

DISNEY YOUTH EDUCATION SERIES FAQs 2009

What is Disney Youth Education Series?

At the *Disneyland*® Resort we believe the combination of inspiration, creativity and fun is a powerful way to connect with today's kids. That's why we created the Disney Youth Education Series (Y.E.S.)—a variety of subjects taught in the truly unique environment of *Disney's California Adventure*® Park.

What constitutes a "group" qualified to participate in a Disney Y.E.S. program?

Disney Y.E.S. programs are available exclusively to youth groups from grades 3rd-12th of 15 or more. Your student or youth groups must be under 18 years of age.

Do we have to be affiliated with a school to participate in a Disney Y.E.S. program?

No, we also work with various youth organizations that meet our Disney Y.E.S. qualifications.

How does our youth group sign up for a Disney Y.E.S. program?

Your group leader may sign up either through our online application at www.disneylandyes.com or mail/fax a completed Y.E.S. application to Disney Y.E.S. Program, P.O. Box 3232, Anaheim, CA 92803-3232 or 714-781-1351 (fax.)

All programs, dates and times are subject to availability; therefore, we recommend your group leader applies as soon as possible.

How can I request a Disney Y.E.S. Application?

You may request an application online under "Contact Us" or apply at "Sign Me Up" by visiting our website at www.disneylandyes.com

How will our group leader know that we are signed up for a Disney Y.E.S. program?

Your group leader will be mailed or faxed an event itinerary from our Disney Y.E.S. office. The event itinerary will include your confirmation date, the Disney Y.E.S. program of your choice, and the number of youths, teachers and chaperones attending the program.

Does Disney provide transportation to get to our program?

Your group must arrange its own transportation to and from all programs.

What types of Disney Y.E.S. Programs are available?

The *Disneyland*® Resort has five educational programs available in *Disney's California Adventure*® Park and *Disneyland*® Park; Disney's World of Physics; Properties in Motion (Grades 6-12, Ages 11-18), Disney's World of Physics; Energy and Waves (Grades 5-12, Ages 10-18), Disney's Animation Magic (Grades 3-12, Ages 8-18), California, Here I Come (Grades 3-5, Ages 8-11) and Disney Leadership in Action: Pursuit of Excellence (Grades 6-12, Ages 11-18).

Please note that all programs are subject to change due to inclement weather, attraction availability and group needs.

What is the length of the Disney Y.E.S. Programs?

All of our Disney Y.E.S. Programs are 2.5 to 3.5 hours in length and may not be shortened. This timeframe does not include transportation to and from the resort.

What are the expectations for participating in a Disney Y.E.S. Program?

The Group Leader is required to advise all teachers and chaperones attending the program of Disney's policies. All teachers and chaperones participating in the Disney Y.E.S. Program must assist the Y.E.S. facilitator with engaging the students.

Students, teachers and chaperones may not break away from participating with a Y.E.S. program and may not purchase merchandise, buy food or ride attractions while on the experience. If you would like to purchase a discounted youth ticket without the educational experience please visit our Disney Youth Programs website at

www.disneylandyouthgrouptickets.com.

Are there any Disney Y.E.S. Programs in Disneyland® Park?

Yes, the Disney Y.E.S. team has added a new leadership program *Disneyland*® Park called Disney Leadership in Action: Pursuit of Excellence (Grades 6-12, Ages 11-18). In this brand new program students will learn about Walt Disney's leadership style and discover their personal leadership style through a team building experience.

Will additional programs be added to the Disney Youth Education Series?

The Disney Y.E.S. programs were launched in October 2007. Please call our Disney Y.E.S. Office at (800) 854-8671 or visit our website at www.disneylandyes.com for updates regarding new Disney Y.E.S. programs.

Can I find out more details of what to expect on our Disney Y.E.S. program?

Yes, the Disney Y.E.S. Office can mail you a Disney Y.E.S. Packet including a Y.E.S. application, program description, learning objectives and California/National Content Standards. Or you can visit our website at www.disneylandyes.com for a printable version of this paperwork.

Are there any pre/post materials for teachers/group leaders?

Yes, printable teacher guides are available to download on our Y.E.S. website at www.disneylandyes.com under Teacher Guides and include vocabulary list, question/answer and suggested classroom activities.

What are the ticket prices for the Disney Youth Education Series 2009?

\$28.00 Y.E.S. Experience only in *Disney's California Adventure*® Park – Includes one Disney Y.E.S. Experience only in *Disney's California Adventure*® Park. Ticket valid only for admission for the Y.E.S. experience.

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\$28.00 Y.E.S. Experience only in Disneyland® Park – Includes Disney Leadership in Action: Pursuit of Excellence in Disneyland® Park. Ticket valid only for admission for the Y.E.S. experience.

\$47.00 Y.E.S. Experience Plus 1-Day DCA Ticket - Includes one Disney Y.E.S. Experience in DCA plus 1-Day admission to *Disney's California Adventure®* Park.

\$51.00 Y.E.S. Experience Plus 1-Day DL Ticket - Includes one Disney Y.E.S. Experience in DL plus 1-Day admission to Disneyland® Park.

\$61.00 Y.E.S. Experience Plus 1-Day Park Hopper® Ticket - Includes one Disney Y.E.S. Experience plus 1-Day admission to both *Disneyland®* Park and *Disney's California Adventure®* Park on the same day, including re-entry privileges on such day.

\$96.00 Y.E.S. Experience Plus 2-Day Park Hopper® Ticket - Includes one Disney Y.E.S. Experience plus 2-Day admission to both *Disneyland®* Park and *Disney's California Adventure®* Park including visits to both Theme Parks on the same day. Tickets expire 13 days after first use and each day of use of *Park Hopper®* Ticket constitutes one full day of use.

\$115.00 Y.E.S. Experience Plus 3-Day Park Hopper® Ticket - Includes up to 2 Disney Y.E.S. Experiences plus 3-Day admission to both *Disneyland®* Park and *Disney's California Adventure®* Park including visits to both Theme Parks on the same day. Tickets expire 13 days after first use and each day of use of *Park Hopper®* Ticket constitutes one full day of use.

\$129.00 Y.E.S. Experience Plus 4-Day Park Hopper® Ticket - Includes up to 2 Disney Y.E.S. Experiences plus 4-Day admission to both *Disneyland®* Park and *Disney's California Adventure®* Park including visits to both Theme Parks on the same day. Tickets expire 13 days after first use and each day of use of *Park Hopper®* Ticket constitutes one full day of use.

\$140.00 Y.E.S. Experience Plus 5-Day Park Hopper® Ticket - Includes up to 2 Disney Y.E.S. Experiences plus 5-Day admission to both *Disneyland®* Park and *Disney's California Adventure®* Park including visits to both Theme Parks on the same day. Tickets expire 13 days after first use and each day of use of *Park Hopper®* Ticket constitutes one full day of use.

\$15.00 Y.E.S. Add-on – Additional Y.E.S. program per participant.

Are there any 2009 block out dates to participate in the Disney Y.E.S. Program?

Disney Y.E.S. is only available Monday through Friday. The following block out dates only apply to the Y.E.S. Experience in *Disneyland®* Park, the Y.E.S. Experience Plus 1-Day Ticket to *Disneyland®* Park, and the Y.E.S. Experience Plus 1-Day *Park Hopper®* Ticket: April 6-17, July 4, November 24-27 and December 20-31, 2009.

What provisions are made for our teachers/chaperones?

One complimentary Y.E.S. chaperone ticket is provided for every 10 youth/students. In addition, one complimentary Y.E.S. teacher ticket is provided for every class attending the program. One complimentary parking pass for every bus with a maximum of 5 parking passes for the entire group.

What happens if the number of additional guest/chaperone exceeds the above guidelines?

When the number of chaperone tickets exceeds the 10:1 ratio of student to chaperone, additional guests/chaperones may purchase the regular Y.E.S. ticket that is comparable to the entire group's package.

Due to capacity restraints additional guest/chaperones will not be allowed to participate in the educational program.

What happens if there is a change in the number of paying students?

If there is a change in the number of paying students at the time of purchase, your group must recalculate its chaperone numbers to maintain correct ratios. Additional chaperones may purchase the regular Y.E.S. ticket.

What is the required number of teacher/chaperones?

Each group must be accompanied by at least one teacher/chaperone. We recommend at least ONE chaperone for every 10 students in your group in addition to the teacher.

Can our chaperones attend Disney Y.E.S. Programs?

A limited number of your chaperones are permitted to attend Disney Y.E.S. programs; but in some cases not all chaperones may be permitted. A maximum of one chaperone for every 10 students may attend Disney Y.E.S. Programs.

What methods of payment are accepted for Disney Y.E.S. programs?

Credit card or check. *We do not accept P.O.*

What is your ticket policy?

All tickets should be paid in full to guarantee preferred date and time. Payment must be received 10 business days prior to arrival. To ensure a smooth arrival we require that all tickets be mailed out to your group leader prior to arrival. There is a \$10.00 shipping fee within the United States.

What is your return policy?

You may return all unused Y.E.S. tickets to Disney Y.E.S. Program, P.O. Box 3232, Anaheim, CA 92803-3232 for a refund. If there is a change in the number of paying students, your group may be charged for any additional chaperones that exceed our complimentary ticket policy.

What is your cancellation policy?

Your cancellation must be given at least FOUR WEEKS prior to your scheduled arrival date. You may contact the Y.E.S. Office at 1-800-854-8671 or dl.youth.education.series.com. If cancellation occurs within 10 business days of your group's arrival a \$500.00 charge may be applied to your account.