate approach that includes limits on attendance and controlled guest density to align with guidance from health and government authorities on physical distancing. We're also using technology to power creative solutions as we develop new ways for guests to visit The Most Magical Place on Earth in this unique environment.

To manage attendance during this reopening period we are introducing the new Disney Park Pass system. During this time, all guests with a ticket or Annual Pass will be required to make a reservation in advance for each park entry, using this new online tool on DisneyWorld.com.

Here are a few important details to know about this new system:

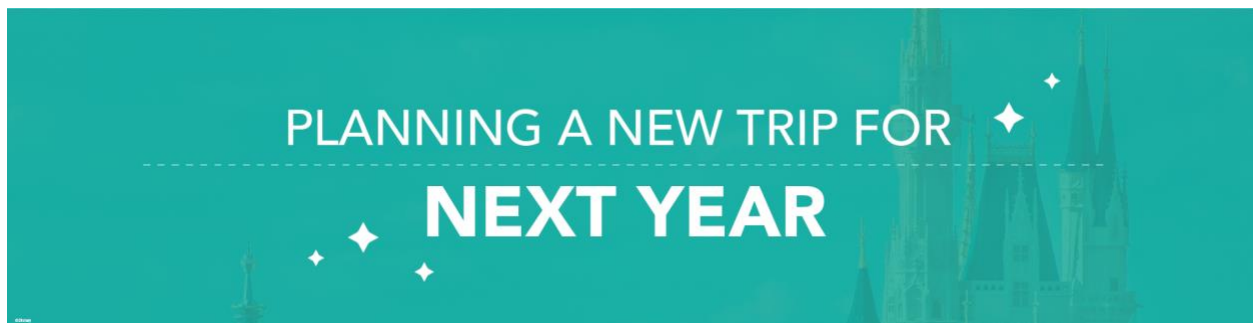
- You'll need a **My Disney Experience account**, as this is where your Walt Disney World Resort plans are stored and managed.
- You'll also need a **valid theme park ticket or Annual Pass** that's linked to your My Disney Experience account.
- If you have a **Disney Resort hotel reservation**, be sure to link it to your My Disney Experience account beforehand, as well.

Once you've logged into your My Disney Experience account and linked your ticket, you'll have access to a calendar of available reservation dates for each theme park. If you have a multi-day ticket, you will be required to make a park reservation for each date of your visit. Families and friends can link their tickets together and look to arrange theme park entries at the same time.

Please note, park reservations are limited in number and subject to availability. Availability can change until the reservation is finalized. At this time, guests will be able to select one park per day; visiting more than one park per day will be temporarily unavailable upon the reopening of the theme parks due to attendance limitations. Guests with existing tickets that include the Park Hopper Option or Park Hopper Plus Option have options available to them for ticket modifications and cancellations, and can visit [DisneyWorld.com/Updates](https://DisneyWorld.com/Updates) for more information. We hope to bring back the ability to visit more than one park per day soon and will continue to offer these add-ons for 2021 ticket purchases.



**For Existing Ticket Holders and Annual Passholders:** Beginning this week, we will reach out to existing ticket holders and Annual Passholders with more information on when they will be able to check availability to make their park reservations. We will open the Disney Park Pass system to these guests in phases, beginning with those with future Disney Resort and other select hotel stays. Later this summer, we will resume sales of 2020 tickets and Disney Resort hotel arrivals, based on availability of park reservations, while we continue to provide guests with existing tickets and Annual Passholders the opportunity to make park reservations for 2020 dates. For more information, click [here](#) or see the graphic below.



**Planning a New Trip for Next Year:** By June 28, all guests will be able to purchase new Disney Resort hotel packages and theme park tickets and make their park reservations for arrivals starting in 2021 as our phased reopening continues. Guests will be able to view park reservation availability on [DisneyWorld.com](https://DisneyWorld.com) prior to purchasing their tickets.

As you begin planning your upcoming visits, we're also exploring engaging ways for guests to use their mobile tech to experience the magic – particularly now as the use of phones and apps continues to evolve. In 2021, we plan to unveil an innovative new offering as part of the My Disney Experience app that will bring features of a MagicBand to your smart devices, building on the app's existing digital key feature. With this new offering on the horizon, we will be retiring our complimentary MagicBand distribution to Disney Resort hotel guests for new reservations with arrivals beginning Jan. 1, 2021. Disney Resort hotel guests will continue to have the option to purchase new MagicBands at a discount, and we'll be introducing even more colors and designs featuring favorite Disney characters in the future. Guests who prefer not to purchase a discounted MagicBand will be able to use the My Disney Experience app or a Key to the World card during their visit. We will still offer MagicBands in retail locations and on shopDisney.com, and guests will be able to continue using the wearables throughout Walt Disney World Resort.

We understand these updates may change the way you plan your visits to the Walt Disney World Resort theme parks and Disney Resort hotels for the time being. We are focused on making your Walt Disney World Resort experience magical, convenient and enjoyable.

We look forward to welcoming you back to The Most Magical Place on Earth!

## KEY DATES ✨

FOR PLANNING YOUR WALT DISNEY WORLD VACATION

### EXISTING TICKET HOLDERS

**JUNE 22**  
Disney Park Pass system opens to guests with a Disney Resort hotel reservation and valid theme park admission (including Annual Passes) linked in My Disney Experience.

**JUNE 26**  
Disney Park Pass system opens to Annual Passholders.

**JUNE 28**  
Disney Park Pass system opens to other existing ticket holders.

### NEW TICKET SALES & PACKAGES

**BY JUNE 28**  
New Disney Resort hotel packages and theme park tickets on sale for arrivals in 2021.

**LATER THIS SUMMER**  
Based on availability, sales of 2020 tickets and Disney Resort hotel arrivals will resume.