

Important Information

Some images and content on this website may not represent the latest operational guidelines or health and safety measures that will be in place during future sailings. Health and safety measures, ports of call and offerings may change at any time without notice. Certain onboard venues, experiences and other offerings will be modified or unavailable, will have limited capacity and will be subject to limited availability, advance reservations or even closure.

COVID-19 Warning

An inherent risk of exposure to COVID-19 exists in any public place where people are present. View important details.



# Ports of Call: Know Before You Go

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

Last Updated: April 1, 2022

## 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.

## 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.

### Vaccination Status

All Guests are required to adhere to local laws, regulations and protocols, including those related to health and safety, in place at the destination.

### Reserving Port Adventures

- **Before Setting Sail:** Port Adventures can be reserved [online](#) or through the [Disney Cruise Line Navigator app](#), subject to availability.
- **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? Once you're on board and logged in to the Navigator app, you can 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.

### Availability

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

## Health and Safety Measures in Ports of Call

To learn about the latest health and safety measures in our ports of call, please visit each destination's official website. Please be aware that health and safety measures may change at any time without notice.

Learn more about health and safety measures in:

[Cartagena, Colombia](#)

[Mexico](#)

[Nassau, The Bahamas](#)

[U.S. Virgin Islands](#)

## 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 in most areas at Disney Castaway Cay. However, all Guests (ages 2 and up, including those who are fully vaccinated against COVID-19) are required to wear appropriate face coverings while traveling on trams or other island transportation, in merchandise locations, in dining pavilions when not actively eating or drinking, taking a photo (while stationary and maintaining an appropriate physical distance) and in restrooms.

### Virtual Queue for Debarking the Ship

Guests will need to join our new virtual queue via the Disney Cruise Line Navigator app to debark the ship at Disney Castaway Cay.

### Character Encounters

Beach cruisin' mobiles will make their way along the island path throughout the day, bringing Mickey and the gang to designated appear-and-wave locations where Guests are invited to snap photos. These bright, colorful and musical drive-by experiences are a new and fun way to enjoy some favorite Disney friends.

### 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 remains open for kids and is available on a first-come, first-served basis—no advance reservations are required.

### 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


Though the 5K group race on Disney Castaway Cay has been temporarily paused, Guests can still 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 medals will be made available via the Disney Cruise Line Navigator app.

## 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.




**Pre-Cruise Checklist**

View and keep track of everything you'll need to do in order to set sail.



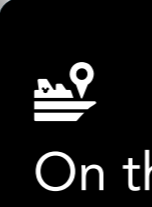
**Before Leaving Home**

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.



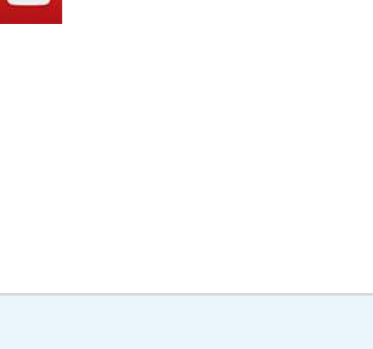
**Debarkation Day**

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


For assistance with your Disney Cruise, please call (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.

<p><b>Things to Do</b></p> <ul style="list-style-type: none"> <li>Onboard Activities</li> <li>Character Experiences</li> <li>Deck Parties</li> <li>Dining</li> <li>Live Shows &amp; Entertainment</li> <li>Nightclubs &amp; Lounges</li> <li>Spa &amp; Fitness</li> <li>Youth Clubs</li> <li>Pools</li> </ul> <p><b>Ships</b></p> <ul style="list-style-type: none"> <li>Disney Magic</li> <li>Disney Wonder</li> <li>Disney Dream</li> <li>Disney Fantasy</li> </ul>	<p><b>Staterooms</b></p> <ul style="list-style-type: none"> <li>Disney Magic Staterooms</li> <li>Disney Wonder Staterooms</li> <li>Disney Dream Staterooms</li> <li>Disney Fantasy Staterooms</li> </ul> <p><b>Cruises &amp; Destinations</b></p> <ul style="list-style-type: none"> <li>Find a Cruise</li> <li>Departure Ports</li> <li>Special Offers</li> <li>Land and Sea Vacations</li> <li>Florida Cruises</li> <li>Port Adventures</li> <li>Adventures by Disney</li> <li>Vacation Packages</li> </ul>	<p><b>Interactive Deck Plans</b></p> <ul style="list-style-type: none"> <li>Disney Magic</li> <li>Disney Wonder</li> <li>Disney Dream</li> <li>Disney Fantasy</li> </ul> <p><b>Help</b></p> <ul style="list-style-type: none"> <li>Frequently Asked Questions</li> <li>Guest Services</li> <li>planDisney</li> <li>Contact Us</li> <li>Guests with Disabilities</li> <li>Site Map</li> <li>Website Terms and Conditions</li> <li>Booking Terms and Conditions</li> <li>Safety and Security</li> <li>Disney Cruise Line Vacation Protection Plan</li> <li>Cruise Contract</li> </ul>	<p><b>Plan &amp; Manage</b></p> <ul style="list-style-type: none"> <li>My Reservations</li> <li>My Online Check-In</li> <li>My Cruise Activities</li> <li>Make a Payment</li> <li>Travel Agent Login</li> <li>Cruise-Planning Tools</li> <li>New to Cruising Tips</li> </ul> <p><b>My Account</b></p> <ul style="list-style-type: none"> <li>My Profile</li> <li>My Family &amp; Friends</li> <li>Castaway Club</li> <li>My Cruise Photos</li> </ul> <p><b>Before You Go</b></p> <ul style="list-style-type: none"> <li>Disney Cruise Line Navigator App</li> <li>Photography</li> <li>Onboard Gifts</li> <li>Travel Documentation</li> </ul> <p><b>News &amp; Press</b></p> <ul style="list-style-type: none"> <li>Disney Cruise Line News</li> <li>Disney Cruise Line Awards</li> </ul>
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Start preparing for your dream Disney cruise.

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