

An Update on Disney Resort Hotels from Katie Kelly, Vice President of Worldwide Safety Services

This story is posted on the Disney Parks Blog from Katie Kelly, Vice President of Worldwide Safety Services for Disney Parks, Experiences, and Products.

For a link to the post on the Disney Parks Blog, which includes a video, click [here](#).

As we look toward reopening our parks and resorts around the world, your wellbeing – and the wellbeing of our Cast Members – is one of our top priorities. In March, we began the phased reopening of Shanghai Disney Resort, and on May 20, we took another step as guests returned to shop and dine at Disney Springs at Walt Disney World Resort. Just as we've started making plans for our theme parks, we are also making plans for our hotels and Disney Vacation Club resorts. With that in mind, we wanted to share what you can expect when you book a stay at a Disney Resort hotel.

As Disney's Chief Medical Officer Dr. Pamela Hymel shared in her [previous update](#), our health and safety team has taken a close look at the experiences at our hotels, from resort and room cleaning to check-in, dining and entertainment, so you can have a magical visit with peace of mind. During your stay, you'll find updates and enhancements made with health and safety in mind, in line with the guidance of health and government authorities.

At the Resort

Staying with confidence starts at check-in, with options to use Online Check-in service at select locations and meet your luggage at your room with redesigned bell services.

Throughout Disney Resort hotels, we're increasing cleaning in high-traffic areas such as elevators and escalators, handrails, benches, tables, handles, restrooms, and more. We've also expanded the number of hand sanitizer locations across the property.

At our restaurants, lobbies, pools, fitness centers, and other public areas, we're looking at adjusting services to enable preventive measures and physical distancing, including reducing capacity where appropriate and implementing enhanced cleaning measures.

We're using technology to aid us in these efforts, with limited-contact services in place at our shopping and dining locations, with Mobile Order, cashless options and Magic Bands.**

In Your Room

Before arrival, every room will be given an enhanced cleaning. During your stay, a light cleaning service (including removal of trash and replenishment of towels and amenities) will be offered every other day.**

Our housekeeping Cast Members will receive training on increased cleaning measures throughout the resort hotel and for each guest room, including updated practices for cleaning tools and managing in-room amenities, linens, luggage, and more.

Of course, we all have an important role to play in promoting health and safety. We are asking our guests to help, by washing your hands frequently with soap and water; following physical distancing and other guidelines when you visit; and rescheduling your visit if you or a member of your party feel ill or are subject to quarantine or other travel restrictions.

We'll share more information about the health and safety measures at Disney Resort hotels with you ahead of your visit – and continue to monitor the situation and make adjustments as appropriate.

While our new experience may be a little different from the last time you stayed with us, a magical and memorable visit awaits you at our Disney resort hotels. We're looking forward to welcoming you – see you real soon!

**Owned-and-operated Disney resorts.*

***Available at Walt Disney World Resort only.*

****Disney Vacation Club members will receive their traditional housekeeping service.*