

DISNEY'S ALL-STAR MUSIC & SPORTS RESORTS

- HOTEL INFORMATION & TRAVEL TIPS -

Disney's All-Star Sports Resort

1701 W. Buena Vista Drive
Lake Buena Vista, FL 32830
407-939-5000

Disney's All-Star Music Resort

1801 W. Buena Vista Drive
Lake Buena Vista, FL 32830
407-939-6000

ARRIVAL INFORMATION:

Generally, all Contest of Champions groups arriving between 7:00am - midnight should check-in at the "**Celebrity Hall**" pavilion which is located between the **Disney's All-Star Music & Disney's All-Star Sports** Resorts in the back of the parking lot. Signs from the security gate will direct you to the pavilion. If your group arrives at the hotel after midnight, you should go to the front desk of your resort and pick up your rooms keys, unless otherwise specified by your Contest of Champions Representative on your itinerary. A Contest of Champions staff member will be back at the pavilion the following morning with your attraction tickets. Contest representatives are typically on duty in the pavilion from 7:00am - 1:00am.

HOTEL INFORMATION AND GROUP GUIDELINES:

- **All of the Walt Disney World Resort is Non Smoking.** Smoking is not allowed in any of the Resort Rooms. There are designated smoking areas throughout the resort. Please consult a Resort map to locate these designated areas.
- Disney's **All-Star Sports & Disney's All-Star Movies** Resorts have 1,920 rooms each. **Disney's All-Star Music** Resort has 1,704 rooms. All rooms have outside hallways and each room is 260 sq. feet. Disabled accessible are available upon request and cannot be guaranteed. All rooms have a wall safe. Rooms are all equipped with blow dryers and irons. Refrigerators may also be rented upon arrival. Roll-a-Ways are not available and you may not assign more than four people to a room.
- Check-In time is **after 3:00pm** / Check-Out time is **before 11:00am**. Check-in time is not guaranteed! Rooms occupied after 11 am are subject to late charges.
- Luggage Storage (**for groups who have purchased local transportation through Contest of Champions**): If your rooms are not ready upon arrival, you will store your luggage at **Celebrity Hall** until the rooms are ready. On your check out day, you may keep your luggage in your rooms until 11:00am. After 11:00am, you may store your luggage at **Celebrity Hall** until you leave for the airport.
- Luggage Storage (**for groups who did not purchase local transportation through Contest of Champions**): If your rooms are not ready upon arrival, you will store your luggage either in your own vehicles or luggage storage in the lobby of the resort where you are staying. On your check out day, you may keep your luggage in your rooms until 11:00am. After 11:00am, you may store your luggage either in your own vehicles or luggage storage in the lobby of the resort where you are staying.
- Room keys (credit card type) will be issued to the group leader only. Only the group leader may request replacements for lost keys.
- All rooms are listed by a primary name (1st name in each room), roommates are additional names. To retrieve messages, ask for primary name. Callers from home should be advised of the primary name of each room and re-state the name of hotel.
- Quiet hours are 10:00 pm to 10:00 am. All participants will have a midnight curfew. Security will be walking the resort grounds and any students out of their room after curfew will be escorted to the director's/coach's room.

- Please refrain from switching rooms. This will ensure phone calls and information are forwarded properly. Each room will be responsible for their own charges.
- Towels are to be brought from the room for use at the pool. Additional towels are available by pressing the housekeeping button on the room phone. Towels will be exchanged on a one for one basis.
- Swimming pools close at MIDNIGHT. Students should never swim alone! Arcade hours are 9 am to 11 pm.
- Banners, posters, decorations, and signs CANNOT be hung from handrails, walls, doors or in windows. Damage to room, paint or excessive cleaning will be charged to each individual room.
- Each room that has window decorations that have been put up with tape or items that would require extra cleaning will receive a warning voicemail. If the items are not removed by 9 am the next morning a \$20 cleaning charge will be assessed to the individual room and the items will be removed by the housekeeping team. Suction cups with hooks are the preferred item for window hangings. These will be sold in all merchandise shops at the All-Star Resort.
- Complimentary WALT DISNEY WORLD® **Bus** transportation from the lobby is provided to the **Magic Kingdom®** Park, **Disney's Animal Kingdom®** Theme Park, **Epcot®**, **Disney's Hollywood Studios**, Disney Water Parks and **Downtown Disney®**.
- Groups should not expect to travel together on Disney transportation. Depending on the size of your group, it will take as long as 45 minutes to 1 hour to transport your entire group to and from the attractions. We suggest splitting into smaller groups and assigning a meeting time and place in the parks. Additional bus transportation will be provided from the Contest of Champions pavilion for those individuals that have purchased local transportation as part of their package.
- The Food Courts are open from 6:00am - 12:00am. Your Disney meal coupons are accepted in the food court for lunch and dinner. You do not get your money's worth by using one for breakfast. Checks are not accepted in the Food Court.
- Pizza delivery is available from 4 pm to midnight by pressing the "Pizza" button on the rooms phone. **You must pay upon delivery.**
- Personal and Traveler's checks can be cashed at the Front Desk with proper identification in the amount of \$50 for Personal checks and \$200 for Traveler's checks per room per day. ATM is located in the lobby. Personal checks are not accepted at food and beverage locations.
- Pay phones are located at the CELEBRITY HALL pavilion and in the main lobby of the hotel.
- Phones in rooms are **NOT** turned off for outgoing local and long distance calls. All groups will be responsible for payment in full for all phone charges prior to departure. Direct dialed long distance calls from the room are assessed a 55% surcharge. You will be able to receive incoming calls, use voice mail and call room to room at no charge. Due to these very high phone service fees, **we highly recommend** that you use the pay phones located in the lobby and the theme parks to make any collect, 800, credit card, direct long distance and local phone calls.
- High Speed Internet Access is available in all rooms for a charge of \$9.95 for a 24-hour period.
- Your contest/tour package does not include luggage assistance and the hotel does not have bellmen available for group check-in. You are responsible for handling your own bags. The resort is very large, so please prepare your group for a lengthy walk from buses to hotel rooms. Remember to try to pack light!
- Guest services, located in the lobby, can provide updated information regarding Disney Theme Park hours, transportation and dining.