

**2008 POP WARNER LITTLE SCHOLARS
NATIONAL CHAMPIONSHIP WEEK**

PACKAGE INFORMATION

Important Changes to this Manual!

Teams, in an effort to make information easier to locate and access, we have made some changes to your 2008 Pop Warner Little Scholars National Championship Week Disney Coach's Manual.

The Coach's Manual now consists of three (3) separate packets so that you can print each major section individually and keep them separated. These three sections consist of:

- 1) **Package Information** – That is the packet you are currently reading and contains the majority of the information you need to know in preparation for your trip. It is extremely important that you read this packet first.
- 2) **Team Reservation Forms** – This contains the forms you need to send in to request reservations for your team, make payments, and to make modifications. You must sign the Team Information Page contained in these forms acknowledging that you have read the Package Information packet. Rooming lists received without this page signed will not be accepted!
- 3) **Disney's Magical Express Information** – This packet contains the information you need to know and forms you will need to complete if you plan on utilizing Disney's Magical Express from the Orlando International Airport.

CONGRATULATIONS ON QUALIFYING FOR THE 2008 POP WARNER NATIONAL CHAMPIONSHIPS!

Please read the following information carefully. It contains important information about preparing for your trip to the *Walt Disney World*® Resort and *Disney's Wide World of Sports*® Complex.

For guests who have attended the Pop Warner Championships in the past, please note there are a few important changes to the Package this year. Additional details about these changes are located in the body of the manual and are denoted by a starburst like the one below:



1. The Celebration Party at *Disney's Hollywood Studios*™ has been moved from Friday to Wednesday (December 10th) of the Championship Week. If you plan to visit the theme park on Wednesday, December 10th prior to the party, please remember you'll need to leave the park via the main turnstiles to be granted admission into the party.
2. The Dining Card has replaced the Meal Vouchers as an add-on option.
3. Resort Smoke Free Policy - All Disney-owned and operated hotels at the Walt Disney World Resort became smoke-free on June 1, 2007. The new policy applies to all guest rooms, patios and balconies and designates outdoor smoking areas at all resorts affected by the change. Smoking is currently prohibited in all lobbies, common areas, restaurants and convention spaces. Additionally, in January 2000 the *Walt Disney World*® Resort theme and water parks became smoke-free with smoking allowed in designated smoking areas only.
4. Change to the Water Park Fun and More Option - Beginning June 28, 2008, you can also choose to use a visit to play a round of golf at Disney's Oak Trail Golf Course, a relaxed, nine-hole walking course designed for the entire family. Tee times are required and subject to availability. For tee times, call (407) WDW-GOLF (407-939-4653) or visit disneyworldgolf.com.

HOTEL PACKAGE

Specially-priced Hotel Packages have been created for the 2008 Pop Warner National Championship Week. **In order to compete, all football teams and cheer/dance squads must purchase the Pop Warner National Championship Week Hotel Package and stay at a select *Walt Disney World*® Resort for the duration of their trip.**

Please Note:

- This package is only available through Disney Sports Travel.
- The following prices are per person & valid for participants and spectators.
- **Teams must designate up to three (3) individuals to serve as on-site Team Contacts during the registration process at the *Walt Disney World*® Resorts.** These contacts will be the only authorized individuals allowed to pick up package components for the entire team. Some suggestions for selecting Team Contacts:
 - One of these individuals should be amongst the first arrivals from your team.
 - The other two Team Contacts should be individuals whose arrival schedules mirror the various arrival dates/times of your group. This will prevent one person from having to go to the registration center multiple times to check in group members.
 - In addition, at least one Team Contact must be a rostered coach on your team.

HOTEL PACKAGE (CONT'D)

- You will be asked to identify the Team Contacts during the Disney Sports Travel booking process. Please refer to the Team Information Page to list your Team Contacts
- Spectators, chaperones and family members may book the Pop Warner National Championship Week Package with their team by having their names listed on the team's rooming list. If not listed on the team's rooming list, they will **not** be booked as a part of the team nor will they be guaranteed a room adjacent to their team's rooms.
- Every attempt will be made to block each team's rooms together; however there is no guarantee. **No compensation or room assignment changes will be granted if we are unable to block your team's rooms together.**
- **If you would like to be near a sister cheer/dance squad or brother football team, it is important that you still book your team's packages in accordance with the schedule on Page 7; but please indicate the related team you would like to be near at the top of the Team Information Page.** Every attempt will be made to honor these requests; however there is no guarantee. **No compensation or room assignment changes will be granted if we are unable to meet these requests.**
- **Check in time is after 4:00 p.m. (all rooms may not be ready until after 5:00 p.m.)**
- **This package is limited and subject to availability.**

HOTEL PACKAGE COMPONENTS

The Pop Warner National Championship Week Hotel Package includes the following:

- Three or more nights stay at *Disney's All-Star* Resort (Sports or Music), or *Disney's Port Orleans* Resort Riverside. All participants/coaches must book a package through Disney Sports Travel and stay at one of the above mentioned resorts.
- A 4-DAY, 5-DAY, or 6-DAY Sports *Magic Your Way* Ticket with *Park Hopper*® Option* per person which includes admission to one or more of the following theme parks for each day of the Ticket: *Magic Kingdom*® Park, *EPCOT*®, *Disney's Hollywood Studios*™, and *Disney's Animal Kingdom*® Park.

*Tickets are valid only on the specific dates of the event and for a limited period of time before and/or after the event. Each day this Ticket is used at any Theme Park constitutes one full day of use. Some activities/events may be separately priced. Advance purchase is required for all special ticket offers listed above. Ticket types, entitlements and prices subject to change without notice. Tickets are non-transferable and non-refundable. Parking is not included.



One admission to the private **Pop Warner National Championship Week Celebration Party** held at the *Disney's Hollywood Studios*™ on **Wednesday, December 10th**.

Scheduled transportation to and from the party will be provided. These Celebration tickets are non-transferable and non-refundable. If you plan to visit the theme park on Wednesday, December 10th prior to the party, please remember you'll need to leave the park via the main turnstiles to be granted admission into the party.

HOTEL PACKAGE COMPONENTS (CONT'D)

- Luggage handling to hotel room upon arrival. **In order to expedite the delivery of your luggage, all bags will be delivered to only one room in the group.** The specific room will be communicated to the Team Contacts during check-in. Please contact your Team Contacts when you go to collect your luggage.
- Scheduled transportation between *Disney's Wide World of Sports®* Complex and *Disney's All-Star Resort* or *Disney's Port Orleans Riverside Resort* for the competition days. Outside of this schedule, the regular Walt Disney World® Transportation will be available. Please check with the guest service desk at your resort when you arrive for specific times and locations.

PACKAGE PRICES PER PERSON*

Disney's All-Star Resort (Sports or Music) - Each room accommodates a maximum party of 4.

Including a 4-DAY Sports Magic Your Way Ticket with Park Hopper® Option**

3-NIGHT PACKAGES		4-NIGHT PACKAGES		5-NIGHT PACKAGES	
QUAD	\$352	QUAD	\$375	QUAD	\$398
TRIPLE	\$375	TRIPLE	\$406	TRIPLE	\$437
DOUBLE	\$421	DOUBLE	\$467	DOUBLE	\$513
SINGLE	\$560	SINGLE	\$652	SINGLE	\$744

Including a 5-DAY Sports Magic Your Way Ticket with Park Hopper® Option**

4-NIGHT PACKAGES		5-NIGHT PACKAGES	
QUAD	\$386	QUAD	\$409
TRIPLE	\$416	TRIPLE	\$447
DOUBLE	\$478	DOUBLE	\$524
SINGLE	\$662	SINGLE	\$755

Including a 6-DAY Sports Magic Your Way Ticket with Park Hopper® Option**

5-NIGHT PACKAGES		6-NIGHT PACKAGES	
QUAD	\$419	QUAD	\$442
TRIPLE	\$457	TRIPLE	\$488
DOUBLE	\$534	DOUBLE	\$581
SINGLE	\$765	SINGLE	\$857

***Package prices listed above are valid for reservations made by the Final Rooming List Due Dates listed in this manual that are applicable to your team. Please note: Prices are subject to change without notice.**

****Tickets are valid only on the specific dates of the event and for a limited period of time before and/or after the event. Each day this Ticket is used at any Theme Park constitutes one full day of use. Some activities/events may be separately priced. Advance purchase is required for all special package offers listed above. Ticket types, entitlements and prices subject to change without notice. Tickets are non-transferable and non-refundable. Parking is not included.**

PACKAGE PRICES PER PERSON(CONT'D)*

Disney's Port Orleans Resort Riverside

Each room accommodates a maximum party of 4.

***A limited number of rooms at *Port Orleans Riverside* ONLY will accommodate a party of 5; however the 5th person must be between the ages of 3 and 9.

Including a 4-DAY Sports Magic Your Way Ticket with Park Hopper® Option**

3-NIGHT PACKAGES

QUAD	\$383
TRIPLE	\$417
DOUBLE	\$484
SINGLE	\$684

4-NIGHT PACKAGES

QUAD	\$417
TRIPLE	\$461
DOUBLE	\$551
SINGLE	\$818

5-NIGHT PACKAGES

QUAD	\$450
TRIPLE	\$506
DOUBLE	\$618
SINGLE	\$952

Including a 5-DAY Sports Magic Your Way Ticket with Park Hopper® Option**

4-NIGHT PACKAGES

QUAD	\$427
TRIPLE	\$472
DOUBLE	\$561
SINGLE	\$829

5-NIGHT PACKAGES

QUAD	\$461
TRIPLE	\$516
DOUBLE	\$628
SINGLE	\$963

Including a 6-DAY Sports Magic Your Way Ticket with Park Hopper® Option**

5-NIGHT PACKAGES

QUAD	\$471
TRIPLE	\$527
DOUBLE	\$638
SINGLE	\$973

6-NIGHT PACKAGES

QUAD	\$505
TRIPLE	\$571
DOUBLE	\$705
SINGLE	\$1107

***Package prices listed above are valid for reservations made by the Final Rooming List Due Dates listed in this manual that are applicable to your team. Please note: Prices are subject to change without notice.**

**Tickets are valid only on the specific dates of the event and for a limited period of time before and/or after the event. Each day this Ticket is used at any Theme Park constitutes one full day of use. Some activities/events may be separately priced. Advance purchase is required for all special package offers listed above. Ticket types, entitlements and prices subject to change without notice. Tickets are non-transferable and non-refundable. Parking is not included

*** Trundle beds are available at Disney's Port Orleans Riverside Resort for children between the ages of 3 and 9 only.

Disney Sports Travel Normal Operating Hours

Monday – Friday 8a.m. - 8p.m. EST Saturday/Sunday - 8a.m. - 6p.m. EST

PACKAGE ADD-ON OPTIONS

- Your base theme park ticket is a Sports *Magic Your Way* Ticket with *Park Hopper*® Option. You can upgrade to the ***Magic Your Way with Park Hopper*® Option and Water Park Fun and More Option*** for an additional **\$13.60 per person**. This Ticket has all the access! Admission to one or more of the following theme parks for each day of the Ticket: *Magic Kingdom*®, *Epcot*®, *Disney's Hollywood Studios*™, and *Disney's Animal Kingdom*® Park and four (4) *Plus* visits where you can choose to visit one of the following: *Disney's Blizzard Beach Water Park*, *DisneyQuest*® Indoor Interactive Theme Park, or a round of golf at Disney's Oak Trail Golf Course*. Guests purchasing a 6-Day *Magic Your Way with Park Hopper*® Option and Water Park Fun and More Option* will receive five (5) *Plus* visits!

*Tickets are valid only on the specific dates of the event and for a limited period of time before and/or after the event. Each day this Ticket is used at any Theme Park constitutes one full day of use. Some activities/events may be separately priced. Advance purchase is required for all special ticket offers listed above. Ticket types, entitlements and prices subject to change without notice. Tickets are non-transferable and non-refundable. Parking is not included. You can also choose to use a visit to play a round of golf at Disney's Oak Trail Golf Course, a relaxed, nine-hole walking course designed for the entire family. Tee times are required and subject to availability. For tee times, call (407) WDW-GOLF (407-939-4653) or visit disneyworldgolf.com.

- **Length of Event (LOE) Spectator admission tickets** can be pre-purchased as part of the package for an additional cost. The LOE ticket is recommended for spectators who are visiting *Disney's Wide World of Sports*® Complex for 3 or more days.
 - Length of Event Adult \$38.25 Child (ages 3-9) \$30.00
 - Purchase LOE (Length of Event) tickets by checking the box on the rooming list.
- **One Day Spectator admission tickets** are only available for purchase directly at *Disney's Wide World of Sports*® Complex Box Office.
 - One Day Adult \$12.75 Child (ages 3-9) \$10.00
 - Purchase One Day Admission Tickets at *Disney's Wide World of Sports*® Complex Box Office.



Dining Cards can be pre-purchased as part of the package at an additional cost. The Dining Card has replaced the Meal Vouchers offered in previous years, but offers greater flexibility and convenience for guests:

- It is a dollar for dollar value.
- The dining card will not expire. It stays valid as long as there is value on it.
- Any remaining balance can not be redeemed for refunds of any kind.
- This is a dining card and will only be valid for use in select dining locations. Therefore, it only buys food and beverage.
- The dining card can be purchased in multiple increments of \$10, \$15, \$50, \$100 & \$150 dollars to a total maximum of \$1500. The purchased amounts will be fulfilled on multiple cards, based on the increments listed above.
- The dining card can not be replaced if it is lost or stolen and NO refunds will be issued if lost or stolen.

IMPORTANT: RESERVATION BOOKING POLICIES

- **Disney Sports Travel will not accept rooming lists prior to the team's qualification date. Rooming lists received prior to this date will not be accepted and will be discarded.**
- **An incomplete rooming list will delay the booking process for your team.**
- Final rooming lists and payments are due to Disney Sports Travel in accordance with the below schedule.

<u>Date Qualified</u>	<u>Final Rooming List Due</u>	<u>Final Payment Due</u>
Sunday, November 16, 2008	Wednesday, November 19, 2008	Saturday, November 22, 2008
Friday, November 21, 2008	Monday, November 24, 2008	Thursday, November 27, 2008
Saturday, November 22, 2008	Tuesday, November 25, 2008	Friday, November 28, 2008
Sunday, November 23, 2008	Wednesday, November 26, 2008	Saturday, November 29, 2008
Thursday, November 27, 2008	Sunday, November 30, 2008	Wednesday, December 3, 2008
Friday, November 28, 2008	Monday, December 1, 2008	Thursday, December 4, 2008
Saturday, November 29, 2008	Tuesday, December 2, 2008	Friday, December 5, 2008
Sunday, November 30, 2008	Wednesday, December 3, 2008	Saturday, December 6, 2008

- **Be sure to take advantage of the specially priced Pop Warner package prices listed in this manual by faxing in your Final Rooming List by the applicable dates above. Final Rooming Lists and reservations made after these due dates will be assessed a \$50 processing fee per room.**

PACKAGE BOOKING PROCESS

- Identify a team coordinator that will be responsible for all team communication with Disney Sports Travel prior to, during, and after the event. This individual can and should be one of the on site team contacts mentioned on Page 2 of this manual. Please refer to Page 2 for important details regarding this role. Please make sure the team coordinator has access to a fax machine and is easily reachable to answer any questions during the booking period.
- **Complete the Team Information Page (must list a day/evening/cell/fax number) and rooming list provided in the Team Reservation Forms packet. Make as many copies of the rooming list as necessary. Rooming lists received without a completed and SIGNED Team Information Page will not be accepted.**
- **The rooming list accommodates three rooms per page and all three room blocks should be used before starting a new page. Rooming lists received with only one room per page will not be accepted as this greatly increases the number of pages to fax back and forth. Ages are only required for guests under 18 years old.**

If you would like to be near a sister cheer/dance squad or brother football team, it is important that you still book your team's packages in accordance with the schedule above; but please



indicate the related team you would like to be near at the top of the Team Information Page. Every attempt will be made to honor these requests; however there is no guarantee. **No compensation or room assignment changes will be granted if we are unable to meet these requests.**

- Fax the rooming list with the team information page to Disney Sports Travel in accordance with the schedule outlined above to **(407) 363-7000**. Please make sure that your faxes are clearly marked with your team name and the total number of pages including the team information page.
- Due to the high number of faxes received, **please allow 4 hours processing time and call to verify receipt rather than repeatedly faxing.**
- Once booked, the rooming list will be faxed back to the team coordinator with confirmation numbers and package totals. Please review for accuracy.

Disney Sports Travel
Phone: (407) 939-7810
Fax: (407) 363-7000 (if busy: (407) 363-9877)

PACKAGE BOOKING PROCESS (Cont.)

- Complete the credit card payment form and check payment form as appropriate. Make as many copies of these forms as necessary.
- Forward payment forms to Disney Sports Travel in accordance with the payment schedule outlined above.

MODIFICATION PROCESS AND POLICIES

- Modifications must be faxed in with the modification cover page and team information page. **Modifications will not be accepted without the modification cover sheet included in the Team Reservations Forms packet.** Please only fax in the applicable pages of the original rooming list where modifications are being requested with the modification clearly indicated.
- Reservation modifications made after the final rooming list due date will be assessed a **\$50 per room fee.** Modifications include but are not limited to: adjustments to the number of total rooms, change of arrival and/or departure dates, name and/or party size changes, modifications to ticket and/or meal voucher options.
- Any modifications may decrease the chance of your team's rooms being blocked together at the resort.
- **Any modifications made within 5 days of arrival must be brought directly to the Check-in area at Celebrity Hall or the Pop Warner Check-in area at Disney's Port Orleans Resort. These changes will not be accepted in our office within 5 days of arrival. Rooms that are modified within 5 days of arrival will not be located with the rest of the team. A change fee of \$ 100.00 per change will be applied accordingly for all changes made upon arrival.**

PAYMENT AND CANCELLATION POLICIES

- Complete the credit card payment form and check payment form as appropriate. Make as many copies of these forms as necessary.
- Forward payment forms to Disney Sports Travel in accordance with the payment schedule outlined above.
- **Personal & Team/League checks are not accepted.** The only accepted payment methods are credit card, cashier check, or money order.

CERTIFIED CHECK / MONEY ORDER PAYMENTS

- No personal checks will be accepted for any bookings.
- Cashier or certified bank checks or money orders must be made payable to **Walt Disney Travel Co.**
- The team should send one check for the entire group. Please use the Check Distribution Form provided to ensure payments will be applied correctly.
- Overnight delivery service **must** be used when mailing cashier/certified bank checks or money orders.
- MCO's from travel agents will not be accepted.

Disney Sports Travel Normal Operating Hours

Monday – Friday 8a.m. - 8p.m. *EST* Saturday/Sunday - 8a.m. - 6p.m. *EST*

Disney Sports Travel
Phone: (407) 939-7810
Fax: (407) 363-7000 (if busy: (407) 363-9877)

CREDIT/DEBIT CARD PAYMENTS

- We will accept American Express, Mastercard, Visa, Discover, and Diners Club.
- Please use the Credit Card Charge form provided. Please make copies of this form as necessary. Fax in this form. Incomplete forms will not be accepted.
- **IMPORTANT: Most debit cards/credit cards have a pre-determined daily spending limit. If using a debit card; please call your bank to verify and increase this limit if necessary prior to faxing in payment.**

MAILING ADDRESS

Via Overnight Couriers Only:

Walt Disney Travel Company
Disney Sports Travel
7100 Municipal Drive
Orlando, FL 32819
(Use 407-354-2841 for tracking)

CANCELLATIONS

- Reservations must be canceled at least 4 days (96 hours) prior to arrival in order to avoid penalty.
- **Cancellations made within 96 hours of arrival will be assessed a \$100 per room cancellation fee.**

Disney Sports Travel Normal Operating Hours

Monday – Friday 8a.m. - 8p.m. *EST* Saturday/Sunday - 8a.m. - 6p.m. *EST*



WELCOME

Pop Warner Little Scholars

DISNEY'S ALL-STAR RESORT INFORMATION & GROUP GUIDELINES

Check-in / Room Keys Information

- ◆ Check in time is after 4:00 p.m.
- ◆ Rooms sleep up to parties of four.
- ◆ Room keys and replacement keys will be issued only to the team contacts.
- ◆ All rooms are listed by a group name. Roommates are all listed as additional names.
- ◆ Please refrain from switching rooms. This will ensure phone calls and information are forwarded properly.
- ◆ The team contacts will be responsible for all charges made from or on behalf of that room.

While in your Guest Room / Resort

- ◆ Please be respectful of those around you, not every Guest is on your schedule.
- ◆ Quiet hours are from 10:00 p.m. to 9:00 a.m.
- ◆ Resort Duty Manager and Security walk the grounds during quiet hours.
- ◆ Please note that banners, posters, decorations, and signs cannot be hung from the handrails, walls or in windows.
- ◆ Use of adhesives and window decorating with paints, soap, lipstick, markers, etc. is prohibited.
- ◆ Damage to room, paint, or excessive cleaning will be charged to the group or group leader.
- ◆ The use of cleats, spiked shoes, or heels is prohibited on the courtyards.
- ◆ Please do not place trash bags/boxes outside of room door.
- ◆ In support of our ongoing commitment to help the environment, we request that shower curtains remain inside the bathroom tub in an effort to conserve water resources.

While at the Pool

- ◆ Swimming pools close at midnight unless otherwise posted.
- ◆ Towels for the pool are to be brought from the room. Additional towels are available by pressing the housekeeping button on the room phone. Towels will be exchanged one-for-one.

Phone Calls / Pay Phones

- ◆ To assist with connecting outside calls to your room, callers from home should be advised of the primary Guest name, or sometimes the group name, room number, and the names of any additional persons staying in the room. The operator will ask for this information.
- ◆ Payphones are located in some guest room buildings, at the Front Desk, and at Celebrity Hall.
- ◆ Phone cards may be purchased in the lobby next to the payphones.
- ◆ Direct dialed long distance calls from the room are assessed a 55% surcharge.
- ◆ Long distance calling can be restricted at the Front Desk.
- ◆ Please do not unplug room telephones.
- ◆ Public phone internet access units are located in CELEBRITY HALL and near the pay phones at the Front Desk.
- ◆ High Speed Internet is offered in all of Guest rooms for a charge of \$9.95 per 24-hour time period

All-Star Resort Main Telephone Numbers

- ◆ Disney's All-Star Sports Resort - (407) 939-5000. Fax - (407) 939-7333.
- ◆ Disney's All-Star Music Resort - (407) 939-6000. Fax - (407) 939-7222.
- ◆ Disney's All-Star Movies Resort - (407) 939-7000. Fax - (407) 939-7111.

Arcade Information

- ◆ Arcade hours are 9:00 a.m. to 11:00 p.m. (subject to change)

Walt Disney World® Resort Bus Transportation

- ◆ Bus transportation leaves approximately every 30 minutes from the main buildings (lobby area).
- ◆ Complimentary **Walt Disney World** Resort® bus transportation is provided to our theme parks, water parks and Downtown Disney. Direct transportation between resort hotels is not provided.

Vending Machines / Merchandise Locations

- ◆ Vending and Ice Machines are located on every floor of the room buildings behind the elevators.
- ◆ The merchandise locations in the main buildings sell snacks, drinks, sundries and gifts.

Food Court / Pizza Delivery Information

- ◆ The food courts provide food and beverage from 6:00 am to 12:00 midnight.
- ◆ Pizza delivery is available from 4:00 p.m. to 12:00 midnight, by pressing the pizza button on your room phone.

ATM / Personal Checks / Travelers Checks

- ◆ Personal and travelers checks can be cashed at the Front Desk with proper identification.
 - ◆ Personal Checks may be cashed in the amount of \$50 a day
 - ◆ Travelers Checks may be cashed in the amount of \$200 a day
- ◆ Personal Checks are not accepted at Food and Beverage locations.
- ◆ An ATM is located in the lobby.

Celebrity Hall

- ◆ The group pavilion – CELEBRITY HALL – is located in the parking area between Sports (Center Court) and Music (Rock Inn).

Resort Services

- ◆ *Disney's All-Star Resort* has a limited number of the following amenities: irons, ironing boards, and hairdryers. Please have these amenities delivered to a group leader's room and utilize them from there.
- ◆ Services and information are subject to change.

Check-Out Information

- ◆ Checkout time is before 11:00 a.m. Rooms occupied after 11:00 a.m. are subject to late charges.



Smoke-Free Policy

- ◆ All Disney-owned and operated hotels at the *Walt Disney World*® Resort became smoke-free on June 1, 2007.
- ◆ Please refer to Page 1 of this manual for more information regarding this policy.





WELCOME

Pop Warner Little Scholars

DISNEY'S PORT ORLEANS RIVERSIDE RESORT INFORMATION & GROUP GUIDELINES

Check-in / Room Keys Information

- ◆ Check in time is after 4:00 p.m.
- ◆ Each group will provide *Disney's Port Orleans* Resort with an on-site contact person or group leader who is ultimately responsible for each group member.
- ◆ The group leader should register the entire group and make any necessary payments.
- ◆ Room keys will be issued only to the group leader.
- ◆ Lost keys will only be re-issued to the group leader.
- ◆ Rooms are listed by primary Guest name. Roommates are additional names.
- ◆ Please refrain from switching rooms. This will ensure phone calls and information are forwarded timely and properly.

While in your Guest Room / Resort

- ◆ Please be respectful of those around you, not every Guest is on your schedule.
- ◆ Quiet hours are from 10:00 p.m. to 8 a.m.
- ◆ Resort Duty Manager and Security walk the grounds during quiet hours.
- ◆ Please note that banners, posters, decorations, and signs cannot be hung from the doors, handrails, walls or in windows.
- ◆ Adhesives may not be used in the rooms to affix signs, posters, etc to the walls, doors and windows.
- ◆ Damage to room or paint will be charged to the group or group leader.
 - ◆ For any room where the above decorations are seen a warning voicemail will be left. If the items are not removed or taken care of a charge will be incurred the following day and the items will be removed by our Housekeeping Staff. Once the initial charge has occurred, an additional charge will be incurred each time the items have to be removed by our Housekeeping Staff.
- ◆ *Disney's Port Orleans* Resort Housekeeping Department will inspect the group rooms prior to arrival and upon departure.
- ◆ Excessive cleaning charges will be charged to the group master account or group leader's room.
- ◆ Your building manager can be contacted by dialing the housekeeping button on your room phone.

While at the Pool

- ◆ Our main swimming pool will close at 12 midnight unless otherwise posted.
- ◆ Towels for the pool are to be brought from the room. Additional towels are available by pressing the housekeeping button on the room phone. Towels will be exchanged one-for-one.

Phone Calls / Pay Phones

- ◆ To assist with connecting outside calls to your room, callers from home should be advised of the primary Guest name, or sometimes the group name (the name that appears on your Key to the World card), room number, and the names of any additional persons staying in the room. The operator will ask for this information.
- ◆ **Phone cards may be purchased in the lobby next to the payphones.**
- ◆ Direct dialed long distance calls from the room are assessed a 50% surcharge.
- ◆ **Long distance calling can be restricted at the Front Desk.**
- ◆ **Please do not unplug the in-room telephones so that you may receive your messages and phone calls may be placed in case of an emergency.**
- ◆ Pay phones are located in the commercial building.
- ◆ **High Speed Internet is offered in all of the rooms for a charge of \$9.95 per 24-hour time period**

Port Orleans Riverside Resort Main Telephone Numbers

- ◆ Disney's Port Orleans Riverside main telephone number: 407-934-6000.

Arcade Information

- ◆ Arcade hours are 7:00 a.m. to 12 midnight (subject to change)

Walt Disney World® Resort Bus Transportation

- ◆ Complimentary **Walt Disney World®** Resort bus transportation is provided to our theme parks, water parks and Downtown Disney. Direct transportation between resort hotels is not provided.
- ◆ Bus transportation leaves approximately every 30 minutes from four (4) locations throughout Riverside.

Resort to Sports Complex Bus Transportation

- ◆ Bus transportation between *Disney's Port Orleans* Resort and the *Disney's Wide World of Sports®* Complex leaves continuously from multiple locations within the Resort. Exact drop-off/pick-up locations will be provided during the on-site registration process. Please refer to signage at these locations for a detailed transportation schedule.

Vending Machines / Merchandise Locations

- ◆ Vending and Ice Machines are located in each building.
- ◆ Fulton's General store, the merchandise location located in the commercial building of Riverside, sells snacks, drinks and sundries.

Food Court / Pizza Delivery Information

- ◆ The food court provides food and beverage from 6:30 am to 12:00 midnight.
- ◆ Pizza delivery is available by pressing the pizza button on your room phone.

ATM / Personal Checks / Travelers Checks

- ◆ Personal and travelers checks can be cashed at the Front Desk with proper identification.
 - ◆ Personal Checks may be cashed in the amount of \$50 a day
 - ◆ Travelers Checks may be cashed in the amount of \$200 a day
- ◆ An ATM is located in the lobby.

Resort Services

- ◆ All rooms in *Disney's Port Orleans* Resort have an iron, ironing board, hairdryer, coffee pot and refrigerator in them.
- ◆ Services and information are subject to change.

Check-Out Information.

- ◆ Checkout time is before 11:00 a.m. Rooms occupied after 11:00 a.m. are subject an additional charge.



Smoke-Free Policy

- ◆ All Disney-owned and operated hotels at the *Walt Disney World®* Resort became smoke-free on June 1, 2007.
- ◆ Please refer to Page 1 of this manual for more information regarding this policy.