As our guest, we hope you enjoy all that our exciting resort has to offer. Please use this as an overview of our services, restaurants, and recreational activities. We are honored to have you staying with us and are committed to exceeding your expectations.

Have a magical stay!

Fred Sawyers | General Manager

For even more information, visit our concierge desk, speak with one of our cast members, visit us online at www.SwanDolphin.com/Welcome or scan the QR Code below.

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 and explore everything our vast portfolio has to offer.

Speak to a Front Desk Agent to enroll. Join today!
CHECK IN: 4PM | CHECK OUT: 11AM

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.

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.

DAILY $30 RESORT SERVICE PACKAGE INCLUDES:
- In-room wireless internet.
- Loyalty Program guests receive enhanced speed in-room wireless internet.
- Loyalty Program Gold Status and above guests receive enhanced high-speed in-room wireless internet plus 125 Loyalty Program points per night.
- Complimentary 5’sores kit for each night of your stay - during Campfire & 5’sores (subject to availability).
- Complimentary Swan Paddleboat rentals with each eligible stay.

Additional Value Add:
- $30 off spa services of $175 or more during each night of your visit

MICROWAVES
Swan: Located in the East wing on the 3rd & 6th floors near the ice machines.
Dolphin: Located in both wings on the 6th & 9th floors near the ice machines. Additional microwaves are available in both fuel and Picabu during select times.

LINKING YOUR RESERVATION TO MyDisneyExperience
1. Download the MyDisneyExperience App.
2. Set up your account.
4. Enter your Confirmation Number and the Last Name on your reservation.

USE THIS TO TAKE ADVANTAGE OF EXTRA MAGIC HOURS & COMPLIMENTARY PARKING AT DISNEY THEME PARKS:

MAKE THE MOST OF THE MAGIC
Visit the Disney Planning Center in either lobby for tickets, Disney dining reservations, Magic Bands, Fast Pass+ and other Walt Disney World assistance.

Download the MyDisneyExperience App
Check which Walt Disney World® Theme Parks have Extra Magic Hours, make FastPass+ reservations, check ride wait times and more!

Walt Disney World® Resort Benefits:
- Extra Magic Hours: Each day one of the four Walt Disney World® Theme Parks opens an hour early or stays open up to two hours later for guests to enjoy select attractions. Valid Theme Park ticket & Resort ID required for each adult.
- Complimentary transportation to Disney Theme Parks and Attractions, including water taxis to Epcot® and Disney’s Hollywood Studios®.
- Disney’s FastPass+: the ability to reserve select attractions in advance.
- On-site Walt Disney World® Disney Planning Centers.
- Package Delivery: have your purchases from select shops throughout the Walt Disney World® Resort delivered to the Disney gift shops here on property.
- Complimentary parking at Walt Disney World® Theme Parks with room key and MyDisneyExperience App confirmation.
- On-site character dining in Garden Grove (located in the Swan).
- Preferred tee times on Disney’s championship golf courses. Call 407.WDW.GOLF for more information.

INSIDER TIP: Purchases at Disney Theme Park ticket windows may incur a higher price on 3 to 10-Day Magic Your Way® Tickets.

MANDARA SPA
$30 OFF SPA SERVICES
VALUED AT $175 OR MORE
*Valid with your paid Resort Service Package. 1 offer per room, per stay.
By appointment only. Mention offer when booking. Service charge not included. Other restrictions may apply. Contact Mandara Spa for complete details at winswandolphin@mandaraspa.com

NEED HELP CONNECTING TO OUR WI-FI?
1. Select “SwanDolphin” from the available 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. You can then choose the complimentary option or to 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.

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 the temperature to adjust after you return to your guest room.

Please feel free to contact the Front Desk if you have any questions.

MAKE A GREEN CHOICE
Dial “0” using your in-room phone
Text: “MAGC”, your last name, and room number to 407.545.6865
Visit: swandolphin.com/welcome | E-mail: info@swandolphin.com

For each eligible night you decline Housekeeping service you will receive:
(1) $5 F&B Voucher for participating outlets or 500 Loyalty Points
Valid for the duration of your visit when staying 2 or more nights with the exception of each 4th day when your room is automatically serviced.
AWARD-WINNING SIGNATURE DINING

Todd English's bluezoo: Enjoy coastal cuisine from Celebrity Chef Todd English, incorporating an innovative selection of fresh seafood in an energetic and vibrant atmosphere. Dinner 5pm - 11pm. Reservations recommended.

Shula's Steak House: Shula's serves the best beef money can buy. The SHULA CUT®, in addition to the freshest seafood, including live Maine lobsters. Dinner 5pm - 11pm. Reservations recommended.

Il Mulino New York Trattoria: Enjoy a tradition started in New York City over 25 years ago. Savor traditional Italian cuisine from the Abruzzi region of Italy in a rustic, loft-like setting. Dinner 5pm - 11pm. Reservations recommended.

Kimonos: Experience the art of sushi, and sing karaoke, in our authentic Japanese sushi restaurant. Dinner 5:30pm - 12am.

CASUAL DINING

Fresh: Savor fresh, made-to-order menu items from our healthy, sustainable, and organic eatery. Breakfast Mon - Fri 6:30am - 11am, Sat - Sun 6:30am - 11:30am, Lunch Mon - Fri 11:30am - 2pm, Sat - Sun 12pm - 2pm. (hours may vary)

The Fountain: Crisp salads, custom grilled burgers, and a delectable array of sandwiches and desserts. Take-away hand-dipped or soft serve ice cream. Lunch and Dinner 11am - 11pm.

Cabana Bar and Beach Club: Sleek and contemporary with a hint of South Beach, the perfect place for Lunch or Dinner. Then transition into the evening with cocktails at the illuminated bar. Seasonally 11am - 8pm. Bar open Seasonally 11am - 8pm.

Garden Grove: Disney character dining featured nightly for Dinner and for Breakfast on Saturdays and Sundays. Perfect for family dining. Breakfast 6:30am - 11:30am, Lunch 11:30am - 2pm, Dinner 5pm - 9:30pm.

Splash Pool Bar & Grill: Just steps from the pool and white sand beach. Outdoor seating with table service available. Lunch Seasonally 11am - 6pm

QUICK SERVICE DINING / GRAB AND GO

fuel: Recharge, refresh, and fill-up on coffee, ready-made sandwiches, snacks, artisanal desserts and fresh frozen yogurt. As an added convenience, there are also microwaves available for use free of charge. 6am - 10pm.

Picabu: America's favorite foods, made to order tacos and daily chicken specials. Self-service dining and sundries. Microwaves are available after 10pm for use free of charge. Open 24 Hours.

Java: Enjoy a variety of coffees, freshly prepared sandwiches, salads, snacks, and a selection of popular beverages. Perfect for when you're on-the-go. 6am - 8pm.

Chill: Refreshing frozen libations, chilled beverages, sandwiches and snacks. Family friendly options available. 3pm - 10pm.

BARS / LOUNGES

Phins: Mon - Sat 12pm - 12am, Sun 10am - 12am, Sunday Sips 10am - 2pm; Food served daily 3pm - 10pm
bluezoo Lounge: 3:30pm - 11pm
Shula's Lounge: 5pm - 11pm
Il Mulino Lounge: 3:30pm - 11pm
Kimonos Lounge: 5:30pm - 12am
Cabana Bar: 11am - 8pm (seasonal)
Splash Pool Bar: 11am - 6pm (seasonal)

DINING RESERVATIONS

Press "Restaurant Reservations" on your guest room phone or visit the Concierge.

24 HOUR ROOM SERVICE

Press "Room Service" on your guest room phone to place an order. Menus are located inside your in-room guide.

Disney Character Dining in Garden Grove

Your favorite Disney® characters join you nightly for dinner and for breakfast on Saturday and Sunday's in the Swan.

Breakfast 6:30am - 11:30am & Dinner 5pm - 9:30pm
Characters and times subject to change without notice. Characters not featured during lunch or weekday breakfast.

Dining options in the Swan are marked RED
Dining options in the Dolphin are marked BLUE
### Daily Recreational Activities

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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</thead>
<tbody>
<tr>
<td><strong>Mickey Mondays</strong></td>
<td><strong>Tinkerbell Tuesday</strong></td>
<td><strong>Wishing Wednesday</strong></td>
<td><strong>Tinsel Treat Thursday</strong></td>
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<tr>
<td>Kandy Kane’s Holiday Movie Marathon</td>
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<td>Kandy Kane’s Holiday Movie Marathon</td>
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<tr>
<td>Channel 49 - Swan / Channel 50 - Dolphin</td>
<td>Channel 49 - Swan / Channel 50 - Dolphin</td>
<td>Channel 49 - Swan / Channel 50 - Dolphin</td>
<td>Channel 49 - Swan / Channel 50 - Dolphin</td>
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<tr>
<td><strong>Fitness On-Demand Classes</strong></td>
<td><strong>Fitness On-Demand Classes</strong></td>
<td><strong>Fitness On-Demand Classes</strong></td>
<td><strong>Fitness On-Demand Classes</strong></td>
</tr>
<tr>
<td>Dolphin Fitness Center - Yoga Room Available 24 Hours</td>
<td>Dolphin Fitness Center - Yoga Room Available 24 Hours</td>
<td>Dolphin Fitness Center - Yoga Room Available 24 Hours</td>
<td>Dolphin Fitness Center - Yoga Room Available 24 Hours</td>
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<tr>
<td><strong>Peloton Spin Bicycles</strong></td>
<td><strong>Peloton Spin Bicycles</strong></td>
<td><strong>Peloton Spin Bicycles</strong></td>
<td><strong>Peloton Spin Bicycles</strong></td>
</tr>
<tr>
<td>Both Fitness Centers Available 24 Hours</td>
<td>Both Fitness Centers Available 24 Hours</td>
<td>Both Fitness Centers Available 24 Hours</td>
<td>Both Fitness Centers Available 24 Hours</td>
</tr>
<tr>
<td><strong>Water Slide Opens (weather permitting)</strong></td>
<td><strong>Water Slide Opens (weather permitting)</strong></td>
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<td><strong>Water Slide Opens (weather permitting)</strong></td>
</tr>
<tr>
<td>Dolphin - Grotto Pool 10am - 6pm</td>
<td>Dolphin - Grotto Pool 10am - 6pm</td>
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</tr>
<tr>
<td><strong>Swan Paddleboats Open (weather permitting)</strong></td>
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<td><strong>Swan Paddleboats Open (weather permitting)</strong></td>
</tr>
<tr>
<td>Dolphin - Cabana Beach Hut 11am - 5pm</td>
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</tr>
</tbody>
</table>

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### Have Some Fun!

- **Make Your Own Disney Skyliner**
  - Dolphin - Grotto Pool Deck 11am - 11:45am
- **Make Your Own Autograph Book**
  - Dolphin - Grotto Pool Deck 12pm - 12:45pm
- **Disney Trivia**
  - Dolphin - Grotto Pool Deck 1pm - 1:45pm
- **Build-A-Plush Pal**
  - Dolphin - Grotto Pool Deck 2pm - 2:45pm
- **Hula-Hoop Happenings**
  - Dolphin - Grotto Pool Deck 3pm - 3:45pm
- **Punch Hour** (21 & up)
  - Dolphin - Phins Bar 4pm - 5pm
- **Camp Dolphin Kid’s Club** (4+ Reservations Required)
  - Dolphin - Camp Dolphin 5pm - 12am
- **Campfire and S’mores (weather permitting)**
  - Crescendo Lake - near boat dock 5pm - 5:45pm
- **Swan Light Parade (weather permitting)**
  - Crescendo Lake - near boat dock 6pm - 6:30pm
- **Dancing Light Spectacular**
  - Causeway Sunset - 10pm

### Karaoke

- **Swan - Kimonos Lounge**
  - Nightly 9:30pm - Close

### DAILY HOURS

- **Fitness Centers**
  - 24 Hours
- **Pool Operating Hours**
  - 6am - 11pm
- **Water Slide**
  - 10am - 6pm
- **Swan Paddle Boats**
  - 11am - 5pm
- **Cabana Beach Hut**
  - 10am - 5pm
- **Raft rentals, sunscreen & pool supplies available for purchase**
- **Sports Equipment Rentals** (Cabana Beach Hut)
  - 10am - 5pm
- **Dolphin Game Room**
  - 6am - 11pm
- **Mandara Spa**
  - 8am - 9pm
- **Disney Planning Center**
  - 7am - 10pm

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### Special Holiday Gift

**Surprise Your Little Ones With A Special Holiday Gift!**

For sale while supplies last. For orders or information please contact ext. 4206

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### Poolside Cabana

**Enjoy a private Poolside Cabana rental!**

Reservations: 407.934.2158

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### Live Entertainment

**Dolphin - Lobby**
- 5:30pm - 9:30pm

**Mrs. Claus’ Holiday Show (Select Nights)**
- 12/12 & 12/19
- Dolphin - Lobby 6pm - 6:10pm

**Meet & Greet with Santa (Select Nights)**
- 12/12 & 12/19
- Dolphin - Lobby 6:15pm - 9pm

**Dancing Light Spectacular**
- Causeway Sunset - 10pm

### Karaoke

- **Swan - Kimonos Lounge**
  - 9:30pm - Close

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### Parent’s Night Out

**Enjoy Two Complimentary Hours Of Child Care At Camp Dolphin**

For kids, ages 4-12 (fully potty trained) while you dine at Bluezoo, Il Mulino, Shula’s or during a 75 minute treatment at Mandara Spa.

Space is limited. Must present receipt from same day.

Open nightly, 5pm - 12am

Reservations Required Ext. 4241
<table>
<thead>
<tr>
<th>Activity</th>
<th>Location</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kandy Kane's Holiday Movie Marathon</td>
<td>Dolphin - Grotto Pool Deck</td>
<td>11am - 11:45am</td>
</tr>
<tr>
<td>Fitness On-Demand Classes</td>
<td>Dolphin Fitness Center - Yoga Room</td>
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<td>Peloton Spin Bicycles</td>
<td>Both Fitness Centers</td>
<td>Available 24 Hours</td>
</tr>
<tr>
<td>Plush Pal Playtime Drop Off</td>
<td>Concourse Desk</td>
<td>7am - 10am</td>
</tr>
<tr>
<td>Waterslide Opens</td>
<td>Dolphin - Grotto Pool</td>
<td>10am - 6pm</td>
</tr>
<tr>
<td>Hair Wraps</td>
<td>Dolphin - Grotto Pool</td>
<td>11am - 4pm</td>
</tr>
<tr>
<td>Swam Paddleboats Open</td>
<td>Dolphin - Cabana Beach Hut</td>
<td>11am - 5pm</td>
</tr>
<tr>
<td>Low Impact Aerobics</td>
<td>Dolphin - Grotto Pool</td>
<td>12pm</td>
</tr>
<tr>
<td>Elsa's Winter Workshop</td>
<td>Dolphin - Grotto Pool</td>
<td>12pm - 12:45pm</td>
</tr>
<tr>
<td>Elsa's Missing</td>
<td>Dolphin - Grotto Pool</td>
<td>1pm - 1:45pm</td>
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<tr>
<td>Sugar Rush</td>
<td>Dolphin - Grotto Pool</td>
<td>2pm - 2:45pm</td>
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<tr>
<td>Snowman Round-Up</td>
<td>Dolphin - Grotto Pool</td>
<td>3pm - 3:45pm</td>
</tr>
<tr>
<td>Punch Hour</td>
<td>Dolphin - Phins Bar</td>
<td>4pm - 5pm</td>
</tr>
<tr>
<td>Cookie Decorating</td>
<td>Dolphin - Grotto Pool</td>
<td>5pm - 5:45pm</td>
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<tr>
<td>Campfire and S'mores</td>
<td>Dolphin - Beach near boat dock</td>
<td>5pm - 5:45pm</td>
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<tr>
<td>Camp Dolphin Kids' Club</td>
<td>Dolphin - Camp Dolphin</td>
<td>5pm - 12am</td>
</tr>
<tr>
<td>Live Entertainment</td>
<td>Dolphin - Lobby</td>
<td>5:30pm - 9:30pm</td>
</tr>
<tr>
<td>Plush Pal Playtime Pick Up</td>
<td>Concourse Desk</td>
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</tr>
<tr>
<td>Mrs. Claus' Holiday Show</td>
<td>Dolphin - Lobby</td>
<td>6pm - 6:10pm</td>
</tr>
<tr>
<td>Meet &amp; Greet with Santa</td>
<td>Dolphin - Lobby</td>
<td>6:15pm - 8pm</td>
</tr>
<tr>
<td>Live Entertainment</td>
<td>Swan - Il Mulino Restaurant</td>
<td>6:30pm - 10:30pm</td>
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<tr>
<td>Live Jazz Entertainment</td>
<td>Dolphin - bluemoon restaurant</td>
<td>7pm - 9pm</td>
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<tr>
<td>Dancing Light Spectacular</td>
<td>Causeway</td>
<td>Sunset - 10pm</td>
</tr>
<tr>
<td>Karaoke</td>
<td>Swan - Kmonos Lounge</td>
<td>9:30pm - Close</td>
</tr>
</tbody>
</table>

**Wellness Concierge**

We are now offering both runConcierge and TRX Concierge options to help you keep up with your fitness routine!

For Appointments & Availability Call Ext. 4206

**ELF TUCK-IN**

Includes an all plush, holiday cup, story book plush milk & cookies

407.934.4206

Space is limited, charges apply, reservations required. See holiday calendar on the next page for available dates.

**REFILLABLE SOUVENIR SOFT DRINK MUG**

Visit Picabu and purchase your very own refillable soft drink mug!

Enjoy complimentary refills of soft drinks in Picabu, Cabana, The Fountain, Garden Grove, and Fresh
Santa and Mrs. Claus
Santa and Mrs. Claus along with their special Elf, Kandy Kane, will entertain guests at their special Florida tiki hut on the causeway from 6:15pm - 8pm on select nights. Get ready for big laughs and photo opportunities you will not see anywhere else.

Mrs Claus' Holiday Show
At 6pm on select nights, Mrs. Claus will ask all the children and families to join her in the Dolphin Lobby. Mrs. Claus will then invite everyone out to the causeway to help her find Santa Claus!

Kandy Kane’s Holiday Movie Marathon
We are pleased to offer 24 hours of continuous holiday favorites. Simply tune in to Channel 49 in the Swan or 50 in the Dolphin on your in-room television and enjoy a collection of holiday classics.

Cookie Decorating
Children can create their own masterpiece as our cast members help them decorate and create festive holiday cookies. Located in the Swan lobby on select nights starting at 5pm.

Santa’s Dancing Lights Spectacular
Join us on the causeway located between the hotels as the lighted palm trees come alive with lights and music! It’s a show designed to delight!

Chocolate Santa Display
Stop by the entrance to the Swan near Il Mulino New York Trattoria to marvel at a spectacular chocolate Santa sculpture hand-crafted by our two-time World Pastry Chef, Laurent Branlard. Everything you see is made from chocolate!

Mrs. Claus’ Bake Shop
Order milk and cookies to be delivered to your room between 8:30pm - 10pm. The Mrs. Claus’ Milk and cookies amenity also includes a story book about Santa’s Favorite Resort. Charges apply. Contact Room Service for details.

Santa’s Magic Key
No chimney? No problem! Just stop by the Concierge desk on December 24th and pick up a copy of Santa’s magic key to hang on your hotel room door let Santa know where to find you. (Don’t worry - it only works for Santa!)

Elf Tuck-In
Invite Santa’s Elves into your room on select nights to read you a story and tuck you in. They’ll even bring milk and cookies to help you drift off to sleep and await Santa’s visit. Includes a holiday cup and a story book. (charges apply and reservations are required.) Please call 407.934.4206 for more information and to make reservations.

Children’s New Year’s Eve Party
Children ages 4 - 12 will have the opportunity to ring in the New Year from 6pm - 1am. Includes party hats, party supplies and party favors, balloon drop, dinner (Children must be dropped off before 7pm for dinner) and much more! (Charges apply and reservations are required). Please call 407.934.4206 for more details and to make reservations.

Campfire And S’Mores
Join us on our white sand beach on select nights from 5pm - 6pm while we sit by the fire and roast some marshmallows or even good ol’ fashioned s’mores. Weather permitting.

— www.SantasFavoriteResort.com —
# Walt Disney World Swan and Dolphin Resort Holiday Activity Calendar

<table>
<thead>
<tr>
<th>SUN</th>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>THU</th>
<th>FRI</th>
<th>SAT</th>
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- **December 1**
- **December 2**
- **December 3**
- **December 4**
- **December 5**
- **December 6**
- **December 7**

- **December 8**
- **December 9**
- **December 10**
- **December 11**
- **December 12**
- **December 13**
- **December 14**

- **December 15**
- **December 16**
- **December 17**
- **December 18**
- **December 19**
- **December 20**
- **December 21**

- **December 22**
- **December 23**
- **December 24**
- **December 25**
- **December 26**
- **December 27**
- **December 28**

- **December 29**
- **December 30**
- **December 31**

## Legend

- **Meet Santa & Mrs. Claus**
- **Elf Tuck-in (Select Dates)**
  - 11/29 & 11/30, 12/6 & 12/7, 12/13 & 12/14, 12/19 - 12/24
- **Mrs. Claus’ Bake Shop**
- **Children’s New Years Eve Party**

- **Mrs. Claus’ Holiday Show**
- **Cookie Decorating**
- **Santa’s Magic Key**
  - Available for pick on December 24 from the concierge desk
- **Campfire And S’mores**

- **Kandy Kane’s Holiday Movie Marathon**
- **Santa’s Dancing Lights Spectacular**
Complimentary Disney Bus Transportation
Buses depart about every 20 minutes for the following destinations:
Magic Kingdom, Animal Kingdom, Typhoon Lagoon, Blizzard Beach and Disney Springs. Our Bus Stops are marked “19” and “O” on the map.

Complimentary Disney Water Taxi Transportation
Water Taxis depart about every 20 minutes for the following destinations:
Disney's Hollywood Studios and Epcot (with stops at Boardwalk and Yacht and Beach prior to arrival at Epcot). The Water Taxi stop is marked “WT” on the map.