

Resort Policies & General Information



Let me be the first to welcome you to our beautiful resort! We are honored to have you staying with us and are committed to exceeding your expectations.

Have a magical stay!
Sean Verney | Area General Manager



We Wear Because We Care

Please remember that masks are required for all guests while on property with the exceptions of while dining in one of our outlets, swimming, or seated in a lounge chair on the pool deck only. We also ask that all guests please adhere to all physical distancing polices during their stay.



Check In: 4pm | Check Out: 11am

Early / Late Check Out

Early departure is available at a charge of one night's room rate plus tax. Please inform the Front Desk of changes to your departure by midnight on day of arrival. Late check out is available for an additional fee. Please call the Front Desk to check for availability.

Express Check Out



Dial: “*6963” using the in-room phone and select option #1.



Text: “Express”, your last name and room number to 407.961.6549.

To check out with a Guest Services please dial “0”.

Self-Parking

If you self-parked, please use your room keys to exit the parking lot. Upon exiting the gate please recycle your keys by depositing them into the collection box adjacent to the gate.

Non-Smoking Policy

Smoking in guest rooms or on balconies is prohibited. A \$250 cleaning fee will be added to your account if smoking has occurred in your guest room or on your balcony. Refer to the property maps for designated smoking areas.

Daily \$35 Resort Service Package Includes:

- In-room wireless internet.
- Loyalty Program guests receive enhanced speed in-room wireless internet.
- Loyalty Program Silver Status and above guests receive enhanced high-speed in-room wireless internet plus 125 Loyalty Program points per night*.
- Complimentary Swan Paddleboat rentals.
- Live instructor lead fitness classes.

Value Add:

- \$30 off Spa Services (individual or combined exceeding \$175. Excludes Hair & Nail services.

* with each eligible stay.



Your thermostat defaults to 72°F. It can be adjusted **between 65°F and 80°F**. When your room is unoccupied it will reset to the default. Please allow a few minutes for it to adjust after you return to your guest room.

Need Help Connecting To Our Wi-Fi?

1. Select the “*SwanDolphin*” Wi-Fi networks on your mobile device.
2. Open your web browser, fill out the form and then tap the “next” button.
3. You will then be prompted to select a rate plan. Choose the complimentary option or upgrade to high speed internet for an additional charge.
4. You should now be connected to the resort Wi-Fi. For support call 1.888.266.1096.



Earn points, stays and the best benefits in the industry with the world's largest travel rewards program! Members enjoy exclusive perks and can redeem their points at participating hotels and resorts worldwide. Speak to a Front Desk Agent to enroll. **Join today!**



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Walt Disney World® Resort Benefits

Guests of the Walt Disney World Swan and Dolphin can take advantage of:

- Complimentary transportation to Walt Disney World® Theme Parks and attractions.
- Complimentary parking at Disney® Theme Parks with room key and MyDisneyExperience confirmation.
- Preferred tee times on Disney's® golf courses. Call **407.WDW.GOLF** for more information.

Walt Disney World® Theme Parks & Attraction Transportation

Bus Transportation To Magic Kingdom®, Animal Kingdom®, and Disney Springs® is serviced via our complimentary shuttle buses.

Buses are located outside the front entrance of each resort.

Bus transportation begins approximately 45 mins. before theme park opening and ends approximately 45 mins. after theme park closing. They depart approximately every 20-30 minutes.

Buses to Disney Springs® begins approximately 15 mins. before Disney Springs® opens and ends approximately 90 mins after closing. They depart approximately every 20-30 minutes.

Disney® Friendship Boats to Epcot® or Disney's Hollywood Studios® depart approx. every 20-30 mins.

Boat transportation begins approximately 45 mins before theme park opening and ends approximately 45 mins after theme park closing.

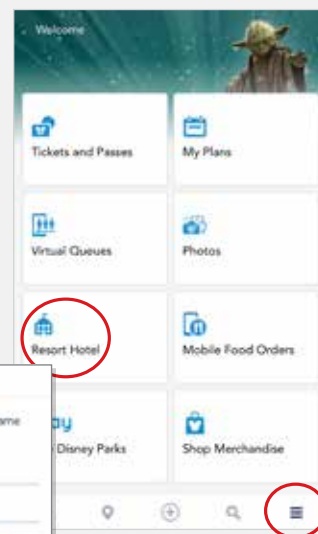
**Please note that there are no shuttle buses to Epcot® or Disney's Hollywood Studios®. Please ensure to respect physical distancing guides while using transportation.*



Check Walt Disney World® Theme Parks information, ride wait times, join virtual queues, learn attraction details and more!

Linking Your Reservation

- Download the MyDisneyExperience App.
- Set up your account.
- Open the menu and tap “resort hotel”.
- Enter your confirmation number and the last name on your reservation.



Menu Button



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Recreational & Fitness Activities



Fitness Classes:

- Monday, 9am
Aqua HIIT - Swan - Lap Pool
- Tuesday, 8am
Zumba - Swan - Lake Terrace
- Wednesday, 9am
Aqua Kickbox - Swan - Lap Pool
- Thursday, 9am **Beach Yogalates**
- Friday, 8am - **Beach Yoga**
- Saturday, 9am
Aqua Fit - Swan - Lap Pool
- Sunday, 9am - **Beach Yoga**



Activity Times & Hours of Operation

- **Fitness Centers:** 24 hours
attendant is available Mon. - Fri. 6am - 7pm & Sat. - Sun. 6am - 8pm
- **Pools:** 6am - 11pm
attendants are available from Mon. - Fri. 6am - 7pm & Sat. - Sun. 6am - 8pm
- **Waterslide:** 10am - 7pm
- **Swan Paddle Boats:** 11am - 5pm
- **Brena's Hair Wraps:** Sat. 11am - 4pm
Dolphin Pool Deck
- **Cabana Beach Hut:** Mon. - Fri. 10am - 5pm (hours may vary) & Sat. - Sun. 10am - 5pm
with towels, pool supplies, sunscreen, raft, sports equipment & life jacket rentals
Dolphin Pool Deck
- **Mandara Spa:** 9am - 5pm
Dolphin Lobby Level

*All outdoor activities are weather permitting. Mask is required for all fitness offerings. Schedule subject to change without notice. Glass and Smoking are both strictly prohibited in the pool areas.

Pool Towels & Pool Chairs

For additional towels please visit the Cabana Beach Hut and present your room key. Outside of normal operating hours we ask that you please use any additional towels from your guest room. Pool chairs are available on a first come first served basis. Reserving chairs with personal items is not permitted. Unattended personal items will be removed and turned in to security. We are not responsible for personal items. Please respect physical distancing policies.



Book a private Poolside Cabana!

www.resortpass.com/hotels/Walt-Disney-World-Swan-and-Dolphin-Resort

Disney® Golf

Take advantage of preferred tee times on Disney's® golf courses! Call **407.WDW.GOLF** for times and complete details.



Questions? Comments? Requests?

Text us between 7am - 11pm at **407.545.6865**



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Follow us on Instagram @**SwanDolphin**