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## Hong Kong Disneyland reopens on Sep 25 Taking a prudent and measured approach

*Reduced capacity and health measures in place with a five-day week operation*

**Hong Kong, Sep 22, 2020** – Hong Kong Disneyland park will officially reopen to the public on Sep 25, 2020. In alignment with the latest guidance from health and government authorities, the resort will continue its measured approach with health and safety measures such as capacity control, health screenings, temperature checks, requiring face masks, social distancing, and increased cleaning and sanitization.



### Five-day week operation and online reservation

During the initial reopening stage, the park will implement a new five-day per week operation and will be closed on Tuesdays and Thursdays (except public holidays and special days designated by the resort from time to time) until further notice. The park will also continue to control capacity as required by the government. The online reservation system will remain in place, with all guests being required to reserve their visit date with valid tickets or membership cards through the Hong Kong Disneyland Park Visit Reservation [website](#) prior to arrival.

Magic Access members may begin to reserve their visit dates beginning on Sep 22. Reservations for other guests will begin at 12 pm on Sep 23. Guests are also required to make a health declaration as part of their reservation process.

As a result of the recent closure and the current five-day per week operating schedule that will be in place, the resort is providing membership extension for Magic Access members\*. Members can visit the [website](#) for more information about their membership extensions.

The park's operation and related arrangements will continue to be reviewed on an ongoing basis and adjusted as necessary to take into account the latest government regulations.

### Health and safety measures remain a priority

Hong Kong Disneyland Resort has health and safety protocols in place throughout the resort and has already increased the frequency of cleaning and disinfection in all high-guest contact areas. After reopening, the park will continue to implement social distancing measures in queues, restaurants (including seating arrangements), attraction vehicles and other facilities throughout the park, reflecting the latest government regulations.



\* Not applicable to memberships that expired before July 15, 2020, or new membership cards issued on or after Sep 22, 2020.

Character experiences will be offered in a new way, including selfie spots around the park to allow guests to take photos with their favorite characters with appropriate social distance. Meanwhile, in compliance with the government's latest regulations, live performances will be restricted to outdoor venues during the initial reopening stage until further notice.



### **Ticket and hotel offers to preview the transformed castle prior to opening**

A variety of special hotel and ticket packages are now available for guests to see the reimagined Disney castle in its final stage of transformation and enjoy a long-awaited Disney staycation. The Castle of Magical Dreams is slated to launch in celebration of the resort's 15<sup>th</sup> anniversary in late 2020.





To provide greater flexibility in planning the visit, free cancellations for park tickets and hotel bookings are available to guests through Dec 31, 2020. For more details on tickets, hotels, dining and transportation, please visit [www.hongkongdisneyland.com](http://www.hongkongdisneyland.com).

Hong Kong Disneyland looks forward to its guests returning to enjoy the magic of the park!

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Hong Kong Disneyland asks for guests' understanding of and compliance with the following requirements when the park reopens. Guests must:

- 1) Purchase their tickets in advance and reserve a visit up to seven days in advance of their visit online via the Hong Kong Disneyland reservation website. Magic Access members must also make a reservation prior to visiting, but can enjoy the benefit of reserving eight days in advance.
- 2) Make a required health declaration as part of the Hong Kong Disneyland reservation process.
- 3) Undergo temperature screening procedures upon arrival. Guests with elevated temperatures cannot be admitted.
- 4) Wear a mask during their visit, except when enjoying food and beverage at catering premises.

These measures will continue to be reviewed as the situation evolves and will be adjusted as necessary.

### **About Hong Kong Disneyland Resort**

Hong Kong Disneyland Resort offers unforgettable, culturally distinctive Disney experiences for guests of all ages and nationalities. Filled with your favorite Disney stories and characters, Hong Kong Disneyland offers guests the opportunity to explore seven diverse lands that are home to award-winning, unique attractions and entertainment. Complete your adventure with stays at the resort's luxurious Disney hotels. The magic doesn't end at our doorstep; as a dedicated member of the local community that cares deeply about societal well-being, Hong Kong Disneyland Resort spreads its magic through community service programs that help families in need, boost creativity among children and families, encourage the protection of the environment and inspire healthier living.

### **Mobile app gives the latest updates**

The Hong Kong Disneyland mobile app keeps guests informed of all the excitement at Hong Kong Disneyland Resort, from operating hours to entertainment schedules. Use the GPS-enabled map to find your way around the park or make reservations for park restaurants, and make every moment count with wait times for each attraction. Magic Access members can also view block-out calendars and membership privileges, designed to make your visit even more magical.



Download the Hong Kong Disneyland mobile app for free:

iOS users: <https://itunes.apple.com/app/id1077550649>

Android users: <https://goo.gl/ZbHHbP>