

June 23, 2020

Reopening date and future operations at the Disney Hotels

This is to announce the decision that the Disney Hotels (Disney Ambassador® Hotel, Tokyo DisneySea Hotel MiraCosta®, and Tokyo Disneyland® Hotel) will reopen starting on Tuesday, June 30.

The hotel guest benefits and services will be modified until further notice.

The reopen of Tokyo Disney Celebration Hotel® will be determined at a later date and announced on the Tokyo Disney Resort Official Website.

With the reopening, we are implementing measures in accordance with the guidelines developed by the Japan Hotel Association, to focus on promoting the health and safety of our guests and cast members.

1. Approach to promoting health and safety

- Disney Hotels will reopen with controlled capacity during the initial phase
- We are planning increased cleaning and sanitization in guestrooms, restaurants, and other areas of the building. In particular, we will focus on areas that have the possibility of being touched frequently.
- Items that are provided to guests for temporary use or rental will be sanitized every time after being used.
- The building will be well ventilated.
- Plexiglass barriers will be installed at the front desks, guest service desks, register counters at restaurants, etc.
- Cast members will be temperature-screened when they arrive at work, and will wash and sanitize hands regularly.
- Cast members will wear masks. They will wear gloves when handling guest luggage.

2. Requests to guests

- Only guests who are staying overnight and guests with reservations already made at restaurants, weddings, and banquets will be allowed into the building.
- Temperature screenings will be conducted when entering the building, and guests with a temperature of 37.5 degrees Celsius or above or cold-like symptoms will be asked to refrain from entering.

- Guests will be asked to wear masks when in public spaces such as the lobby.
- Guests will be asked to sanitize fingers and hands using the hand sanitizers placed at various locations throughout the building, and wash hands regularly.
- Markings are installed to remind guests to maintain social distancing, and guests will be reminded to cooperate in order to maintain social distancing when standing in line.
- The check-in process will be shortened. For detailed information about the facilities, please refer to the hand-out provided or the guestroom television.
- Cashless transactions using credit cards are recommended.
- Where available, guests are recommended to use the Tokyo Disney Resort App online check-in. After checking in online, guests can complete the check-in process by simply holding their smartphones over the check-in reader in the building.

*Required information must be registered in advance.

*Not available for some reservations made by travel agencies, etc.

- Guests are recommended to use the express check-out in which the check-out process can be completed on the guestroom television monitor.

* Individuals for whom the following applies are asked to refrain from visiting.

- Guests who have been in close contact with individuals who have tested positive for the new coronavirus
- Guests who have family members or close acquaintance who are suspected of being infected
- Guests who have been to countries or areas that the government has banned entry from, or requires monitoring after entering the country, as well as guests who have been in close contact with residents of the above, in the last 14 days

* Elderly people and people with medical conditions who may develop serious symptoms if infected are advised to consider cautiously whether to visit.

3. Hotel operations overview

From 15:00 on Tuesday, June 30, 2020

*The Disney Hotel Service Counter on the 2nd floor of the Tokyo Disney Resort Welcome Center will be open from 14:00.

4. Admission tickets

Admission to Tokyo Disneyland® or Tokyo DisneySea® requires fixed-date park tickets. Hotel guests are able to purchase, at the hotel where they are staying, a single 1-Day

Passport (ticket valid for entry from 8 AM) per person, per night, that can be used at either park during their stay, excluding the day of check-in.

*To purchase park tickets, we ask that personal identification documents (driver license, health insurance card, etc.) be presented for every adult.

*Please note that Open Tickets, Annual Passports, Revisit Passports, etc. will not be admitted.

*Tickets can also be purchased at the Disney Hotel Service Counter on the 2nd floor of the Tokyo Disney Resort Welcome Center.

*If park tickets are resold for a profit, this will be considered a violation of the terms of use, and these tickets as well as all tickets purchased by the person who engaged in such reselling activity (regardless of whether they were resold or not) will be invalidated and entry into Tokyo Disneyland / Tokyo DisneySea with those tickets will be denied.

5. Hotel guest benefits

The following hotel guest benefits will not be available until further notice.

- Happy 15 Entry privilege
- Guaranteed park admission (unless tickets are purchased as described above)

6. Room reservations

We will resume accepting room reservations on the Tokyo Disney Resort online reservation and purchase site from 11:00 a.m. on Friday, June 26, 2020.

*The Tokyo Disney Resort Reservations Center will remain unavailable for calls.

*If reselling for a profit of the room is confirmed, this will be considered a violation of the lodging agreement and the contract will be cancelled.

7. Weddings

The wedding programs will be held with some modifications.

Guests who have confirmed arrangements are asked to refer to the Online Planning site (dedicated site for guests with confirmed arrangements).

8. Banquets

Operations will partially resume on Wednesday, July 1, 2020.

9. Changes to operations

■ Room stays

- Cast members will not escort guests to their rooms.

- Cleaning service will not be performed during multiple night stays.
- The Disney Ambassador Hotel program commemorating the opening of the new facilities at Tokyo Disneyland will be cancelled.

■ Restaurants and lounges

- Will reopen for business from dinner time on Tuesday, June 30, 2020.
- Services and menu items on offer will be partially modified until further notice.
- Only guests with reservations already made or staying at the hotel will have access. Please make reservations in advance of your visit at all times.
- *Excluding some parts of the Dreamers Lounge menu, Tick Tock Diner, and Hyperion Lounge
- Guests will scan a 2D code with their own phones to view the menus.
- Safety will be considered at buffet restaurants by having the food plated separately and being handed out by cast members.
- Guests are asked to wear masks when taking food.
- We may limit the capacity at times.
- Business hours may change.

■ Business hours and services

Tokyo Disneyland Hotel

Sherwood Garden	Breakfast	6:30-10:00 (from Wednesday, July 1)
	Lunch	Not available
	Dinner	17:00-21:00 (weekdays) 16:30-21:00 (weekends and holidays)
Canna	Lunch	11:00-14:00 (from Wednesday, July 1)
	Dinner	17:00-21:00
Dreamers Lounge	Breakfast	Not available *Concierge and Suite guests will be served breakfast at Sherwood Garden Restaurant.
	Lunch and sweets	11:30-17:00 (15:00-17:00 for Tuesday, June 30)
	Dinner and cocktails	17:00-21:30

■ Disney Ambassador Hotel

The special menu for “Welcome to New Dreams!” is cancelled.

Chef Mickey	Breakfast	7:00-10:00, Wednesday, July 1 to Sunday, July 12 7:00-12:00, Monday, July 13 to Friday, July 17 6:30-12:00, Saturday, July 18 to Monday, August 31
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		(There will be no character appearances)
	Lunch/Dinner	Not available
Empire Grill	Lunch	11:30-14:30 (from Wednesday, July 1) *My Anniversary Story will not be available.
	Dinner	17:00-21:00 *My Anniversary Story will not be available.
Hyperion Lounge	Breakfast	Not available *Ambassador Floor guests will be served breakfast at Chef Mickey. (There will be no character appearances)
	Café and cocktails	12:00-23:00 (15:00-23:00 on Tuesday, June 30)
Tick Tock Diner	Breakfast	Not available
	Lunch/Dinner	14:00-21:00 (15:00-21:00 on Tuesday, June 30)

■Tokyo DisneySea Hotel MiraCosta

Oceano	Breakfast		6:30-10:00 (from Wednesday, July 1)
	Lunch	Buffet	Not available
		Course menu	Not available
	Dinner	Buffet	17:00-21:00
Course menu		Not available	
Silk Road Garden	Lunch	11:30-14:30 (from Wednesday, July 1)	
	Dinner	17:00-21:00	
BellaVista Lounge	Breakfast		Not available *Speciale Room and Suite guests will be served breakfast at Oceano.
	Lunch		11:30-14:30 (from Wednesday, July 1)
	Light meals		Not available
	Dinner		17:00-22:00

■Restaurant reservations (Priority Seating)

From Friday, June 26, 2020, the Tokyo Disney Resort online reservation and purchase site will resume accepting new reservations.

New reservations will be limited to hotel guests. Please see here to make new reservations and change existing reservations.

Also, reservations through Monday, June 29, 2020, as well as reservations during hours when service is not available will be considered cancelled.

Guests do not need to contact us or cancel on their own. No cancellation fee will

be incurred.

■Facilities

We may limit the capacity at times.

Business hours may change.

Tokyo Disneyland Hotel	Misty Mountains Pool	8:00-18:00, Wednesday, July 15 to Monday, August 31
	Looking Glass Gifts	7:00-22:00 (15:00-22:00 on Tuesday, June 30)
	Disney Mercantile	8:00-20:00 (15:00-20:00 on Tuesday, June 30)
	Home Delivery Service Counter	7:00-23:00 (15:00-23:00 on Tuesday, June 30)
	Bibbidi Bobbidi Boutique	Not available
	Magic Memories Photo	Not available
Disney Ambassador Hotel	Palm Garden Pool	8:00-18:00, Wednesday, July 15 to Monday, August 31
	Festival Disney	8:00-20:00(15:00-20:00 on Tuesday, June 30)
	Sunset Sundries	7:00-22:00 (15:00-22:00 on Tuesday, June 30)
	Home Delivery Service Counter	7:00-23:00 (15:00-23:00 on Tuesday, June 30)
	Chip 'n Dale' s Playground	Not available
Tokyo DisneySea Hotel MiraCosta	Terme Venezia	Outdoor pool 9:00-18:00, Wednesday, July15 to Monday, August 31 Indoor pool 9:00-18:00 (15:00-18:00 on Tuesday, June 30) (Spa area will not be available)
	MickeyAngelo Gifts	8:00-20:00(15:00-20:00 on Tuesday, June 30)
	Home Delivery Service Counter	7:00-23:00 (15:00-23:00 on Tuesday, June 30)

Disney Resort Cruiser, the complimentary shuttle bus for the Disney Ambassador Hotel will start operating on Wednesday, July 1.

Given the constantly changing global and local health environment, these practices may evolve. We will share more information as and when appropriate.