



**DIVISION OF BUILDING SAFETY**

**Shane Gerwig, *Building Official***

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May 26, 2020

Walt Disney World  
1375 E. Buena Vista Drive  
Orlando FL, 32830

**Re: Proposed Plan submitted to Orange County Economic Recovery Task Force**

To Whom It May Concern:

The Division of Building Safety conducted a site visit today at Walt Disney World at 10:30am in order to verify criteria in a proposal recently submitted by you, or on your behalf, to the Orange County Economic Recovery Task Force. This is not a decision letter. Building Safety observation of resources necessary to implement the proposed plan found that the site conditions are consistent with the proposed plan.

This document is not intended to, and does not, grant or deny any approval(s).

For more information, please visit [www.ocfl.net/coronavirus](http://www.ocfl.net/coronavirus).

Sincerely,

A handwritten signature in blue ink, appearing to read "Shane Gerwig".

Shane Gerwig, C.B.O.  
Orange County Building Official

JSG/md

Cc: Roseann Harrington, Chief of Staff  
Chris Testerman, Deputy County Administrator  
Jon Weiss, PEDS Director



**Interoffice Memorandum  
Planning, Environmental, and Development Services Department**

May 26, 2020

**TO:** Mayor Jerry L. Demings

**FROM:** Jon V. Weiss, P.E., Director  
Planning, Environmental and Development Services Department

**SUBJECT:** Walt Disney World Re-Opening Site Visit

Staff from FDOH-Orange County, Orange County EMS Medical Director, Orange County Building Official, and I conducted a site visit today at Walt Disney World to evaluate their ability to comply with a re-opening plan that was submitted to the Orange County Economic Recovery Task Force.

Aspects of the re-opening plan include operational adjustments and proposed guidelines to ensure guest and employee safety summarized as follows:

- Employee health screening and best practices
- Guest arrival and ticketing
- Restaurant operations
- Attraction queue management
- Signage and communications
- Sanitization protocols

Our observations from this site visit indicates Walt Disney World has the resources necessary to implement the proposed plan.

Please don't hesitate to contact me if you have any questions regarding our site visit or findings.

JVW:SG:FB

**Cc:** Christopher R. Testerman, Deputy County Administrator  
Shane Gerwig, Orange County Building Official



WALT DISNEY World Resort

**Jeff Vahle**  
President  
Walt Disney World Resort

May 27, 2020

The Honorable Jerry L. Demings  
Orange County Mayor  
201 S. Rosalind Ave  
Orlando, FL 32802

Dear Mayor Demings,

On behalf of our 77,000 cast members in Central Florida, we want to commend your successful efforts to unite our community and guide us through this unprecedented challenge. Central Florida has never faced a crisis of this magnitude, but thanks to your leadership, our region rallied behind you and set a shining example of collaboration and civic responsibility.

Following the recent reopening of Disney Springs here in Central Florida, we're pleased to share that more Disney magic is coming back. Today, we are submitting the attached proposal to the Orange County Economic Recovery Task Force describing our proposed approach for a phased reopening of Walt Disney World theme parks.

Our proposal is for Magic Kingdom and Disney's Animal Kingdom to begin a phased reopening to the general public on July 11, with EPCOT and Disney's Hollywood Studios to reopen on July 15. During this phased reopening, Walt Disney World Resort will institute appropriate safety protocols that focus on the needs of guests and cast members that are outlined in the attached plan.

Our team looks forward to discussing this reopening plan in further detail with the Task Force later this morning, and appreciate the continued productive relationship we have with your administration.

Regards,

A handwritten signature in black ink that reads "Jeffrey Vahle".

1375 East Buena Vista Drive, Lake Buena Vista, FL 32830, USA  
Tel 407.828.2600 Fax 828.4039

© Disney

Walt Disney World®

Theme Parks Re-Opening

# Walt Disney World. Health and Safety Protocols

## OBJECTIVE

Establish and implement enhanced health and safety protocols for a responsible re-opening of the Walt Disney World® Resort

## HEALTH AND SAFETY PROTOCOLS



### Enhanced Protective Measures

A layered approach of protocols including face coverings, hand washing & sanitizing stations and physical barriers where appropriate



### Physical Distancing

Reduction in theme park capacity that enables appropriate physical distancing in the theme parks and appropriate signage of physical distancing requirements as a reminder



### Enhanced Cleaning / Sanitation

Build upon existing standards of cleaning with heightened protocols in the theme parks



### Temperature / Health Screening

Conduct Guest and Cast temperature checks



### Limited-Contact Enhancements

Reduction of Guest & Cast Member Contact Points



### Education Communication Engagement

Communication of new health and safety protocols to Guests at appropriate touch points – both pre-arrival and on-site

# Walt Disney World. Health and Safety Protocols



## Enhanced Protective Measures

- Required face coverings while on property
- Hand-washing and sanitizing stations and signage reminders at appropriate locations in the theme parks
- Plexiglass at points of sale in retail and F&B locations where distancing cannot be maintained



## Physical Distancing

- Reduced capacity of theme parks, restaurant, retail, attractions, buses, monorails and other transportation that enables appropriate physical distancing
- Temporarily suspend parades, fireworks and other events that create crowds



## Enhanced Cleaning / Sanitation

- More frequent cleaning across high touch locations and surfaces in operating areas



## Temperature / Health Screening

- Temperature checks at Main Entrances to theme parks
- 3rd Party screening via contactless, handheld device



## Limited-Contact Enhancements

- Contactless payments with Magic Bands, Apple Pay, Google Pay
- Enable cashless transactions at restaurants and retail
- Further enable mobile order at food and beverage locations
- Temporarily suspend high touch experiences (such as Meet-and-Greets, playgrounds)

## Guest

- Company issued reusable face coverings
- Sanitizing stations and signage reminders

- Enhance / modify backstage areas to enable distancing while on lunch / break periods in break room and backstage environments

- More frequent cleaning across high touch locations and surfaces in operating areas, including control rooms, break rooms, conference rooms

- On-site temperature checks for Cast Members
- Daily at-home temperature checks and health assessment prior to departing to property location

- Enable cashless transactions at restaurants and retail
- Temporarily suspend high touch experiences (such as Meet-and-Greets, playgrounds)
- Continue practice of providing individual costumes to Cast Members

## Cast Member



# Walt Disney World. Health and Safety Protocols

## Education

Inform Guests of new protocols and expectations pre-arrival



MyDisneyExperience App

## Communication

Reinforcement of health and safety guidelines & protocols. Communication explaining that we all need to do our part



## Engagement

Cast Members will help to regularly communicate new protocols to Guests. We will also have a dedicated team of Cast Members to serve as our Social Distancing Squad



# Walt Disney World. COVID-19 Temperature Screening & Entrance

**REQUIRED FOR ENTRY**

**FACE COVERINGS**

**TEMPERATURE SCREENING**

**PHYSICAL DISTANCING**

**COVID-19 WARNING**

We have taken enhanced health and safety measures—for you, our other guests, and cast members. You must follow all posted instructions while visiting Walt Disney World.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable.

By visiting Walt Disney World, you voluntarily assume all risks related to exposure to COVID-19. Help keep each other healthy and safe.

TO PROMOTE YOUR CONTINUED HEALTH AND SAFETY, PUBLIC HEALTH EXPERTS RECOMMEND THE FOLLOWING:

CLEAN YOUR HANDS OFTEN WITH SOAP AND WATER OR WITH ALCOHOL-BASED SANITIZER.

WHEN COUGHING OR SNEEZING, COVER YOUR MOUTH AND NOSE.

SEEK MEDICAL ATTENTION IF YOU ARE EXPERIENCING FLU-LIKE SYMPTOMS.

**ONLY ONE PARTY AT A TIME**

**FOR YOUR SAFETY WEAR A FACE COVERING**



# Walt Disney World. COVID-19 General Health and Safety Signage

**IMPORTANT NOTICE**

**HEALTH AND SAFETY REMINDERS**

**FOR YOUR SAFETY AND THE SAFETY OF OTHER GUESTS AND CAST MEMBERS:**

-  **WEAR A FACE COVERING.**
-  **MAINTAIN PHYSICAL DISTANCING.**
-  **WASH YOUR HANDS OFTEN WITH SOAP AND WATER OR WITH ALCOHOL-BASED HAND SANITIZER.**
-  **WHEN COUGHING OR SNEEZING COVER YOUR MOUTH AND NOSE.**
-  **AVOID TOUCHING EYES, NOSE OR MOUTH.**

**FOR YOUR HEALTH AND SAFETY THIS TABLE IS NOT AVAILABLE**

**PLEASE DO NOT MOVE CHAIRS**  
THEY HAVE BEEN POSITIONED TO KEEP A MINIMUM OF 6 FEET BETWEEN YOU AND OTHER PARTIES

**COMPLIMENTARY HAND SANITIZER PROVIDED FOR YOUR HEALTH AND SAFETY**

**HELP US PROTECT THE MAGIC**  
PLEASE LIMIT HANDLING OF THE PRODUCT. IF ASSISTANCE IS NEEDED, PLEASE ASK A CAST MEMBER.

 **MOBILE ORDER PICK UP**

**WE RECOMMEND CASHLESS PAYMENT**

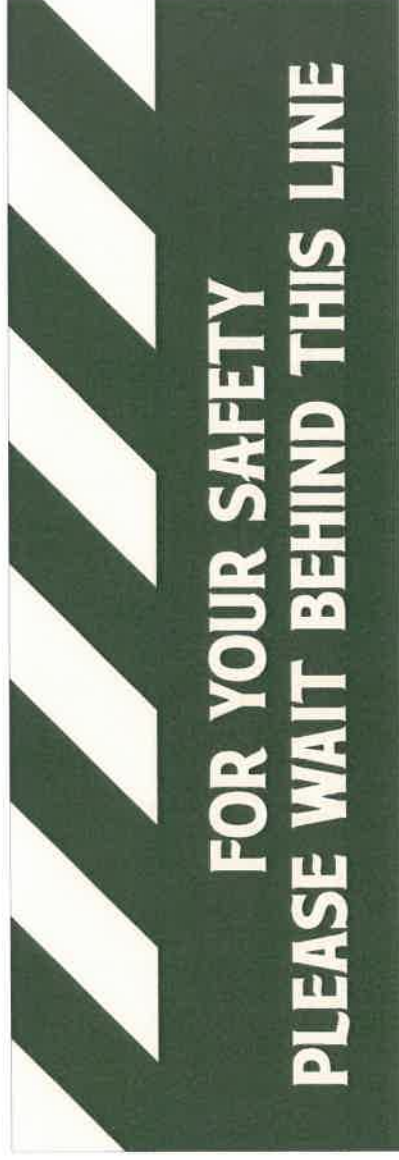


**DISNEY GIFT CARDS ARE AVAILABLE FOR PURCHASE AT SELECT RETAIL LOCATIONS**

**PLEASE WASH YOUR HANDS FOR 20 SECONDS**



**Walt Disney World. COVID-19 Physical Distancing**



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Enhanced Protective Measures



Physical Distancing



Enhanced Cleaning / Sanitation



Temperature / Health Screening



Limited-Contact Enhancements



Education Communication Engagement

Walt Disney World®

Theme Parks Re-Opening