

Disney

by LAND & SEA



Important Information

Ships' Registry: The Bahamas and ©Disney

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Congratulations!

Your *Disney* by Land and Sea adventure is quickly approaching! Please make the most of it by taking a few moments to read the enclosed information, download the apps and review information posted on these apps for your group. Please bring this booklet with you on the trip for quick reference.

You should have already received an email and text from A-O Trips – Disney (AOI2601) with downloading, activation, and log-in instructions for the A-O Trips app, the WDW – My Disney Experience® app and the Disney Cruise Line® Navigator App.

A-O Trips App

The personalized A-O Trips app will provide basic information at your fingertips; agenda and itinerary for your trip, hotel information, ship information and travel information including your personalized flight schedule, tips and tricks for travel. Through this app, you will receive program alerts, reminders, updates and access to the trip survey.



We recommend you and your guests download the app to your personal devices so that you receive important announcements and updates to travel arrangements. If you choose to turn off cellular data on your phone, you can use the complimentary Wi-Fi at the hotel to access the app. Internet on board the ship is available for a fee.

Walt Disney World® – My Disney Experience® App

This personalized app is the official app of *Walt Disney World*® Resort. This app will give you access to an array of helpful features for your visit to *Walt Disney World*®. Use it to find your way around, purchase lightning lane passes (*skip the long line*), see wait times and access virtual queues. Plus, view all of your booked plans via My Day and use Disney Magic Mobile service for convenient access to select theme park and hotel amenities, and much more. Use the app to place mobile orders from select dining locations, as well as make dining reservations. You can also use your app to check in or out of your guest room and as your digital room key. You will have the ability to add any previously purchased park passes or dining reservations to the app so that you have all the information together in one place!

Disney Cruise Line® Navigator App

Make your Disney cruise even more memorable with the Disney Cruise Line Navigator app!

When you're at home and preparing to sail: Plan your ideal vacation, use My Online Check-In, explore and book activities, make special requests, accommodations for little ones and more. **Note: Some activities onboard the ship as well as some popular excursions will fill up fast!** Be sure to register for your preferred activities and purchase your excursions as soon as possible!

When you're onboard and sailing: Explore your ship from bow to stern with Deck Plans, learn about the ports you'll be visiting with My Itinerary, easily view both favorite and booked activities with My Plans, and make the most of each day with access to your entire cruise schedule, which includes daily activities, entertainment listings and even restaurant menus. Plus, chat with your friends, family and shipmates with Onboard Chat – one-on-one or in a group!



About Walt Disney World®

The *Walt Disney World Resort* is an entertainment resort complex located about 20 miles southwest of Orlando, Florida, United States. Opened on October 1, 1971, the resort is operated by Disney Experiences, a division of the Walt Disney Company. The property covers nearly 25,000 acres (39 sq miles), of which half has been developed. *Walt Disney World* contains numerous recreational facilities designed to attract visitors for an extended stay, including four theme parks, two water parks, four golf courses, conference centers, a competitive sports complex and a shopping, dining and entertainment complex. Additionally, there are 19 Disney-owned resort hotels and one camping resort on the property, as well as many other non-Disney-operated resorts on and near the property.

Disney's Grand Floridian Resort & Spa®

Victorian elegance meets modern sophistication at this lavish Disney Resort hotel. Unwind outdoors, indulge in a luxurious massage and watch evening fireworks light up the sky over Cinderella Castle. Just one stop to Magic Kingdom Park on the complimentary Resort Monorail, this timeless Victorian-style marvel evokes Palm Beach's golden era.

Disney Wish® Cruise Ship

Experience enchantment on board the *Disney Wish*®, where fantastical worlds and beloved stories from Disney, Marvel, Star Wars and Pixar are brought to life like never before. Indulge your senses with incredible gourmet meals and quick-service bites at magically themed restaurants. Delight in Broadway-style shows, epic deck parties, exhilarating waterslides and fireworks at sea. Dive into Disney's *The Little Mermaid*,



a reimagination of the classic created exclusively for the Disney Wish®. Delight in this splashy musical spectacular showcasing innovative theatrical design, spellbinding special effects, artistic choreography and enchanting surprises. Other original shows on board include Disney Seas the Adventure and the always magical and often hilarious Disney's Aladdin – A Musical Spectacular. Oh boy! Join Mickey and Minnie on an exhilarating water adventure into a colorful cartoon world inspired by Mickey Mouse animated shorts. Awash in immersive show scenes, music, lighting and special effects, this fun-filled water experience invites Disney fans to glide up, down, around and off the side of the ship through 760 feet of twisting tubes – providing breathtaking views of the ocean – before splashing down into a lazy river. Add some elegance and refinement to your cruise as you seek out adult-exclusive escapes inspired by Disney stories you know and love.

Travel Information

Air Itinerary

If Gavel International booked your air travel, your itinerary and electronic ticket confirmation have been emailed to you. If you have any questions, please contact the A-O Trips Travel Desk at Gavel International by calling **877.379.7101 or 816.334.0101.**

Travel Instructions for Arrival Day

Refer to arrival day instructions included in this packet.

Travel Documents

All participants must have a valid passport to travel on this program. Please be sure to bring the following documents with you in your carry-on bag:

- Passport for each traveler
- Printed copy of your Airline Itinerary & E-ticket Receipt
- Documentation supporting any prescription medication
- Port Arrival Form (*either on your phone or printed out*)
- Authorization for a minor to travel without a parent or legal guardian (*if applicable*). Be prepared to show this to Disney Cruise Line staff.

It is your responsibility to secure all required documentation for your trip. We suggest you make two copies of each passport. Leave one copy at home and carry the other copy with you separate from your passport.

Pregnancy

Some airlines may require a medical certificate to travel if you are in your late stages of pregnancy. If you are pregnant, please check with your airline carrier for their specific requirements.

From Disney Cruise Lines: Due to safety concerns, pregnant Guests will be refused passage if they have entered their 24th week of pregnancy by the embarkation date – or if they will enter their 24th week of pregnancy during the cruise. This policy is in place for the safety of pregnant Guests and is not subject to change. Neither a physician's medical statement nor a waiver of liability will be accepted. While the Health Center on board the ship can handle many emergency situations, it is not equipped to provide critical care for premature

Luggage Tags

All checked luggage must be tagged with the pre-printed Disney A-O Trips luggage tags supplied within this packet. It is also recommended that you place your name and address on the inside of your checked bags.





Once you arrive at the Grand Floridian, please stop by the A-O Trips hospitality desk to pick up your Disney Wish® cruise luggage tags. These tags must be placed on your luggage prior to your departure from the resort.

What to Bring

Your day/carry-on bag should include your passport, passports for children, travel documents, prescription medication, name badges, orange or blue wristbands, valuables, and a change of clothing including your swimsuit. For carry-on restrictions please visit [tsa.gov](https://www.tsa.gov).

Lost or delayed luggage is unavoidable and there will be delayed luggage on every group. Plan accordingly and do not let this ruin your trip. We strongly recommend that you pack a carry-on bag with enough clothing, toiletries, and anything (*including medications*) that you may need for the first few days of your trip. A-O Trips travel staff onsite will know where you can purchase items you may need once you arrive at the resort. If you are traveling with a spouse or guest and will have two checked bags, we recommend packing items in each bag for each person. If only one bag makes it to Orlando, both guests will have some of their items.



Any liquids that you plan on packing in your carry-on bag must be in three ounce or less containers and must all fit into a quart-sized plastic bag.

These will be scanned separately from your carry-on bag when you go through security at the airport.

If you use insulin or other medical prescription dispensing products, they must be clearly identified. You must have appropriate medical records with you that show your medical condition and need for the prescriptions in case security officers have questions. For carry-on restrictions, please visit [tsa.gov](https://www.tsa.gov).

Attire

For the land portion of the trip, this is a resort casual destination. Lightweight, summer casual clothing and comfortable walking shoes are appropriate for daytime. A hat or visor, sunglasses and sunscreen are recommended for this “fun in the sun” destination. Note: A-O Trips guests should wear their A-O Trips name badges to the group breakfasts on day 2 and 3. There are no group dinners during the land portion of this program. Please wear your A-O Trips wristbands at all times during the land and sea program.

For the Cruise portion of the trip, you should follow the DCL attire suggestions listed below. We will be seated together each evening when dining in the main dining rooms; however, these dinners are optional, and you can explore other dining options available on the ship if you would prefer. Please wear your A-O Trips wristbands throughout the cruise, name badges are not necessary in the main dining rooms at



dinner. There will be one private reception during the cruise for A-O Trips travelers, please wear your A-O Trips name badge and wristband.

The Disney Wish® features an array of diverse dining experiences, from casual to upscale. Be sure to follow the dress code for your restaurant:

Main Dining

Dining attire is cruise casual in all 3 main dining restaurants, meaning no swimwear or tank tops. Guests often like to dress up, but this is optional.

Adult Exclusive Dining

Adult-exclusive restaurants aboard the Disney Wish® are upscale dining experiences and guests are requested to dress in a manner consistent with the restaurant's ambiance. Formal or semi-formal attire is recommended. Also permitted is dress-casual attire with a polished look, such as dress pants, jeans in good condition, collared shirts, dressy tops and lifestyle shoes. For brunch at Palo and Palo Steakhouse, dress shorts are acceptable. Clothing such as T-shirts, swimwear and sports attire are not permitted. Adult dining is restricted to 18 years or older (*no exceptions*).

Themed Nights

The ship offers one Pirate Party themed night and one optional formal night – and you're encouraged to dress up and participate in the evening's festivities.

Check the Disney Cruise Line® Navigator App to find attire advice for each night's dinner.

Other items to pack: You should also pack a refillable water bottle, light summer sweater, light jacket, swimwear and a raincoat in case of



inclement weather. Dressing in layers to be ready for anything is always a good travel tip!

Name Badges/Red or Blue Wristbands

Auto-Owners Insurance has provided orange or blue wristbands for each attendee and guest(s). These should be worn at all times so that A-O Trips travel staff, as well as other attendees, can easily identify A-O Trips Travelers at the airport upon arrival into Orlando International Airport (MCO) and when in Orlando or during the cruise. Agents and their guests will still be required to wear name badges to the A-O Trips group breakfasts at the Grand Floridian and the A-O Trips private reception onboard the ship.

Special Needs and Requirements

We are happy to assist you with any reasonable special dietary requirements that you may have. If you noted these requirements or dietary needs on the A-O Trips registration website, they have been arranged. If you have questions or need any additional assistance, please contact the A-O Trips Travel Desk at Gavel International: **877.379.7101 or 816.334.0101, or email: AOI2601@gaveledge.com.**

Most airlines will allow medical supplies or equipment on board as additional items at no extra charge. Some medical items can be carried on the plane, as an “additional carry-on item”, as long as they meet the standard size and weight limits. If your supplies/equipment are included in a larger bag that contains other non-essential items, that bag will not be considered a free item and will be subject to normal baggage fees. Check with your airline about their policies, restrictions and if advance notice is required.

Legal Drinking Age

The legal age for drinking in Florida and onboard the Disney Wish® is 21 years old. The monitoring and consumption of alcoholic beverages is your responsibility. Auto-Owners Insurance and Gavel International will not be responsible for monitoring or controlling access to alcoholic beverages for any travelers.

Leave-Behind Cards

For your convenience, we have enclosed leave-behind cards that include hotel contact information. Please distribute these cards to family, friends or co-workers, so that they may contact you while you are traveling in the event of an emergency.

General Information

Program Inclusions

Your participation in this program includes the following:

- Two nights' accommodations at Disney's Grand Floridian Resort & Spa®
- Roundtrip economy class air
- Transfers between airport and resort for program air participants including luggage handling on group arrival day.
- Transfers between the hotel and the port on cruise embarkation day.

- Transfers between the port and the airport or a WDW resort on cruise disembarkation day.
- Full breakfast each day at hotel.
- A-O Trips Hospitality Desk to answer questions and assist with leisure activities.
- Four-night Bahamas cruise on the Disney Wish® includes breakfast, lunch and dinner daily, including port fees, taxes and gratuities.
- World Class Disney Entertainment onboard the ship.
- One group private reception onboard the ship.
- All gratuities for our sponsored events, as well as hotel room gratuities and ship gratuities.

Hotel Accommodations

Room accommodations have been confirmed under your name at Disney's Grand Floridian Resort & Spa®. Auto-Owners Insurance is paying for your guestroom for two nights. Your personal incidental charges will be at your own expense. Please note that the hotel may be sold out, and your room might not be ready when you arrive. Checked luggage will be stored for you, so be sure to keep essentials – such as a change of clothes or a swimsuit – in your carry-on. Restrooms will be available if you'd like to freshen up. Thank you for your patience.

Check In: 3:00 p.m.

Check Out: 11:00 a.m.

Ship Accommodations

Stateroom accommodations have been confirmed under your name onboard Disney's Wish. Auto-Owners Insurance is paying for your stateroom for the 4-night cruise. Personal incidental charges on board will be at your own expense.

Check In: Staterooms will not be available until after 1:30 p.m. on embarkation day.

Check Out: Must vacate stateroom by 8:00 a.m.; Must disembark ship by 9:00 a.m.



A-O Trips Hospitality Desk

Throughout your stay, A-O Trips travel staff will be on-site to assist you with any questions that may arise. These staff members will be identifiable by their A-O Trips blue shirts and name badges. The A-O Trips Hospitality Desk will be staffed daily for your convenience. At the Grand Floridian, the A-O Trips Hospitality Desk will be located just past the front desk and outside the doors near the staircase on arrival day, and at breakfast on day 2 and 3. On board the Disney Wish[®], the A-O Trips Hospitality Desk will be located midship on Deck 5. Please check at the desk or refer to the A-O Trips app during your stay for your daily agenda, to note time changes, bulletins, and any special announcements regarding the program. Suggestions for your leisure time will also be available.

Incidental Accounts

When you check-in at Disney's Grand Floridian Resort & Spa[®] or when you check-in using the WDW – My Disney Experience App, you will be asked to provide a credit card to establish charging privileges for incidental expenses. On the day of arrival, the hotel will place an



authorization hold on your card for any balance due on the reservation plus \$100 for estimated incidental expenses. If your spending exceeds the original \$100 hold, additional incremental holds will automatically be obtained. Charges will be settled and posted to the card within 1 or 2 days after checkout day.

The Disney Wish[®] does not place a hold on your credit card; however, they do start charging the card once the charges are more than \$200.00.

There will not be a cash allowance for this trip.

Gratuities

All gratuities for A-O sponsored events, housekeeping and portage at Disney's Grand Floridian Resort & Spa[®] have been covered by Auto-Owners Insurance. No additional gratuities are necessary; however, they can be given at your own discretion. You will be responsible for any gratuities for services that you obtain on your own. All port fees, taxes and ship gratuities have been prepaid to Disney Cruise Line on your behalf.

Cell Phone/Data Service

Prior to using cell phones internationally, please contact your cell phone service provider for their availability, rates, roaming fees, and charges related to international service. You can turn off the cellular data on your phone and only use the complimentary Wi-Fi at the resort in order to access the A-O Trips App for this trip.

While on the Disney Wish[®], it is recommended to turn off data roaming before boarding to avoid unexpected charges. Enable airplane mode, then connect to the ship's Wi-Fi. Be sure to download the Disney Navigator App before your cruise, as it will provide access to your full



itinerary, information on daily activities and showtimes, as well as a convenient chat feature to help you stay connected with others onboard.

Internet

High-speed wireless internet access is complimentary throughout the resort. While onboard the Disney Wish® and on Disney's private islands, complimentary Wi-Fi is available for guests using the Disney Navigator App. For all other internet use, including web browsing, email, and social media, high-speed internet packages are available for purchase.

Time Zones

Florida and Bahamas are in the US Eastern Standard Time Zone and observes daylight savings time between March and November.

Groups 1-3: Will be on Eastern Standard Time.

Group 4: Daylight Savings Time will begin on Day 2 of the program.

Groups 5-10: Will be on Eastern Daylight Savings Time.

Climate

Orlando:

February Averages: High 75 degrees; Low 55 degrees

March Averages: High 79 degrees; Low 58 degrees

April Averages: High 83 degrees; Low 63 degrees

Bahamas:

February Averages: High 81 degrees; Low 66 degrees

March Averages: High 82 degrees; Low 67 degrees

April Averages: High 84 degrees; Low 69 degrees

Currency

US Dollars and most major credit cards are widely accepted while in the U.S. While onboard the Disney Wish® ship you will set up your onboard account using your US credit card and all charges will be in US Dollars. The ship is cashless, and all transactions will need to be paid through your onboard account or with a credit card.

If your itinerary includes Nassau: The official currency is the Bahamian Dollar. The Bahamian Dollar is equal to the US Dollar. 1 BSD = 1 USD. US Dollars and most major credit cards are widely accepted throughout the island. However, some businesses will not accept larger bills such as \$50 or a \$100 US bill. Some businesses may not accept Discover or American Express.

Electrical Appliances

The standard voltage in Florida and onboard the Disney Wish® is 110 volts and has the same electrical plugs as the U.S.

Emergency Assistance

In the event there is an emergency/illness at any time during your stay at Disney's Grand Floridian Resort & Spa®, dial "911" for assistance. While out and about in Orlando, also dial 911.

While onboard the ship: For Medical emergencies, call 7-3000 from any ship phone. For fire or security, call 7-3001. These numbers are listed on every phone onboard the Wish.

The Health Center on the ship is located on Deck 1, Midship. Hours are 9:30 am – 11:00 am and 4:30 pm – 7:00 pm. For non-emergencies, call 7-1923 from any ship phone.

Also, whenever possible, please notify the A-O Trips travel staff if you have an emergency or medical issue that arises during your trip.

Prescription Medication

It is recommended that all prescription medications be transported in their original bottles and carried on the plane with you and not packed in your checked luggage. Please bring enough of a supply to last for the duration of your trip, as a refill may not be available.

Departure From Orlando International Airport (MCO)

Detailed information regarding your departure from Orlando will be available onsite and updated on the A-O Trips app. Please refer to the A-O Trips app for information regarding luggage and transportation to the airport.

Contact Information

Auto-Owners Insurance Incentive Travel

6101 Anacapri Boulevard, Lansing, MI 48917

800.346.0346 ext. 51793, 58708, 50387

Email: incentive.travel@aoins.com

Trip Website: aotrips.com

A-O Trips Travel Desk at Gavel International

935 Lakeview Parkway, Suite 190

Vernon Hills, IL 60061

Telephone: **877.379.7101** or **816.334.0101**

Email: AOI2601@gaveledge.com

Disney's Grand Floridian Resort & Spa®

4401 Floridian Way

Lake Buena Vista, Florida 32830-8451

Telephone: **407.824.3000**

Website: disneyworld.disney.go.com/resorts/grand-floridian-resort-and-spa

Disney Wish® Cruise Ship

Ship Emergency Contact # 407.566.3640



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