

It's called a "world" for a reason—there are hundreds of things to see and experience where dreams come true. Read and take this Inside Scoop with your documents: it's packed with tips to help "happy up" your holiday.

travel: delighting in the spirit of adventure • a vacation from home to explore places that are not your home • knowing life is different, knowing this is a joy of travel • enjoying the journey, not just the destination • a privilege best used with patience, humour and curiosity • fun • coming home with great tales •

Minimum Heights

Many rides have minimum heights of 40" (102cm). Some are 42", 48" or 51" with children under 7 years old needing an accompanying rider 14 years or older. Kids' rides also have minimums so reduce tears, measure beforehand. Check prohibited items for what you can't bring into the parks <https://disneyworld.disney.go.com/faq/parks/restricted-personal-items>.

Your Counsellor

Our knowledge and experience help turn dreams into first-rate vacations. Ask your counsellor about any details, including:

- advance information/tickets for theme parks/attractions
- airport information including free Disney resort transfers
- handling onsite car rentals
- maps & information
- US security (don't panic!).

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Inside Scoop: Disney World

Orlando, Florida

Know before you go: travel isn't just your destination, it's also the journey

With separate theme and water parks all part of Walt Disney World®, planning ahead will not only save on your budget, it will be kinder to your feet and save your sanity. Plan ahead for benefits such as discounts, seat selection and attraction information (it changes) such as events and customized maps. Tips:

- We know you want value for money in balancing choices and amenities with your budget. No matter what, aim to relax and enjoy. Special requests are requests only for such upgrades as room type. Upgrading to a suite can be worth it for privacy.
- For cell phone use, get packages from your provider. You might not all need data but you'll find texting helpful. Internet access is widely available.
- The parks accept credit and debit cards (be aware of withdrawal fees). Log the dates you'll be away with your credit card company.
- There are many combinations of tickets and packages from 1-day at one park to multi-day tickets with "Canadian resident" packages offered. You can also buy dining plans in advance. Go over options with your counsellor: Disney uses surge pricing—you'll pay more to go on popular days: "Value" (generally Monday to Thursday), "Regular and Peak" (most December, spring breaks, summer weekends; times kids are off school). Children under 3 years get in free. Booking ahead means less cash is used onsite and it's easier to budget.
- Disney hotels and restaurants offer dining plans and experiences (with characters); reserve ahead.
- No matter how dorky you (or your kids) think you look, wear comfy shoes!

The Only Problem is...

...deciding what to do! Parks: **Magic Kingdom**, **Epcot**, **Animal Kingdom** (animals are most active early morning/dusk), **Hollywood Studios** (all with Baby Care Centers). The waterparks are **Typhoon Lagoon** and **Blizzard Beach** (both are favoured for various reasons; if you can't do both pick one)

Pack Strategically

The world is overrun with black bags: put coloured tape or ribbon on luggage to spot it quickly. Put your name outside and inside, remove old tags. In carry-on, pack valuables (jewellery, over-the-counter/prescriptions in original containers).

Pack liquids/lotions/gels in checked bags (inside plastic bags). Carry-on restrictions: the maximum size container is 100ml(3.4oz); all must fit in 1 re-sealable/clear plastic bag no more than 1 litre (often at airport screening). Items regular travellers pack include: notebook/pen, hand wipes, munchies (no fruit, meat or veg over borders). You may take baby formula or milk and food if a child 2 years and under (0-24 months) travels with you. Transport Canada requires one adult to travel for every child under 2. Permitted in carry-on: cell phones, laptops, disposable razors, canes and nail clippers. Items you can't take on include corkscrews and sports gear such as golf clubs, baseball bats and racquets. Check with your airline for their restrictions. (Most hotels provide hair dryers so save that suitcase room for stuffies).

Above all, travel with a positive attitude—patience and a spirit of adventure will carry you through any experience!

THE Best Tips EVER

Our counsellors have a *lot* of experience helping clients with the fine details in booking trips to theme parks. We've collected some of their best and favourite all time tips. **Before going:**

- Staying at an onsite hotel includes bus access to parks (some also have boats and monorail).
- Get FastPass+ to skip lines, reserve access on most rides, attractions and Character Greetings.
- If you drive, ensure everyone in your group knows (or snaps a cell photo) where you're parked. Arriving at Orlando International Airport and staying at a Disney hotel? The Magical Express is a free coach service so pack your MagicBand in your carry on; your counsellor can add the service by including your flight information when making your hotel reservation. If you arrive prior to check-in time (3pm or 4pm depending which Disney hotel), you can get the park tickets included in your Magic Your Way package. If you've taken the coach, your luggage will be taken to your room while you're off enjoying yourself. Staying at a Disney resort (and participating hotels) gives you Extra Magic Hours—each day, certain attractions open before and after usual park times. Ask your Front Desk.
- Never buy tickets or coupons online from resellers—we've heard unhappy stories of people "scoring" a deal but at the park, surprise! Besides the time you'll waste and mailing charges for scam tickets, parks will refuse entry. You'll pay, again, more than you'd have booked with your counsellor.
- Talk with kids about limits on souvenir purchases; what's desperately wanted now might be in your next yard sale. Give them a budget and stick to it. Get them used to the similarity of US bills, so different from Canadian bills and easy to mix up.

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Your Airline

As your plane might be coming in and delayed, confirm your flight's departure time. CATSA can prohibit items as security risks www.catsa.gc.ca/home and note, "Travellers should arrive at the airport earlier than usual, exercise patience and **contact their airline for further information on their flight(s).**"

Airline staff are on duty some 2-3hrs prior: due to staffing/security, check-in (and bag0check) closes 1hr before departure. If late, you're not entitled to board (or a refund). Unless booked ahead, seats are first-come first-served. **Baggage:** Size/weight restrictions for checked and carry-on varies: check with your airline. **Entry & Departure:** Everyone must have a valid passport www.cic.gc.ca/english/passport. Keep a copy of the ID pages or snap a cell pic. Know your exemptions and limits such as on duty free alcohol www.cbsa-asfc.gc.ca/travel-voyage/bgb-rmf-eng.html.



Get Packing Checklist and General Planning & Packing Tips at www.legrowstravel.ca/inside-scoops
☐ Your sense of adventure & humour!

Not So Trivial Trivia

"Smellitzers" emit smells for the area you're in. Didn't get haircuts? Go to the **Harmony Barber Shop** on Main Street. The **Rose & Crown Pub** was named because the two most common words in United Kingdom pub names in are "rose" and "crown." Disney has a full **automotive repair** facility with roadside assistance, car rentals and free park shuttle.

Engineers for Animal Kingdom's **Tree of Life** used an oil-rig so the structure could withstand hurricane-force winds. **Main Street** is an optical illusion—compare perspectives when you enter with the other end when leaving. This world is built on a world below with "utilidor" tunnels for deliveries, garbage removal and so it's not incongruent for visitors to see characters from one time period walking through another area.

If you like seeing behind-the-scenes, the **Keys to the Kingdom** 5hr Tour (age 16+) or 7hr **Backstage Magic Tour** (age 12+) are for you. Epcot's **UnDISCOVERed Future World Tour** (age 16+) takes 4hr.

 **Websites and emails in blue** are hyperlinked; just click!

Canadian citizens: Emergency See <http://travel.gc.ca/assistance/emergency-info>, call Global Affairs 1-800-387-3124 or 1-613-996-8885 (collect if needed) sos@international.gc.ca.

When There (yay!)

- Each person staying at a Disney resort gets a **MagicBand** wristband (bought online or at a park) It's an all-in-one device connecting you to your choices at **My Disney Experience** to preselect rides and get VIP seating for parades, fireworks and character greetings. Tap the band on sensors to enter parks, use **FastPass+** for benefits. https://disneyworld.disney.go.com/en_CA/plan/my-disney-experience/bands-cards If you're not staying at a Disney resort you'll get a card with park admission. Overnight parking fees are charged to hotel guests, prices vary depending by resort (1 space included in campsites).
- Disney takes pictures with a **PhotoPass** system (for a fee). Or, snap photos with your cell and when you get home, have pics applied to mugs, blankets and, well, printed pictures.
- Consider a personalized VIP Tour. Ask your counsellor as there's limited availability and restrictions (no kids under 3). Front of the Line tickets give priority access to rides and shows.
- With characters wandering around, there are many ways to meet your child(ren)s favourites. Warn small kids about their size; while tiny on tv, life size (and larger) can be overwhelming.
- Celebrating a special occasion? Tell your hotel or restaurant. Pre-booking some meals lets you eat on your schedule, with much needed sit-down time. Check the special events.
- Take a break! Disney resorts offer babysitting and gourmet meals (and fine wine...).
- You can use your MagicBand to buy food and merchandise—purchases add up quickly. For kids (or even a big parent kid), set a limit. Staying at a Disney resort? Purchases can be delivered to your room. For souvenirs, decide what can be shared (figurine? snow globe?) or each pick one special item; characters can sign t-shirts with markers.
- Teens too cool? Experienced visitors suggest pretty much anything at **EPCOT** (especially if you mention it's the acronym for **Experimental Prototype Community of Tomorrow**). At least 100 attractions are aimed at tweens and up.
- For a quieter activity, **golf (including juniors)** at four Disney courses <http://golfwdw.com>.
- Gum is not sold in the parks for smart cleanup reasons—if you bring your own, dispose of it in a garbage container—there's one approximately every 30 steps.
- People get separated. At each park, pick a spot to meet, use cell texting or instruct your child to go to an employee with a nametag to scan their MagicBand. It depends on the child's age but make sure s/he knows your name (not just "mom"), your hotel and cell number, or pin info inside their clothing (tell them it's there). Also have pictures of your kids and they of you.
- Know you likely won't be able to see everything. Visitors tend to start at the front of a park; for shorter lines and waits, start at the back. Many visitors go when the parks open, return to hotels for a swim or nap, then back for **fireworks** (or watch from Disney's Polynesian Village's beach). Check attractions and rides with extended hours, open after the parks close.
- There's always something new—attractions are often based on recent movies. Get each person's top pick and customize your route at <https://disneyworld.disney.go.com/maps>.
- Go early or after 3pm especially in summer as parks have maximum capacities and deny entry when full. In high seasons (summer and Christmas) parks quickly reach capacity.
- Bring, buy or at the park, rent a single or double umbrella stroller. Swimsuits: 1-piece with no exposed metal or buckles. Wear sunscreen and drink lots of water (bring refillable bottles); water shoes are great as the ground gets hot. Rent life vests, towels, lockers (wet swim gear?), handy if you're not at a hotel onsite. Wear hats (especially kids). Plastic rain ponchos (sold at most dollar stores) are much less cumbersome than umbrellas.
- A terrific (free) option is the "switch" for many rides, allowing an adult to stay with a child while another adult rides. After, those adults switch so the adult who waited can ride.
- If you smoke, vape or use ecigarettes, you can *only* do so in designated areas.
- It's common for Canadians to assume healthcare in the US is similar—there's a big difference: It's a business, charging for even the tiniest bandage. We strongly suggest LeGrow's Travel medical and cancellation/interruption insurance to cover all sorts of unanticipated issues.

Leaving for Orlando International Airport? Ask your counsellor about Disney's Resort Airline Check-In Service. Helpful info, <https://disneyworld.disney.go.com/guest-services>.

Note: parks regularly make repairs, retire attractions and plan new activities. We have no control or responsibility if a park cancels an event, suspends a ride, closes due to weather or raining meteorites or suffers any possible lack of must-have churros or essential stuffed animal.

Our 24/7 Emergency Service

We constantly survey airlines, local tour companies and hotels to ensure they meet our customer service standards, so don't let a problem ruin your holiday. Nearly all issues can be handled quickly on site—first seek help from the venue's local staff. Otherwise, call our Emergency Travel Service at **1-888-551-1181**. Deposits are non-refundable and non-transferrable. Schedule changes can occur and airlines and tour operators have the right to change flight and/or tour times, alter, combine services or substitute accommodations. Your counsellor will work with you to ensure you receive information as soon as possible and ensure satisfaction. See your brochure and ticket terms and conditions.

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