

Island Palm Press

DIRECTORY OF SERVICES

ALOHA!

We are delighted that you've chosen *Disney's Polynesian Resort* for your vacation. In the spirit of the Pacific Islanders, who welcomed visiting ships with bountiful gifts and warm hospitality, we wish to make your stay at our little tropical paradise a most memorable and enjoyable occasion. On the following pages, we have detailed the very special experiences available to you. Our entire staff stands ready to serve you. If there is any way in which we may make your stay more enjoyable, please let us know. To experience the true island spirit, be sure to attend the Spirit of Aloha dinner show during your visit.

Mahalo, *The Cast of Disney's Polynesian Resort*

Words in Polynesia

'Aha'aina (ah-hah-ah-e-na) = Feast.

Aita Peatea (ah-ee-tah-pay-ah-te-ah) = "There will be another day tomorrow just like today." The Polynesian's motto.

Aloha (ah-lo-hah) = A show of affection with love and hospitality. Also used as a greeting and farewell.

Ho'Onanea (ho-oh-nah-nay-ah) = To pass the time in ease, pleasure and peace.

Lawelawe (lah-way-lah-way) = To serve, work for, minister to, attend to, to wait, as on a table.

Luau (lou-ow) = A feast named after the taro leaves that were often served at these dinners.

Mahalo (mah-hah-lo) = Thanks, gratitude, to give thanks.

Mahalo nui loa (mah-hah-lo noo-ee lo-ah) = Thank you very much.

Menehune (men-ah-hoo-nay) = A race of dwarf-like people who worked at night. They were believed to be the first inhabitants of the Hawaiian Islands.

Moana (mo-ah-nah) = Ocean

Most Frequently Asked Questions

1. Where is the Luau Cove?

Luau Cove is located on the west beach of *Disney's Polynesian Resort* past the marina. From the Great Ceremonial House, past Captain Cook's on the first floor and follow the signs to the Luau Cove.

2. Where can I find Disney transportation?

The monorail is located on the second floor of the Great Ceremonial House and makes stops at *Disney's Grand Floridian Resort & Spa*, the *Magic Kingdom*® Park, *Disney's Contemporary Resort* and the Transportation and Ticket Center before returning to *Disney's Polynesian Resort*. The express monorail to *Epcot*® loads at the nearby Transportation and Ticket Center. Buses to the *Downtown Disney*® area, *Typhoon Lagoon*, *Blizzard Beach*, *Disney-MGM Studios* and *Disney's Animal Kingdom*® Theme Park are located near The Never Land Club at the Bus Stop. Motor launch transportation to the *Magic Kingdom*® via *Disney's Grand Floridian Resort & Spa* is located at the end of the marina dock.

3. Where is the Best Friends Character Breakfast, and who will be there?

Breakfast featuring Best Friends Lilo and Stitch along with Mickey Mouse and Pluto is served each morning at 'Ohana located on the second floor of the Great Ceremonial House from 7:30 a.m. to 10:45 a.m.

4. Where can I purchase stamps and where is the mailbox?

Stamps may be purchased in the Great Ceremonial House at the BouTiki gift shop. Mailboxes are located near the Concierge desk and by Wyland Galleries. Federal Express shipping is available.

5. Where is Lost and Found and what are the hours?

Lost and Found is located in the Great Ceremonial House at the Concierge desk and is open Tuesday through Saturday from 8:00 a.m. to 4:00 p.m. After-hours assistance is provided at Concierge. For inquiries, Touch FRONT DESK or CONCIERGE on your in-room phone.

6. Where can I make dining arrangements or purchase tickets?

Dining arrangements for most *Walt Disney World*® restaurants can be made by Touching the DINING OPTIONS button on your in-room phone or by visiting the Concierge desk located in the lobby. Theme Park tickets are also available at Concierge.

7. Where are the nearest ATM locations?

There is an ATM in the Great Ceremonial House on the first floor adjacent to the elevators. Additional ATMs are located at each Theme Park, the *Downtown Disney*® area, as well as all Resorts (lobby areas).

8. Where can I get additional Resort and Park information?

Tune to Channel 19 and 20 on your in-room TV for daily resort and park information.

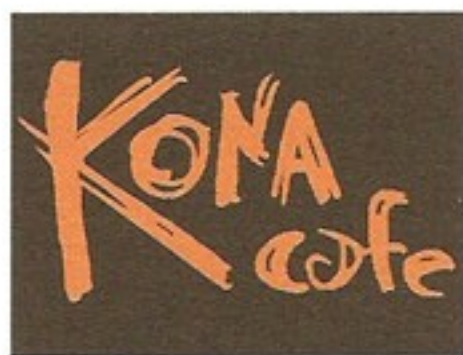
9. Where can I connect to the internet?

High Speed Internet Access is available in every guest room. Consult the information sheet in your room for details.



Your health matters to us. All Resort full-service restaurants offer a selection of healthful items prepared with the freshest products available with reduced salt, sugar and saturated fats. Now you can enjoy your meal and eat sensibly too! For other special dietary requirements such as sodium-restricted and Kosher meals, please contact our Chef de Cuisine at least 24 hours in advance of Resort dining.

For all dining arrangements, Touch DINING OPTIONS on your in-room phone or dial 407-WDW-DINE (407-939-3463) on your phone.



KONA CAFE

Serving the "perfect cup," this family restaurant features American Cuisine with subtle Asian flavors. Breakfast

features our famous Tonga Toast. For lunch try our pot stickers and Pan Asian pasta. Dinner features fresh fish selections. In addition, you can enjoy the fabulous desserts that are featured in our on-stage dessert bar. Children's menu available. Kona Cafe is located on the second floor of the Great Ceremonial House. Touch DINING OPTIONS on your in-room phone or 407-WDW-DINE (407-939-3463).

Breakfast: 7:30 a.m. – 11:15 a.m.

Lunch: 12:00 noon – 2:45 p.m.

Dinner: 5:00 p.m. – 9:45 p.m.

BAREFOOT POOL BAR

Tropical libations and snacks served poolside. Open from noon to dusk, weather permitting.

TAMBU LOUNGE

Be a castaway at this cool, tropical bar with a true island "Hang Loose" attitude featuring wild libation combinations. Tambu Lounge is located adjacent to 'Ohana. Open 1:00 p.m. to 12:00 midnight. Appetizers are available from 1:00 p.m. to 10:00 p.m.



Disney's Spirit of Aloha Dinner Show

Your stay here at Disney's Polynesian Resort would not be complete without experiencing the captivating sights and sounds of the Polynesian Islands. Experience the magic of Disney's Spirit of Aloha Dinner Show, a spectacular celebration of Polynesian culture. Our hostess, Aunti Winnie, invites friends and family to celebrate the homecoming of Leilani, a beautiful young girl returning

'OHANA

Imagine the warmth of an orange and blue sunset, the glow of burning embers and the smell of oak from the grill. 'Ohana will transport you to an island far, far away.



'Ohana means family in the Hawaiian language, and everything is served family-style in an all-you-care-to-eat setting. The centerpiece of 'Ohana is an 18-foot semi-circular fire pit, where you can watch your food being grilled.

Our family-style restaurant features a character breakfast and appetizers, vegetables, delightful salads and freshly grilled meats served on skewers for dinner.

A spectacular view of the Seven Seas Lagoon welcomes you to enjoy the spirit of 'Ohana, where we celebrate all your special occasions. Children's options available. Touch DINING OPTIONS on your in-room phone or 407-WDW-DINE (407-939-3463).

Character Breakfast:

7:30 a.m. – 10:45 a.m.

Dinner: 5:00 p.m. – 9:45 p.m.

PRIVATE DINING

Private Dining - Enjoy dining in the privacy of your own room. Please refer to your Private Dining menu for offerings and hours of operation. Touch DINING OPTIONS on your in-room phone.

CAPTAIN COOK'S

A 24-hour walk-up counter cafe on the first floor of the Great Ceremonial House. Features include egg sandwiches, bakery bar, hamburgers, pizza, hot/cold sandwiches, salads, and snacks. Grill hours are 6:30 a.m. – 11:00 p.m.



ESPECIALLY FOR KIDS...

'OHANA'S BEST FRIENDS CHARACTER BREAKFAST

Wake up to a family-style breakfast featuring Best Friends Lilo and Stitch along with Mickey and Pluto at 'Ohana. Open from 7:30 a.m. to 10:45 a.m. daily. Touch DINING OPTIONS on your in-room phone or 407-WDW-DINE (407-939-3463).

THE NEVER LAND CLUB

The Never Land Club offers a supervised Peter Pan-themed dinner for children ages 4 to 12. Activities include free arcade games, Disney classic movies and arts and crafts. Hours of operation are 4:30 p.m. to 12:00 midnight. Dinner is served between 6:00 p.m. and 8:00 p.m. Touch DINING OPTIONS on your in-room phone or 407-WDW-DINE (407-939-3463) for reservations.



from the mainland. You can enjoy the show featuring music and dances from the islands of Tahiti, Samoa, Tonga, New Zealand and Hawaii while dining on a feast inspired by the flavors of Polynesia. Your experience includes a three-course feast complete with wine (merlot, chardonnay or white zinfandel),

draft beer, coffee, sodas, or tea. Shows are presented Tuesday through Saturday at 5:15 p.m. and 8:00 p.m. in the Luau Cove. To book your reservation, Touch DINING OPTIONS on your in-room phone or call 407-WDW-DINE (407-939-3463).

The show is presented in an open-air theater and may be cancelled due to inclement weather.

GUEST SERVICES

AIRLINE CHECK-IN

On your day of departure, you can check your luggage and receive your airline boarding pass right here at our Resort Airline Check-in Desk, located at the Port Cochere. If you are departing on a domestic flight from Orlando International Airport on participating air carriers, you can check-in no less than 3 hours prior to your scheduled departure flight time (flight delays do not extend the check-in time). For more details, please visit the Resort Airline Check-in Desk.

ATM

An ATM machine is available in the main lobby of the Resort.

CHECK-IN

Check-in time is after 3:00 p.m. For early travelers, every effort will be made to get you settled in as soon as possible.

CHECK-OUT

Check-out time is before 11:00 a.m. Express check-out is available to Guests with VISA®, MasterCard®, American Express®, Discover®, Diners Club® and JCB. Please inquire at the Front Desk or touch FRONT DESK on your in-room phone.

CHILDREN'S ACTIVITY CENTERS

Our Children's Activity Center offers a variety of supervised activities for children 4 to 12 years of age. Reservations should be made 24 hours in advance. For more information and reservations, touch DINING OPTIONS on your in-room phone or 407-WDW-DINE (407-939-3463).

Kid's Night Out offers in-room child-care services. Reservations should be made 24 hours in advance. Dial 407-828-0920.

CREDIT CARDS AND CHECK CASHING

For charges incurred during your visit, we accept VISA®, MasterCard®, American Express®, Discover®, Diners Club®, JCB, travelers' checks, cash or Disney Dollars. Personal checks drawn on United States banks only, with a driver's license and current major credit card will also be accepted. For information, touch FRONT DESK on your in-room phone.

DISNEY'S MAGICAL EXPRESS SERVICE

If you are utilizing this service and would like assistance transporting your luggage to the motor coach departure location, please touch LUGGAGE/VALET SERVICE on your in-room phone.

DISNEY VACATION CLUB

Heard the Best Kept Disney Secret? To discover more about *Disney Vacation Club* membership, just stop by the information desk in the lobby, dial 52 from your in-room phone, or watch Channel 21.

FACSIMILE

For your convenience, facsimile services are available at the Concierge desk. Service charges for incoming and outgoing facsimiles will be applied. For incoming facsimiles, *Disney's Polynesian* Resort facsimile number is 407-824-3174.

FIRST AID

For all emergencies, touch 911 on your in-room phone. First Aid centers are located within the *Magic Kingdom*® Park, *Epcot*®, *Disney's Animal Kingdom*® Theme Park, and *Disney-MGM Studios* and are open during normal Park hours.

Florida Hospital Centra Care Walk-In Urgent Care Centers are open 8:00 a.m. to 12:00 midnight Monday – Friday and 8:00 a.m. to 8:00 p.m. Saturday and Sunday. There are many convenient locations, and transportation is provided by Centra Care at no additional charge by dialing 407-239-6463. Many insurance plans are accepted.

In-room medical care services are also available. Touch FRONT DESK on your in-room phone for assistance.

For your safety, special containers are provided, upon your request, by Housekeeping for disposal of hypodermic needles and razor blades.

GROCERIES

A selection of grocery items is available at the Samoa Snacks located on the second floor and at Captain Cook's on the first floor of the Great Ceremonial House.

HOUSEKEEPING

For special services including bed rails, extra pillows and blankets, baby cribs (for crib safety information, please contact HOUSEKEEPING), extra hangers, towels, specific cleaning time requests or any sundry items you may require, touch HOUSEKEEPING/MAINTENANCE on your in-room phone.

Towels placed on the floor or in the tub will be replaced with clean ones. If you would like to use your towels again, place them back on the towel bar. During your stay at most of our resorts, bed sheets are changed every four nights or upon request.

ICE

Ice machines are located on every floor of each Longhouse.

INTERNET SERVICE

High Speed Internet Access is available in every guest room. Consult the information sheet in your room for details.

LAUNDRY AND DRY CLEANING

Laundry bags and laundry lists are located in the closet. For same day service, laundry will be picked up from your room. Touch HOUSEKEEPING/MAINTENANCE on your in-room phone by 9:00 a.m. for pickup. It will be returned after 7:00 p.m. Coin-operated washers and dryers are located next to The Never Land Club. Vending machines offer laundry detergent.

LOST AND FOUND

For assistance, stop by the Concierge desk located in the lobby or touch HOUSEKEEPING/MAINTENANCE on your in-room phone.

LUGGAGE ASSISTANCE

Luggage assistance is available through Bell Services. Touch LUGGAGE/VALET SERVICE on your in-room phone. Gratuity not included.

MAIL/STAMPS

Mail drop-off, express mail service and shipping is available at the Front Desk. Stamps are available at BouTiki. Touch FRONT DESK on your in-room phone for information.

PRIVACY

If you do not wish to be disturbed while in your room, please place the Privacy Please sign outside your door and bolt the special lock to exclude all keys.

TAXI SERVICE

Touch 407-422-2222 on your in-room phone.

VALET PARKING

For assistance with your vehicle, touch LUGGAGE/VALET SERVICE on your in-room phone. Please have your valet receipt available. Gratuity not included.

VALUABLES

Key-operated wall safes are located in every guest room. Safekeeping boxes are also available at the Front Desk.

Your Key to the World

Your Resort Identification Card identifies you as a Guest of *Disney's Polynesian* Resort. Please sign it immediately and carry it with you at all times during your stay.

With proper prior authorization, you may use this card to charge (prior to check-out) directly to your Guest account at most shops, restaurants and recreation facilities at the *Magic Kingdom*® Park, *Epcot*®, *Disney-MGM Studios*, *Disney's Animal Kingdom*® Theme Park, *Downtown Disney*® Marketplace, *Downtown Disney*® Pleasure Island, and *Downtown Disney*® West Side. It may not be used for charging in the *Walt Disney World Swan and Dolphin* Hotels.

Your card must be shown prior to participating in recreational activities. This card will also provide you with complimentary parking at the *Magic Kingdom*® Park, *Epcot*®, *Disney-MGM Studios* or *Disney's Animal Kingdom*® Theme Park.

Your Resort Identification card may also be valid for admission media. Please check with Concierge for details.

RECREATION

MOANA MICKEY'S ARCADE

A family game room and arcade featuring the latest in arcade entertainment. Open 24 hours daily.

ELECTRICAL WATER PAGEANT

See this dazzling, lighted, musical procession nightly on Seven Seas Lagoon at 9:00 p.m. Cancelled during inclement weather.

JOGGING

A 1.5 mile jogging trail is offered at the Walt Disney World® Resort. Maps are available at the Lobby Concierge Desk on the first floor of the Great Ceremonial House.

THE NEVER LAND CLUB

The Never Land Club offers a supervised Peter Pan-themed dinner buffet for children ages 4 to 12. Activities include free arcade games, Disney classic movies and arts and crafts. Hours of operation are 4:30 p.m. to 12:00 midnight. Dinner is served between 6:00 p.m. and 8:00 p.m. Touch DINING OPTIONS on your in-room phone or 407-WDW-DINE (407-939-3463) for reservations.

HEALTH CLUB & SPA

As a Guest of Disney's Polynesian Resort, use of the Grand Floridian Health Club is at no additional charge. Massage & Spa Services are also available by appointment. Please touch Massage/Health Club on your in-room phone for assistance.

BOAT AND FISHING EXCURSIONS AT MIKALA CANOE CLUB

Visit our marina to experience a fun-filled aquatic environment. Enjoy the Sea Raycer by Sea Ray®, the SunTracker pontoon boats, surrey bike rental and cruises on Seven Seas Lagoon.

Bass Fishing Excursions and Childrens' Fishing Excursions for bluegill (ages 6 to 12 years) are available on Bay Lake and Seven Seas Lagoon. Trips are two hours long and depart from Disney's Polynesian Resort marina. Fishing guide and fishing equipment provided for up to 5 guests per boat. *Fishing is on a catch-and-release basis.

For more information touch RECREATION on your in-room phone or call 407-WDW-PLAY (407-939-7529) to make a reservation.

SWIMMING

Enjoy our two heated pools. The Nanea Volcano Pool features a grotto slide and children's play area. Lifeguard hours are subject to change. We do provide Coast Guard approved life jackets. Our pools are intended for the exclusive use of Disney's Polynesian Resort guests. For your safety and enjoyment, diaper-age children are required to wear swim diapers or rubber pants when using any pool at the Walt Disney World® Resort. Swim diapers are available in our merchandise locations for your convenience. In consideration of others, please do not leave personal items, including pool towels, to reserve pool chairs.

POLYNESIAN RESORT DAILY ACTIVITY SCHEDULE

SUNDAY (Ia 'pule)

Movies at Sunset Point (times vary)

MONDAY (po 'akahi)

3:45 p.m.

Yaka Dula Keiki Hula at the front of the lobby.

Pool Games at the Nanea Volcano Pool (times vary)

TUESDAY (po 'alia)

1:00 p.m.

Plush Demonstration

3:45 p.m.

Yaka Dula Keiki Hula at the front of the lobby.

6:00 p.m.

Torch Lighting Ceremony (Great Ceremonial House)

Pool Games at the Nanea Volcano Pool (times vary)

WEDNESDAY (po 'akolu)

3:45 p.m.

Yaka Dula Keiki Hula at the front of the lobby.

6:00 p.m.

Torch Lighting Ceremony (Great Ceremonial House)

THURSDAY (po 'aha)

1:00 p.m.

Plush Demonstration

3:45 p.m.

Yaka Dula Keiki Hula at the front of the lobby.

6:00 p.m.

Torch Lighting Ceremony (Great Ceremonial House)

Pool Games at the Nanea Volcano Pool (times vary)

FRIDAY (po 'alima)

3:45 p.m.

Yaka Dula Keiki Hula at the front of the lobby.

6:00 p.m.

Torch Lighting Ceremony (Great Ceremonial House)

SATURDAY (po 'aono)

10:00 a.m.

Hula-Dancing: Join us in the Great Ceremonial House.

11:00 p.m. - 1:00 p.m.

Ho'olaulea (Open House) Held every third Saturday of the month

12:00 p.m. - 2:00 p.m.

Arts and Crafts in the Great Ceremonial House at Keiki Korner

3:45 p.m.

Yaka Dula Keiki Hula at the front of the lobby.

6:00 p.m.

Torch Lighting Ceremony (Great Ceremonial House)

Pool Games at the Nanea Volcano Pool (times vary)

SHOPPING

BOUTIKI

Offering Polynesian Resort logo merchandise, gifts with a tropical flavor, men's and ladies fashions, swimwear and accessories, also available, Disney Character merchandise. Located on the first floor, open from 8:00a.m. to 11:00p.m.*

TRADER JACK'S

Disney character merchandise, gifts, toys and stamps are offered. Disney pin trading cart is located outside the shop. Located on the second floor of the Great Ceremonial House. Trader Jack's is open from 8:00a.m. to 11:00p.m.*

SAMOA SNACKS

Sundries, film, newspapers, magazines, stamps, paperbacks, suntan lotion, liquors, wines, beer and snacks are available at this shop located on the second floor of the Great Ceremonial House. Open from 8:00a.m. to 11:00p.m.*

* Hours are subject to change without notice.

**Florida law prohibits the purchase, possession and/or consumption of alcoholic beverages by persons under 21 years of age.

Disney's Polynesian Resort is a smoke-free environment except for designated outdoor smoking locations. A \$250 - \$500 room recovery fee, plus tax, will be charged for smoking in Guest rooms, on balconies, or on patios.

TELEPHONE DIRECTORY

Touch

Disney's Polynesian Resort	Housekeeping	Operator (Resort)0
.407-824-2000	HOUSEKEEPING/MAINTENANCE	'OhanaDINING OPTIONS
Childcare/Children's Activity Center:	Information	or 407-WDW DINE (407-939-3463)
The Never Land ClubDISNEY INFORMATION	Private DiningDINING OPTIONS
.DINING OPTIONS	International Language Center	RecreationRECREATION or
or 407-WDW DINE (407-939-3463)07-824-7900407-WDW-PLAY(407-939-7529)
Kid's Nite Out407-828-0920	Laundry and Dry Cleaning17	Room Reservations (Future)
Concierge7-3955	Lost and Found7-2192W-DISNEY (407-934-7639)
EmergencyEMERGENCY (911)	Luggage Assistance	Samoa Snacks7-1326
Facsimile407-824-3174LUGGAGE/VALET SERVICE	Spirit of Aloha Dinner Show
Florist407-827-3505	Mail and MessagesDINING OPTIONS
Front DeskFRONT DESKMESSAGE RETRIEVALor 407-WDW DINE (407-939-3463)
GolfRECREATION or	Maintenance	Taxi Service407-422-2222
407-WDW-GOLF (407-939-4653)	HOUSEKEEPING/MAINTENANCE	Trader Jack's7-1325
	Marina7-1294	