

## Temporary Suspension of Disney Cruise Line Departures

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Disney Cruise Line has decided to suspend all new departures beginning Saturday, March 14, 2020, through the end of the month.

Learn More (<https://disneycruise.disney.go.com/guest-services/advisory/>)

## Disney Cruise Line Coronavirus (COVID-19) Travel Alert

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**March 13, 2020 – 12:00 AM**

In an abundance of caution and in the best interest of our guests and employees, Disney Cruise Line has decided to suspend all new departures beginning Saturday, March 14, 2020, through the end of the month. This precautionary measure applies to all four of Disney's cruise ships.

While we know this decision may be disappointing, the health and wellbeing of our guests is of the greatest importance. We are equally committed to the wellbeing of our incredible crew members who live and work aboard our ships and on Castaway Cay. During the suspended operations, Disney Cruise Line will continue to compensate our Crew Members and shoreside Cast Members.

The Disney Dream will depart on a three-night cruise from Port Canaveral as scheduled on Friday, March 13, and will return to Port Canaveral on Monday, March 16. The Disney Fantasy and Disney Magic will return to port on Saturday, March 14. The Disney Wonder, which is currently in the midst of a westbound Panama Canal cruise, will continue on its scheduled itinerary, with guests disembarking in San Diego on Friday, March 20.

Disney Cruise Line will offer guests affected by this decision a future cruise credit or a full refund, the details of which will be provided directly to them. Given the higher than normal call volume at our Call Center, we ask that affected guests or their travel agent wait to contact us until after they receive an email from us.

Below is a list of impacted sailings:

#### Disney Magic

March 14-19

March 19-23

March 23-28

March 28-April 2

#### Disney Wonder

March 20-25

March 25-29

March 29-April 5

#### Disney Dream

March 16-20

March 20-23

March 23-27

March 27-30

March 30- April 3

#### Disney Fantasy

March 14-21

March 21-29

March 29-April 4

**March 12, 2020 – 7:45 PM**

Information on Coronavirus Disease 2019 continues to evolve quickly and Disney Cruise Line is closely following guidance from health officials and authorities in the ports of call we visit. We are also committed to keeping our Guests informed and updated, and are happy to address any questions our Guests have in advance of their cruise vacations and once they're onboard.

The health and wellbeing of our Guests, as well as that of our Crew Members, is our primary focus. We are taking precautionary steps and have implemented the following guidelines, which will likely continue to evolve as more information becomes available:

- **UPDATED:** At this time, any Guest or Crew Member who has traveled from, to or through the following countries and regions within 14 days of embarkation will not be able to board our ships. Guests in this situation who are scheduled to sail between now and April 12, 2020, will be able to either change their sail date or cancel for a full refund.

- Austria
- Belgium
- China
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hong Kong
- Hungary
- Iceland
- Iran
- Italy
- Japan
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Macau
- Malta

- Netherlands
- Norway
- Poland
- Portugal
- Slovakia
- Slovenia
- South Korea
- Spain
- Sweden
- Switzerland
- Monaco
- San Marino
- Vatican City

- Any Guest or Crew Member who has been in contact with someone from these areas, including Guests with connecting flights in these locations, also will not be able to board, nor will anyone who has helped care for someone suspected of having or diagnosed with COVID-19, or who is currently subject to health monitoring for possible exposure. Guests who have air travel booked through Disney Cruise Line will automatically have their flights rebooked on an alternate route. Guests who booked their own air travel arrangements should contact their airlines directly to make the appropriate changes.
- As is always our practice, we screen all Guests and Crew Members before they board, and anyone who feels unwell with gastrointestinal or flu-like symptoms (fever over 100.4° F, chills, cough or difficulty breathing) will not be permitted to sail.
- In addition, all Guests and Crew Members will have their temperature checked by a nurse with a no touch thermometer prior to boarding, regardless if they are symptomatic or feel unwell. Additional medical screening will be required for anyone with a temperature of 100.4° F or greater, and they along with their travel party may be unable to sail.
- Based on information from public health officials, it is recommended that elderly guests and those with serious chronic health conditions should not sail.
- For cruises that include a stop in Nassau or Castaway Cay, please note that The Bahamas will not allow anyone to disembark in any Bahamian port if they have been to China, South Korea, Italy or Iran in the past 20 days prior to arrival. These Guests may be able to sail but will be unable to visit The Bahamas.
- For cruises that include a stop in Jamaica, please note that in addition to the locations noted above, officials there also will not allow Guests who have traveled from, to or through Singapore within 14 days of arrival to come ashore. These Guests will be unable to sail.

## **Temporary Cancellation Policy Update**

Given the current situation, we are offering temporary adjustments to our cancellation policy to provide more flexibility for our guests. These adjustments may continue to evolve as more information becomes available.

### **Disney Magic European Sailings**

- Currently, we have not made any changes to our European itineraries, which are not scheduled to begin until mid-May, though we are closely following the situation there. We continue to monitor global developments and follow the guidance of public health authorities and ports of call regarding who they will allow to disembark based on travel history and health screenings. We will notify guests should itinerary changes be necessary.
- Guests currently booked on our European sailings through our July 25 departure can change their reservation up until the day before embarkation and receive a 100% cruise credit to be used for future sailing within 15 months of their original sail date by calling us at 1-866-325-2112 or 407-566-3510 or contacting their travel agent. The credit is non-refundable and standard prevailing rates will apply.
- Alternatively, Guests currently booked on our July 13, July 18 and July 25, 2020, European sailings may delay their final payment to 30 days prior to their sailing.

**Disney Magic sailings through May 8, 2020, and Disney Dream, Disney Fantasy and Disney Wonder Sailings through May 31, 2020**

- All Guests scheduled to depart on the Disney Magic between now and May 8, 2020, and the Disney Dream, Disney Fantasy and Disney Wonder between now and May 31, 2020, can change their reservation up until the day before embarkation and receive a 100% cruise credit to be used for a future sailing within 12 months of their original sail date by calling us at 1-866-325-2112 or 407-566-3510 or contacting their travel agent. The credit is non-refundable and standard prevailing rates will apply.

**Disney Cruise Line Coronavirus (COVID-19) Additional Information**

Disney Cruise Line consistently receives among the highest public health inspection scores and has health and safety protocols in place. We also have a comprehensive plan that outlines protocols for managing illness and closely follow the guidance of public health officials. In light of COVID-19, Disney Cruise Line is operating at elevated cleaning and sanitation levels. Among the procedures currently in place include:

- Training for all of our Crew Members on how best to prevent the spread of illness onboard.
- A health screening completed by all Guests and Crew Members to check for illness before they board the ship.
- Extensive cleaning and sanitation of high-traffic areas (e.g., handrails, doorknobs and elevator buttons) and children’s facilities.
- Cleaning of all staterooms twice a day, and additional disinfection when necessary.
- Discontinuing self-service at buffet locations.
- Regular communication to Guests and Crew Members regarding how to prevent illness.
- Hand washing stations and sanitizing wipes conveniently located throughout our ships.
- Medical clinics on our ships staffed with experienced doctors and nurses and stocked with supplies and medications to treat a variety of illnesses.

According to public health authorities, Guests can also help prevent the spread of coronavirus (COVID-19) and many other illnesses by frequently washing their hands with soap and water for at least 20 seconds, especially after using the restroom and before eating. Parents can supervise their children to ensure they wash their hands thoroughly. Guests are also advised to cover their nose and mouth with a tissue (or upper sleeve) when sneezing, and avoid sneezing or coughing into their hands or without covering their nose and mouth. Guests or Crew Members who show any symptoms of illness are advised to contact their ship’s Medical Center immediately.

Updates will be posted online as new information becomes available and Guests with specific questions may reach out to our Contact Center at 1-866-325-2112 or 407-566-3510 or contact their travel agent. Please note that call volumes may be high.

For assistance with your Disney Cruise, please call (800) 951-3532 (tel://800-951-3532).  
Monday through Friday, 8:00 AM to 10:00 PM Eastern time; Saturday and Sunday, 9:00 AM to 8:00 PM Eastern time.  
Guests under 18 years of age must have parent or guardian permission to call.

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