

June 23, 2020

To whom it may concern,

Tokyo Disneyland® / Tokyo DisneySea®
Reopening date and park operations procedures

This is to share the decision that both Tokyo Disneyland and Tokyo DisneySea will reopen on July 1, 2020.

With the reopening of both parks, we are implementing measures in accordance with the Amusement Park and Theme Park New Coronavirus Infection Containment Guidelines that were developed based on the government's Basic Policies for Novel Coronavirus Disease Control, and additionally are following government agency guidance to give top priority to the health and safety of our guests and cast members in our operations.

We will be deliberate in our operations, thoroughly implementing health and safety measures such as controlled capacity through limits on attendance, limited visitors in attractions, shops, restaurants, and other facilities, regular cleaning and sanitization, proactively requesting guests to maintain social distancing, among other things.

We will also endeavor to promote health and safety by having the information filled in for the primary contact person when guests purchase tickets.

1. Basic approach to promoting health and safety

We will implement health and safety measures based on the following three points:

- Be attentive to the health conditions of everyone involved with the parks including guests and cast members
- Conduct enhanced cleaning and sanitization measures
- Implement social distancing and provide thoroughly ventilated air conditioning

* Refer to guidelines for details.

(https://www.e-yuenchi.com/pdf/amusement_park_guideline.pdf)

2. Requests to guests visiting the parks

- Take part in temperature screening

Temperature screenings will be conducted during admission time, and guests with a temperature of 37.5 degrees Celsius or above or cold-like symptoms will be asked to refrain from entering.

- Wear masks

Guests will be required to wear masks at all times inside the parks, except when dining.

However, in order to prevent heat stroke, during the summer season when the temperature and humidity are high, if guests are outdoors with adequate distance from other people, masks may be removed

- Maintain social distancing

Markings are installed to maintain the necessary distance in facility queue lines, seats, restaurant tables, benches, etc., and guests are asked to cooperate in order to maintain social distancing.

- Wash and sanitize hands

Hand sanitizers are placed in attractions, shops, restaurants, restrooms and other locations in the Park, so please sanitize hands and fingers and wash hands regularly.

- Other

Cashless transactions such as credit cards and electronic money are recommended.

If guests become ill after entering the park, they may be asked to leave depending on their symptoms.

* 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 the parks.

3. Park operations overview

Duration: Wednesday, July 1, 2020 – until further notice

Operating hours: 8:00 a.m. to 8:00 p.m.

- * In both parks, attractions, entertainment, shops and restaurants will operate with reduced capacity or will be closed.
- * For information on the main services and operating status of each facility, please refer to the Tokyo Disney Resort® Official Website.
(<https://www.tokyodisneyresort.jp/en/index.html>)

4. Admission tickets

Tickets will be sold from 3 p.m. on June 25, 2020 on the Tokyo Disney Resort Online Reservations & Tickets website

(<https://reserve.tokyodisneyresort.jp/en/>). Until further notice, only guests who have purchased fixed-date tickets online will be allowed to enter.

- * Tickets will be offered up to approximately one month ahead.
- * Five tickets can be purchased at a time.
- * On the Tokyo Disney Resort Online Reservations & Tickets website, guests will be required to enter their personal information (payments can only be made by credit cards).
- * Guests staying at the Disney hotels, Tokyo Disney Resort Official Hotels, as well as Tokyo Disney Resort Partner Hotels should inquire about admission tickets at each hotel.

• Available tickets

In order to maintain social distancing at the area around the entrance, 3 types of tickets with different entry times will be sold.

Name	Entry time	Adult	Junior	Child
1-Day Passport	From 8:00a.m.	8,200 yen	6,900 yen	4,900 yen
Fixed Date Time Passport(11:00 a.m.)	From 11:00 a.m.	7,300 yen	6,100 yen	4,300 yen
Fixed Date Time Passport (2:00 p.m.)	From 2:00 p.m.	6,300 yen	5,400 yen	3,800 yen

- * Please note that all tickets other than the above, including Open Tickets, Annual Passports, Revisit Passports will not be admitted.

5. FY2020 Schedule (April 1, 2020 to March 31, 2021)

For the Tokyo Disneyland large-scale development project, the opening will be determined and the opening date announced at a later date after observing the situation at both parks following reopening.

Some changes have been made to the the events and programs for FY2020.

* For details, please refer to the Tokyo Disney Resort Official Website (<https://www.tokyodisneyresort.jp/en/index.html>)

6. Unused tickets during park closure period

For the following tickets, expiration date will be extended to March 31, 2022, or a refund can be issued:

- Fixed-Date Tickets with admission date starting February 29, 2020 or expiration date through April 30, 2021
- Open Tickets with expiration date from February 29, 2020 to April 30, 2021

* Please refer to the Tokyo Disney Resort Official Website for details. (https://www.tokyodisneyresort.jp/en/topics/20200228_important.html)

7. Annual Passports

Measures are being taken for guests holding Annual Passports which expire on or after February 29, 2020 to be eligible for the following

- Extension of the expiration period or refund
- Online purchase of merchandise and admission lottery
Park merchandise items will be offered in the Tokyo Disney Resort App so they can be purchased without visiting the Park. In addition, a lottery will be set up to allocate a portion of Park admissions to guests holding Annual Passports during the period when Annual Passports cannot be used for Park admission. Details will be announced on the Tokyo Disney Resort Official Website as soon as they are determined.

8. Impact to business results

The impact to our company's business performance is uncertain at this point in time, but if anything that must be disclosed occurs, we will issue a notice promptly.

All of the cast members will work together to operate the parks so that guests are able to enjoy the experience. There may be instances in which we cause inconvenience to our guests but ask for your kind understanding and cooperation.

Operational Changes at Facilities and Status of Suspended Operations at Tokyo Disneyland and Tokyo DisneySea

The information below is subject to change without notice depending on circumstances.

1. Attraction facilities/ Character Greeting facilities

- Please wear a mask at all times when entering facilities
- As a general rule, social distancing will be maintained between groups on rides and attractions
- Hand sanitizers will be installed at the exits. Guests are encouraged to use it.
- Single rider operations will be suspended until further notice.
- FASTPASS will be suspended until further notice.

<<Closed Facilities>>

Park	Attraction/Character greeting Facility Name
Tokyo Disneyland	Penny Arcade
	Swiss Family Treehouse
	Tom Sawyer Island Rafts
	Woodchuck Greeting Trail
	Cinderella's Fairy Tale Hall
	Goofy's Paint 'n' Play House
	Chip 'n Dale's Treehouse
	Toon Park
	Donald's Boat
	Minnie's House
Mickey's House and Meet Mickey	
Tokyo DisneySea	Fortress Explorations
	Village Greeting Place
	¡Saludos Amigos! Greeting Dock
	Mickey & Friends' Greeting Trails
	Ariel's Playground
	Mermaid Lagoon Theater
	20,000 Leagues Under the Sea

*In addition to the above, there may be facilities that close for maintenance.

2. Entertainment

- Disney Character Greetings, which involve contact with Guests, will be suspended until further notice.
- Disney Characters will greet Guests by incorporating physical distancing.

<<Suspended programs>>

Park	Program Title
Tokyo Disneyland	Dreaming Up!
	Tokyo Disneyland Electrical Parade <i>Dreamlights</i> - "Nightfall Glow" will be suspended.

Park	Program Title
Tokyo Disneyland	Disney Light the Night (fireworks display)
	Jamboree Mickey!
	Let's Party Gras!
	Mickey's Rainbow Luau
	Horseshoe Roundup
	The Diamond Horseshoe Presents "Mickey & Company"
	Fun Maintenance
	BreakBeat Dancers
	Bicycle Piano
	Sax Four
	Pirate Brass
	Court Jesters Quartet
	Opus Five
Tokyo DisneySea	Disney Light the Night (fireworks display)
	Hello, New York!
	Big Band Beat
	My Friend Duffy
	Song of Mirage
	The Diamond Sisters
	Fun Custodial
	Time Travelers Band
	The Wind Wanderers
	Trekking Musicians

3. Merchandise shops

- Store entry may be restricted at times
- Please always wear a mask when entering stores
- Please enter/leave stores through designated entry/exit points
- Please sanitize your hands/fingers with the hand sanitizers provided at entry/exit points. Guests are encouraged to use it.
- Baskets, merchandise shelves, and sample items will be regularly wiped down
- Plexiglass barriers will be installed in front of the cash registers in some shops.
- Cast members may be wearing a face shield and gloves at times
- When exchanging cash with guests, we will be using trays
- We recommend the use of credit cards or other means of cashless payments when making purchases.

<<Shops with suspended operations>>

Park	Shop Name
Tokyo Disneyland	Silhouette Studio
	Bibbidi Bobbidi Boutique (Operations of the boutique in Tokyo Disneyland Hotel will also be suspended.)
	Magic Shop
	Jungle Carnival
	Pirate Treasure
	La Petite Parfumerie
	Westernland Picture Parlour
	General Store

Park	Shop Name
Tokyo Disneyland	Happy Camper Supplies
	Splashdown Photos
	Hoot & Holler Hideout
	The Glass Slipper
	Harmony Faire
	Pleasure Island Candies
	Treasure Comet
Tokyo DisneySea	Rimembranze
	Steamboat Mickey's
	Slinky Dog's Gift Trolley
	Tower of Terror Memorabilia (Attraction photo service will not be available)
	Discovery Gifts
	Expedition Photo Archives (Attraction photo service will not be available)
	Abu's Bazaar
	Grotto Photos & Gifts
	The Sleepy Whale Shoppe (The shop will be open but sales of silhouette and caricature portraits will be suspended.)
	Nautilus Gifts
	Parkway Gifts North
	Parkway Gifts South

4. Restaurants

- Restaurant entry may be restricted at times
- Please always wear a mask when entering restaurants, as well as before and after dining.
- Hand sanitizer is available at the restaurant, as well as at the restaurant entrance and exit. Guests are encouraged to use it.
- Tables, chairs, counter tops, etc., will be regularly wiped down
- Some tables will be made unavailable in order to secure physical distancing.
- Plexiglass barriers will be installed in front of the cash registers in some shops.
- Cast members may be wearing a face shield and gloves at times
- Printed menus will not be available, and guests will be requested to scan codes using their smartphones to check the menu.
- When exchanging cash with guests, we will be using trays
- We recommend the use of credit cards or other means of cashless payments when making purchases.
- Entertainment programs at show dining facilities will be suspended until further notice.

<< Restaurants with suspended operations >>

Park	Restaurant Name
Tokyo Disneyland	Ice Cream Cones
	Great American Waffle Co.

Park	Restaurant Name
Tokyo Disneyland	Sweetheart Cafe
	Café Orléans
	Crystal Palace Restaurant
	The Gazebo
	The Skipper's Galley
	Squeezer's Tropical Juice Bar
	Parkside Wagon
	Fresh Fruit Oasis
	Boiler Room Bites
	Royal Street Veranda
	Cowboy Cookhouse
	Camp Woodchuck Kitchen
	The Diamond Horseshoe
	Pecos Bill Cafe
	Rackety's Raccoon Saloon
	Cleo's
	Troubadour Tavern
	Village Pastry
	Magical Market
	Dinghy Drinks
	Toontone Treats
	Pop-A-Lot Popcorn
	Mickey's Trailer
	Soft Landing
Carriage House Refreshments	
Tokyo DisneySea	Gondolier Snacks
	Magellan's Lounge
	Mamma Biscotti's Bakery
	Refrescos
	Cape Cod Confections
	The Teddy Roosevelt Lounge
	Delancey Catering
	New York Deli
	Barnacle Bill's
	High Tide Treats
	Hudson River Harvest
	Papadakis Fresh Fruit
	Liberty Landing Diner
	Seaside Snacks
	Breezeway Bites
	Bayside Takeout
	Expedition Eats
	Tropic Al's
	Miguel's El Dorado Cantina
	Lost River Cookhouse
	Open Sesame
	Sultan's Oasis
	Nautilus Galley
	Refreshment Station

5. Guest Service facilities

<<Closed Services >>

Park	Guest Service Name
Tokyo Disneyland and Tokyo DisneySea	Guided Tours
	Park Information Board
Tokyo Disneyland	Ticket Booths East / Ticket Booths West
	Tomorrowland Hall (Show lottery venue)
Tokyo DisneySea	Ticket Booths North / Ticket Booths South
	Biglietteria (Show lottery venue)

Changes to the FY2020 schedule

Original	New
Tokyo Disneyland Large-Scale Development Area Opening on Wednesday, April 15 th , 2020	The opening will be determined and the opening date announced at a later date after observing the situation at both parks following reopening.
Disney Easter (Tokyo DisneySea) March 27 th to June 12, 2020	Cancelled
CookieAnn's Greeting Drive (Tokyo DisneySea) March 27 th to May 31, 2020	Cancelled
Happy Fair with Baymax (Tokyo Disneyland) June 4 th to November 1 st , 2020	To be postponed and offered. Timeframe will be announced at a later date.
Duffy and Friends' Sunny Fun (Tokyo DisneySea) June 4 th to August 26 th , 2020	Cancelled
Disney Pirates Summer (Tokyo DisneySea) July 1 st to September 2 nd , 2020	Cancelled

The status of special events and programs after the last period mentioned above is not yet determined.