

# Disney Cruise Line

## **Pre-Arrival Services**

Disney Cruise Line is the only cruise line to offer Guests pre-arrival Concierge services. You can pre-reserve many of your onboard activities and services online, starting from 120 days prior to your sail date. A dedicated Concierge Services Specialist is available Monday through Friday, 8:30 a.m. to 5:30 p.m. via a toll-free number to provide personalized assistance in helping you plan every cruise detail, including:

- Shore excursions, Palo dining, spa treatments and nursery stay reservations
- Dining room seating preference requests
- Special occasions and celebration planning
- Assistance with all special requests, from before your arrival until after you cruise.

## **Upgraded Amenities**

While all Disney Cruise Line staterooms boast luxury amenities and world-class service, Guests of our Concierge Suites enjoy an expanded range of quality offerings.

- **H2O Plus Spa, Bath and Shower Products**  
All stateroom baths are stocked with fine marine-nutrient enriched H2O Plus spa, bath and shower products—including Sea Marine Revitalizing Shampoo, Marine Collagen Conditioner and Hydrating Body Butter. Guests of our Concierge Suites are treated to an enhanced line, which adds the premium Sea Salt Body Wash and Solar Relief Gel.
- **Fine Bedding from Sealy Posturpedic® and Frette**  
All staterooms feature plush bath towels, bath sheets and 100% Egyptian cotton linens from Frette. Our Concierge Suites' master bedrooms are further upgraded with Sealy Posturepedic® Premium Plush Euro-top mattresses and feather and down duvets.
- **Pillow Talk Program**  
Guests of our Concierge Suites have access to the Pillow Talk program, which allows you to choose from a selection of hypo-allergenic, feather and therapeutic memory-foam pillow options.
- **Personal Robe and Slippers**  
These plush comforts are provided for your use while you cruise.
- **Special Treats Delivered**  
While staying in a Concierge Suite, you benefit from daily delights delivered to your door, such as canapés, fruit and cookies.
- **Media Library**  
DVD players and an extensive library of music CDs and DVD titles are stocked for the enjoyment of you and your family, along with a selection of board games.

**You also enjoy these amenities:**

- Ample closet space
- Cooling box

- *In-room safe*
- *Hair dryer*
- *Phone with voice-mail messaging*
- *Individual climate control*
- *Couch*
- *Desk*
- *Chair*

**Verandah** Each and every one of our opulent Concierge Suites includes a personal verandah, which delivers the pleasure of ocean views and sea breezes every time you step out onto its sunny surface. This breathtaking private perch is where you can bask in sunshine, enjoy leisurely conversations, sip coffee or cocktails or simply enjoy the sweeping scenery as it floats by. The verandah features its own furniture, deck lighting, plexiglass or solid whitewall railings and dividers, plus the security of childproof locks.

### **Concierge Services**

Our signature Concierge service is an added benefit for Concierge Suite Guests. It begins even before you board the ship and continues throughout your vacation and beyond.

### **Shipboard Services**

On your cruise, the benefits of our signature Concierge service are in full effect, beginning with priority check-in and boarding at a dedicated check-in station. Our onboard Concierge team will meet you at a private welcome reception—exclusive to Concierge Guests—and will be available to attend to your needs, questions and special requests. Enjoy assistance with:

- *Reservations (shore excursions, Palo dining, spa treatments and nursery stay)*
- *In-suite dining from any of our rotation restaurants*
- *Dining reservation confirmations and changes*
- *Priority tendering in ports of call*
- *Updates to your personal itinerary*
- *Special occasions and celebration planning*