



## Ports of Call: Know Before You Go

Discover what you can expect when we dock at ports of call during your cruise.

Last Updated: July 23, 2021

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Disney Cruise Line is initially returning to delivering magical family vacations with 3- and 4-night itineraries aboard the Disney Dream. During this initial phase, the Disney Dream will visit Disney Castaway Cay in The Bahamas, while we work with other port destinations and their local governments and health authorities to prepare to resume visiting their communities. Disney Cruise Line continues to review health and safety protocols with the Government of The Bahamas and will update this page as necessary.

As the global health situation continues to evolve, our home ports and ports of call around the world are implementing health and safety protocols based on local requirements, designed for their unique environments. There are also a variety of government regulations and guidelines we must consider in identifying the ports and destinations we are able to visit during this initial resumption of operations.

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## Debarking the Ship

Before making your way off the ship to explore a port of call on your cruise itinerary, take a moment to review these important things you'll need to know.

### Virtual Queue for Debarking the Ship

Guests will need to join our new virtual queue to debark the ship at all ports of call. Guests join the virtual queue via the [Disney Cruise Line Navigator app](#) while on board the ship. Guests will receive a push notification on their mobile device when it's their turn—plus a debarkation ticket in the app—to leave the ship. Before exiting, Guests must show the debarkation ticket, their Key to the World card and—if they're over 18 years of age—a photo ID. Please note, during less busy times, our virtual queue will close, and Guests may make their way off the ship at their leisure.

### 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.

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## Port Adventures

Port Adventures—shore excursions specially selected by Disney Cruise Line—offer fun for everyone in the family. Here's what you need to know when booking and participating in Port Adventures during your cruise.

### Reserving Port Adventures

- **Before Setting Sail:** Port Adventures can be reserved [online](#) or through the [Disney Cruise Line Navigator app](#), subject to availability. 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.
- **During Your Cruise:** We strongly encourage you to reserve Port Adventures through the [Disney Cruise Line Navigator app](#). Questions about a Port Adventure or need help with a booking? With our enhanced app, you can now communicate directly with a Port Adventures Crew Member via our new live chat feature or schedule an appointment to meet in person at the Port Adventures Desk.

### Reduced Capacity

At this time, all Port Adventures will operate at reduced capacity. In addition, all Port Adventures will only include Disney Cruise Line Guests; there will be no blending of Guests from other cruise lines on these tours.

### Availability

Port Adventures are subject to availability, which may change, based on port regulations and/or operator limitations.



## Our Private Island, Disney Castaway Cay

Cast off to Disney Castaway Cay on select Bahamian and Caribbean itineraries and soak up all the fun this one-of-a-kind destination has to offer. While we've made some updates to our island experience based on health and safety guidelines, you'll still find paradise—plus a splash of magic—under the sun. Here's what you need to know before your next visit.

### Face Coverings

Face coverings are not required for Guests outdoors while on board the ship and at Disney Castaway Cay. All Guests (ages 2 and up, including those who are fully vaccinated against COVID-19) are required to wear appropriate face coverings in certain areas, including while traveling on trams or other island transportation, in merchandise locations, in dining pavilions when not actively eating, and in restrooms.

### Virtual Queue for Debarking the Ship

Guests will need to join our new virtual queue to debark the ship at Disney Castaway Cay. Guests join the virtual queue via the [Disney Cruise Line Navigator app](#) while on board the ship.

### Character Encounters

Mickey, Minnie and the gang will make surprise appearances on Disney Castaway Cay. Plus, be on the lookout for the all-new "Party Patrol," which will feature popular Disney Characters riding around in fun beach vehicles throughout the island.

### Photo Locations

Photographers will be on hand at the family beaches and at designated

locations around the island to snap pictures of Guests.

### **Beaches**

Beach lounge chairs and umbrellas have been arranged to promote physical distancing, while hammocks have been temporarily suspended. Guests are asked not to move lounge chairs.

### **Cookie's BBQ**

The barbecue lunch, beverages and ice cream that were previously available at self-service stations at both Cookies BBQ and Cookies Too BBQ will now be served by Crew Members.

### **Scuttle's Cove**

Scuttle's Cove is temporarily unavailable.

### **Recreation**

Teen Hideout and In Da Shade Game Pavilion remain open with limited capacity for recreational activities, including basketball, foosball, table tennis and pool.

### **Pelican Plunge**

While you can still enjoy all the watery fun of Pelican Plunge, we have introduced a new queue on land to help promote physical distancing.

### **Bike/Water Rentals**

We've enhanced cleaning protocols for all rental equipment, including bicycles, inflatable tubes and snorkel gear.

### **Package Pickup**

Package Pickup has been temporarily paused.

## Trams

Cleaning measures have been enhanced and seating has been modified to help promote physical distancing.

## 5K Race

While the 5K group race on Disney Castaway Cay has been temporarily paused, Guests may run the race on their own (no registration required), while practicing physical distancing. All participants who complete the 5K run will receive a finishing medallion. Information on where and when Guests can pick up their medal will be made available via the [Disney Cruise Line Navigator app](#).

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## 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,

### Ports of Call

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

### Debarkation Day

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

recreation and more.

cruise destinations.