

Managing your DISNEY GENIE SERVICES



We're thrilled to be part of your upcoming travel plans to The Walt Disney World Resort and want to be sure you have an incredible experience.

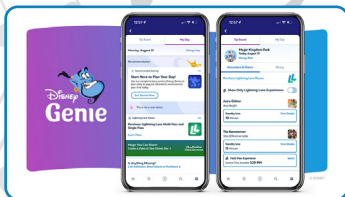
New to The Walt Disney World Resort are the Disney Genie Services: **Genie** and **Lightning Lane**. This suite of new experiences replaces Genie+ and lives right inside the [MyDisneyExperience app](#).



Download the MyDisneyExperience on the App Store or the Google Play Store

Disney Genie

Disney Genie is a complimentary, AI-powered daily planner which is included with every park ticket. Just answer a few questions about your party's interests and Genie will suggest attractions, entertainment and dining options in a dynamic itinerary which updates throughout the day based on crowd levels and forecasted wait times. Want to swap out an experience? Go ahead! Genie will continue to adjust and offer new suggestions throughout the day so you can make the most of your visit.



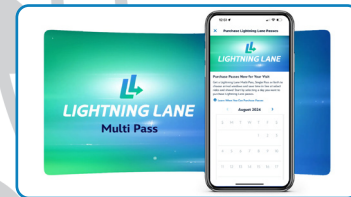
Cost: Free

Age Restrictions: Ages 13+

Pro Tip: Check your Tip Board frequently to check attraction wait times and mobile order pick-up windows.

Lightning Lane Multi Pass

In addition to all of the benefits included with Genie, you can add Lightning Lane access, PhotoPass Lenses and Audio Tales to make your vacation unforgettable. Save time in line by selecting the next available Lightning Lane window at more than 40 attractions and experiences throughout the Walt Disney World Resort. You may make one selection at a time beginning at 7:00am on the day of your visit, based on availability. Note that, unlike with Genie+, you are not able to make attraction selections prior to the day of your visit..



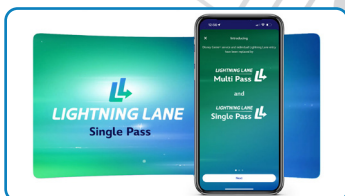
Cost: Variable (based on demand)

Age Restrictions: Must be purchased by an adult (18+)

Pro Tip: If you are under the age of 18, a parent or guardian can create a MyDisneyExperience account, add you to their Family & Friends List, and purchase Lightning Lane for you on the day of your visit.

Lightning Lane Single Pass

For the most popular attractions, Lightning Lane is available for purchase individually.



Cost: Variable (based on demand)

Age Restrictions: Must be purchased by an adult (18+)

Pro Tip: You may purchase Individual Lightning Lane access before arriving at the park on the day of your visit at park opening.

PLEASE, REMEMBER: Disney Genie and Lightning Lane services are completely optional and are not required for you to have a great time while in the parks.

For even more information on these exciting new options, visit the links below:

Disney Genie: <https://disneyworld.disney.go.com/genie/>

Lightning Lane: <https://disneyworld.disney.go.com/genie/lightning-lane/>

If you are having difficulty with any of the above information, we ask that you please contact The Walt Disney World Resort Support Line at **407.939.4357**.

Should a Cast Member direct you to contact us, we are available to help Monday-Friday from 8:00am to 4:30pm Eastern Time at **800.616.1112**.