



On the Ship: Know Before You Go

Discover all the magic that awaits you on board—and how sailing with us is a dream come true for the entire family.

Last Updated: July 23, 2021

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Disney Cruise Line's legacy and principles of integrity, care and community guide us as we welcome Guests back. While we are doing some things differently, special Disney magic continues to await Guests aboard our ships.



Health & Safety Measures

Considering guidance from the US Centers for Disease Control and Prevention and other health experts, we're reducing Guest capacity aboard our ships, while incorporating additional health and safety-related measures, including:

Signage and Ground Markings

New signs and ground markings have been installed to help Guests better navigate common areas and promote physical distancing between travel parties.

Physical Barriers

Physical barriers—like plexiglass—have been added at select onboard locations to help promote physical distancing.

Enhanced Cleaning

Building on our existing cleaning protocols, extra attention will be given to high-touch surfaces such as handrails, doorknobs and elevator buttons; youth spaces, dining rooms and other common spaces; and inside all staterooms.

Hand Sanitizers

Additional hand-sanitizing stations have been placed throughout the ship.

Face Coverings

All Guests (ages 2 and up, including those who are fully vaccinated against COVID-19) are required to wear appropriate face coverings indoors, except when in their staterooms or actively eating or drinking (while stationary and maintaining an appropriate physical distance). Face coverings are not required for Guests outdoors while on board the ship and at Disney Castaway Cay. Face coverings may be required in ports of call based on local government requirements.

All face coverings should fully cover an individual's nose and mouth and allow the Guest to remain hands-free; fit snugly but comfortably against the side of the face; be secured with ties or ear loops; and be made of 2 layers of breathable material, either disposable or reusable, that is not elastic in nature, such as spandex and elastane. At this time based on guidance from health authorities, neck gaiters, open-chin triangle bandanas and face coverings containing valves, mesh material or holes of any kind are not acceptable face coverings. Costume masks are not considered appropriate and are prohibited from being worn.

Learn [more about our enhanced health and safety measures.](#)

Disney Cruise Line Navigator App

First things first: If you haven't done so already, you'll need to download the latest version of our app on your mobile device, with location services and notifications enabled, to take advantage of all the new program enhancements and updates available to you on your Disney cruise, including:

Live Chat

Get the answers you're looking for with our new live chat feature that lets you communicate directly with a Crew Member—including those from our Guest Services and Port Adventures and Dining teams—via the app.

Details You Need

View menus, schedules, venue descriptions and locations, and more using the app.

Exploring the Ship

Use the app to find what you're looking for with deck plans that show the restaurants, shops and more near you.

Enchanting Entertainment

With a Broadway-style stage show, fireworks at sea and Disney movies, our ships are overflowing with magic. While some experiences have been temporarily modified to promote health and safety, you can be sure entertainment to inspire is always front-and-center for the entire family.

Live Shows in the Walt Disney Theatre

- **Seating**

Seating will be available on a first come, first-served basis with physical distancing measures in place.

- **Show Schedules**

To promote physical distancing, each itinerary will offer one Broadway-style live show performed multiple times with reduced capacity. Be sure to check the [Disney Cruise Line Navigator app](#) 30 days before setting sail for more information.

Buena Vista Theatre

First-run films and popular motion-picture releases are available for your viewing pleasure throughout the day inside the Buena Vista Theatre.

Seating is available on a first-come, first-served basis—with physical distancing measures in place. Check the [Disney Cruise Line Navigator app](#) while on board for showtimes.

Funnel Vision

Catch classic Disney films outside under the stars on this jumbo screen atop the Forward funnel. Seating will be available on a first come, first-served basis with physical distancing measures in place.

Deck Parties

Deck Parties have been temporarily paused.

Fireworks

Fireworks continue to illuminate the night on most itineraries—it's a spectacular journey of color, light and song at sea.

Disney Ever After

Magic fills the sky during our exciting Disney-themed fireworks show at sea. The upper decks spring to life as a pre-show playlist of favorite Disney songs echoes through the night leading up to a dazzling light show underneath the stars.

Reserved Viewing Times

To accommodate everyone, the fireworks show will take place at 10:30 PM on 2 different nights. Guests will be assigned their show date prior to setting sail, which will be available to view via the [Disney Cruise Line Navigator app](#).

Physical Distancing

To promote physical distancing, upper-deck capacity will be limited during the fireworks show. Crew Members will direct parties to locations that will help promote physical distancing throughout the show.



Character Experiences

Everybody knows: Disney Characters love to cruise, too! Be on the lookout for many popular Disney pals throughout your voyage.

Character Interactions

Disney Characters will interact with Guests from a distance in new and entertaining ways; however, close-up encounters and autographs have been temporarily paused.

Surprise Appearances

Disney Characters will be popping up for surprise appearances throughout the ship.

Disney Character Photos

Although close-up interactions with Disney Characters have been temporarily paused, there will be plenty of opportunities to capture physically distanced photos with some of your favorite Disney friends.



Dining Experiences

Serving up diverse global cuisines and classic casual bites inside themed restaurants peppered with Disney magic, Disney Cruise Line invites you to savor the finest dining at sea sure to surprise and delight—and promote health and safety.

Dining Times

Dining room seating times will be staggered to promote physical distancing. Guests will be assigned to the same table and service team for dinner, with one travel party per table. Dining times can be found on the

[Disney Cruise Line Navigator app](#) on board the ship and are also printed on the Key to the World cards located in each stateroom. Guests can continue to choose first or second seating times when booking their cruise, subject to availability. Additional offerings for breakfast and lunch can be found on the Disney Cruise Line Navigator App.

Digital Menus

Guests will use the [Disney Cruise Line Navigator app](#) to view all restaurant menus on board the ship, including menus for breakfast, lunch and dinner, and when dining at Palo, inside our lounges and bars, and for in-stateroom dining. Paper menus will be available upon request.

Quick-Service Food & Beverage Locations

Quick service food and beverage locations, including buffets, still offer all-you-care-to-eat bites and treats, and are served by Crew Members at designated times each day throughout the cruise. All food and beverages that were previously available at self-service stations will now be served by Crew Members.

Royal Court Royal Tea

While young royalty can still enjoy a fairytale teatime experience in a fanciful setting on 3- and 4-night sailings, Disney Princesses will make physically distanced appearances. In addition, only one travel party will be assigned per table for the Royal Court Royal Tea experience. Updates to the assortment of gifts include collectible journals and lithographs, which are temporarily replacing the autograph books. Photo sessions and autographs have been temporarily paused.

Pools, Waterslides & More

Make a splash in freshwater pools, aqua play areas and waterslides designed for kids, families and adults.

Waterslides

Waterslides are open with queue locations to promote physical distancing.

Splash Zones, Wading Pools and Whirlpools

Splash zones, wading pools and whirlpools are open with limited capacity.

Youth Activities

Children can find something to love at larger-than-life, whimsically themed kids clubs, thanks to a near endless range of activities, games and surprises with enhanced health and safety measures.

Reserved Youth Activities

Parents must register their children 3 to 12 years of age for Disney's Oceaneer Club and Disney's Oceaneer Lab during the [Online Check-In](#) process and then, prior to setting sail, reserve a specific session time [online](#) or [via the Disney Cruise Navigator app](#). Guests can book one session per day per child on a first-come, first-served basis. Children will receive their youth activities wristband at the cruise terminal, which grants them access to both [Disney's Oceaneer Lab](#) and [Disney's Oceaneer Club](#).

Aboard the ship, Guests can check with Guests Services about registering and reserving a session time for their child, pending availability.

Dropping Off/Picking Up

Only one parent or guardian at a time can drop off or pick up kids at Disney's Oceaneer Lab and Disney's Oceaneer Club. In addition, parents are not allowed to enter the youth clubs when dropping off and picking up children.

Face Coverings

All children are required to bring and wear appropriate face coverings at all times while inside Disney's Oceaneer Club and Disney's Oceaneer Lab.

Handwashing

All children will be required to wash their hands upon entering and exiting the youth clubs.

Cleaning

With a focus on high-touch surfaces, youth clubs will be cleaned more frequently and surfaces will be sprayed with a non-toxic disinfecting mist each night.

Capacity and Small Group Interactions

At Disney's Oceaneer Club and Disney's Oceaneer Lab, children will interact within groups of 15, paired with one Disney counselor.

Teen and Tween Clubs

Both Vibe for teens and Edge for tweens are open. No reservations are required.

Nursery

"it's a small world" nursery!" is temporarily unavailable.

 **Spa & Salon**

Nurture your mind and body at Senses Spa & Salon, our onboard sanctuary for adults. While modifications have been made to promote health and wellness, spa therapies and salon treatments will be offered throughout your voyage.

Reserved Spa & Salon Services

Guests will need to book therapies and treatments via the Disney Cruise Line Navigator app. The booking window is based on your Castaway Club membership level: Platinum Castaway, 120 days prior to sailing; Gold Castaway, 105 days prior to sailing; Silver Castaway, 90 days prior to sailing; and first-time Guests, 75 days prior to sailing. In addition, once on board the ship, Guests can call Senses Spa & Salon directly using their stateroom phone, or stop by the Senses Spa & Salon reception desk to reserve therapies and treatments. Reservations are subject to availability.

Face Coverings

All Guests—including those who are fully vaccinated against COVID-19—are required to bring and wear appropriate face coverings during their therapies and treatments. All Crew Members are required to wear face coverings and Personal Protective Equipment while administering therapies and treatments.

Arrival

It is recommended that Guests arrive prepared for their therapies and treatments, as locker rooms and changing rooms will be unavailable. However, for Guests needing to prepare for select treatments, private rooms will be available.

Cleaning

Senses Spa & Salon is thoroughly cleaned between treatments and nightly.

Consultation Forms

Consultation forms will be delivered to staterooms. Guests are asked to fill them out prior to visiting Senses Spa & Salon.

Available Offerings

The following services at Senses Spa & Salon are available:

- Massages (including Aroma Stone Therapy, Bamboo, Deep Tissue and Swedish) and Castaway Cay Cabana massages
- Acupuncture
- Body therapies (Ionithermie Cellulite Reduction and Aroma Seaweed Massage)
- Manicures and pedicures
- Hairstyling
- Rainforest Room (available for one travel party at a time, up to 10 Guests, for 1 hour 45-minute sessions at a cost of \$174 per session; reservations can be made on board the ship)

Temporarily Unavailable

Select features and services at Senses Spa & Salon are temporarily unavailable, including the Rejuvenation Spa; Couples massages; the juice bar; teeth-whitening, facial and barbering services; Chill Spa treatments; and the Relaxation and Locker Rooms.

Fitness Center

Keep shipshape while at sea thanks to expansive exercise centers offering state-of-the-art equipment, personal trainers, nutritional guidance—and featuring additional health and safety measures. Use of the Fitness Center is complimentary for Guests 14 years of age and older. Guests between the ages of 14 and 17 must be accompanied by an adult or guardian to enter.

Specialized Classes

In order to participate in a fitness class during your cruise, you must make a reservation. Reservations can be made through the [Disney Cruise Line Navigator app](#) on a first-come, first-served basis on board the ship. Guests are encouraged to reserve in advance to secure preferred dates and times.

Equipment

Cardio and strength equipment have been rearranged in an effort to promote physical distancing.

Personal Training

Personal trainers will maintain a minimum distance of 6 feet during training sessions, except during short intervals when necessary. Both Guests and personal trainers must wear face coverings during the entirety of the session.

Cleaning

The fitness center will undergo cleanings between sessions and nightly. Hand sanitizer will also be available on site.



Staterooms

Whether it's an imaginative inside retreat or a spacious suite, our accommodations allow you to travel in comfort and style. Our dedicated team of caring Crew Members will do their best to accommodate your needs during your stay.

Housekeeping

Staterooms will be thoroughly cleaned between voyages, prior to the arrival of Guests. A “Commitment to Cleanliness” sticker will be placed on the door to notify Guests that their rooms have been thoroughly cleaned. During voyages, housekeeping is offered twice a day: once in the morning and one “turndown” service in the early evening. Crew Members will not enter staterooms while Guests are present. High-touch loose soft goods—such as sofa pillows and paper stationery—have been removed.

Hanging Gift Bags on Stateroom Doors (Fish Extenders)

Door-to-door gift exchanges (via “fish extenders”) among Guests are not permitted at this time.



Shopping

In merchandise locations on board the ship, you will continue to discover apparel, toys, jewelry, timepieces, collectibles and more—many exclusive to Disney Cruise Line—with some modifications to the shopping experience.

Contactless Payments

While Guests will still use their Key to the World card to charge purchases made on the ship, we are introducing a new contactless payment system where transactions can be completed without our Crew having to touch the card.

Digital Receipts

You can now review recent transactions and purchases directly via the [Disney Cruise Line Navigator app](#).

Photography

Whether you take your own snapshots or let us capture the fun for you with our professional photography services, turn the magical moments of your Disney cruise into treasured memories to last a lifetime.

Photography

Before you set sail, pre-book a photo package [online](#).

Photo Kiosks

On board, kiosks are available to view and purchase photos taken by our professional photographers. All kiosks will undergo enhanced cleanings throughout the day, while some will be closed to accommodate for physical distancing.

Disney Character Photos

Although close-up interactions with Disney Characters have been temporarily paused, you will be able to take physically distanced photos of some of your favorite Disney friends using your own camera or mobile device.

Photo Backdrops

Fun photo backdrops will be available throughout the ship to help you capture memorable shots with family and friends.

Photo Opportunities

Our professional photographers will be taking photos during dinner in our main dining rooms. Photographers will also be roaming the top decks and will be stationed at iconic ship locations and in front of fun photo backdrops for memorable shots with family and friends. Guests may briefly remove their face coverings to take photos while stationary and maintaining physical distancing.

Guest Services

Have a question about your onboard account? Need to make a dining reservation? There are 3 options available to you should you need to get in touch with Guest Services during your voyage.

Live Chat

Our new live chat feature via the [Disney Cruise Line Navigator app](#) lets you communicate directly with Guest Services throughout your cruise.

In-Person

Guests can schedule an appointment to meet with select Crew Members—including those from Guest Services and Dining—via the [Disney Cruise Line Navigator app](#). Appointments are required and subject to availability. Guests without an appointment are not permitted at this time.

Via Phone

Guests can use their stateroom phone at any time to contact Guest Services.

Bibbidi Bobbidi Boutique

Magical makeovers at Bibbidi Bobbidi Boutique are available to children ages 3 through 12 years of age. Keep in mind, all children are required to wear appropriate face coverings during their makeover experience.



Recreation

While there's always so much to do during a Disney cruise, some recreational activities have been modified to promote physical distancing.

- **Ping Pong** and **Shuffleboard** have been temporarily paused.
- Access to the **basketball courts** has been temporarily paused. This area has been temporarily transformed into a sun deck for Guests looking to catch some rays while at sea.

Your Guide to Updated Experiences

Know Before You Go

Read about our enhanced health and safety measures, and discover the top things you'll need to know for your cruise.

Before Leaving Home

Check out what you'll need to do prior to making your way to the cruise terminal.

Embarkation Day

Learn what you can expect at the cruise terminal, before you board the ship.

On the Ship

Discover the latest information regarding dining, entertainment, recreation and more.

Ports of Call

Find out about Port Adventures and what you can expect when exploring cruise destinations.

Debarkation Day

View valuable information about your final cruise day as you leave the ship.

