



Dear Disney Wonder Guests:

As you know, Disney Cruise Line has been closely monitoring global developments related to the new coronavirus (COVID-19). We have also been closely tracking guidance from our ports of call and this situation continues to be very fluid.

At this time, the Mexican government is still allowing cruise ships to visit Puerto Vallarta and Cabo San Lucas. However, we are seeing a number of governments making closure decisions with very short notice. Additionally, over the past couple days we have received notification that an increasing number of tour operators are choosing not to operate in these destinations.

Given this uncertainty, and concerns about the experience you would have ashore, we have very thoughtfully made the decision to bypass both Puerto Vallarta and Cabo San Lucas and head directly to San Diego. Please know that this is a decision we didn't make lightly. We find ourselves in unprecedented times and are making decisions with the best interest of our guest and crew at the forefront.

We now plan to arrive in San Diego on Thursday, March 19, at approximately 7 a.m. Once we dock in San Diego, you will have two options - you may disembark the ship on Thursday and end your cruise a day early or you may choose to stay onboard and disembark on Friday, as originally scheduled. Due to customs regulations and our priority of keeping everyone on board healthy, once you leave the ship you will not be able to return.

Given this situation, we will refund any port taxes and fees from your sailing's missed ports to the original form of payment. Any Disney Port Adventures you had scheduled in these destinations will be removed from your shipboard account. Additionally, we will provide you a 40% discount toward any currently open future sailing, which can be combined with the standard onboard offer as long as you take advantage of the onboard offer before you disembark. Please call our Contact Center to apply the additional 40% discount after you have returned home, as our onboard sales team will not be able to do so.

Due to returning to San Diego a day early, we will also provide a 10% voyage refund and a refund of gratuities for the final day of your cruise, regardless of when you choose to disembark the ship.

We will open up the phone service free of charge should you choose to modify your travel arrangements as a result of our early arrival into San Diego. Guests who would like to use the phone service may do so by first dialing 9 from the telephone in their stateroom. Additionally, a complimentary internet package of 100MBs is now available for all Guests when logging onto the DCL-Guest network. Any Guests who booked their travel arrangements through Disney Cruise Line may visit Guest Services if they would like to change their plans.

We wish these changes to your voyage had not been necessary and appreciate your patience and understanding. We have enjoyed having you onboard and will do everything in our power to help keep everyone safe, healthy and entertained over the next few days.

Sincerely,

The Cast & Crew
Disney Cruise Line

