

RIVER ROOST

Curl up in a chair next to the fireplace, or belly up to the bar. Gather at the Roost for an ice-cold beer or Southern-style specialty drinks. Open daily from 4:00 p.m. 'til 12:00 midnight. Live entertainment Wednesday-Saturday.

FULTON'S GENERAL STORE

Fulton's General Store is located in the Sassagoula Steamboat Co. building and offers an assortment of merchandise, including Disney collectibles, toys, souvenirs, and ready-to-wear for everyone in the family. Commemorate your stay with *Disney's Port Orleans* Resort signature products. We offer a variety of snacks, sundry items, beverages, tobacco products and postage stamps. Fulton's is the designated location for our Riverside Guests to pick up packages delivered from the Parks.

PIZZA DELIVERY-SASSAGOULA PIZZA EXPRESS

Baked-to-order pizza fresh from our ovens and delivered to your room. Available from 4:00 p.m. 'til 12:00 midnight. To order a delicious pizza Touch DINING OPTIONS on your in-room phone.

MARDI GROGS POOL BAR

After frolicking in nearby Doubloon Lagoon, take a break for a cool refreshing libation mixed to your liking. Also serving light snacks. Open 11:30 a.m. 'til dusk. Pool bar hours are weather permitting and subject to change.

SCAT CAT'S CLUB

Just down the river a bit, in the French Quarter, we invite you to relax in our jazzy Scat Cat's Lounge. Memorabilia from great jazz musicians sets the tone. Take in your favorite cocktail or specialty drink. Scat Cat's is open from 4:00 p.m. 'til 12:00 midnight. Live entertainment Wednesday through Saturday.

JACKSON SQUARE GIFTS & DESIRES

Located in French Quarter Square, Jackson Square Gifts and Desires offers an assortment of merchandise, including Disney collectibles, toys, souvenirs, and ready-to-wear for everyone in the family. Commemorate your stay with *Disney's Port Orleans* Resort signature products. We offer a variety of snacks, sundry items, beverages, tobacco products and postage stamps. Jackson Square is the designated location for our French Quarter Guests to pick up packages delivered from the Parks.



Experience old Southern hospitality and a taste of Southern Cuisine in a unique setting surrounded by shipbuilding artifacts and a fireplace. Our menu features a great blend of steaks, prime rib and seafood, along with original Southern specialties. Kosher, vegetarian, special dietary foods and a full-service bar are available. Dinner from 5:00 p.m. 'til 10:00 p.m. Reservations are strongly suggested, Touch DINING OPTIONS on your in-room phone.

MUDDY RIVERS POOL BAR

Out on Ol' Man Island, quench that thirst with an ice-cold brew or enjoy a snack from our pool bar. Open 11:30 a.m. 'til dusk. Pool bar hours are weather permitting and subject to change.

RIVERSIDE MILL FOOD COURT

Our food court, featuring five specialty shops, offers full breakfasts, fresh bakery goods, pizza, pasta, hamburgers, chicken, salads and a country market loaded with prepackaged items. A selection of beer and wine is available. Bakery open at 6:00 a.m. 'til 12:00 midnight. Breakfast served from 7:00 a.m. 'til 11:00 a.m.; lunch and dinner from 11:00 a.m. 'til 10:00 p.m. Limited late night menu after 10:00 p.m.

DINING AND SHOPPING  
AT FRENCH QUARTER

SASSAGOULA FLOATWORKS & FOOD FACTORY  
FOOD COURT

You'll find an irresistible mixture of ruckus and aromas in French Quarter Square. Bakery open at 6:00 a.m. 'til 12:00 midnight. Breakfast served from 7:00 a.m. 'til 11:00 a.m.; lunch and dinner from 11:00 a.m. 'til 10:00 p.m. Limited late night menu after 10:00 p.m. Specialties include hearty breakfasts, our famous New Orleans-style Beignets, pizza, pasta, hamburgers, fried chicken, barbecue ribs and sandwiches. A selection of beer and wine is available.

disneyworld.com

BOAT & BICYCLE RENTALS

At Riverside Levee, various boats and bicycles of assorted sizes may be rented by the hour or half hour. For questions, Touch RECREATION on your in-room phone.

Boat Rentals (seasonal operating hours)

- SunTracker Pontoon Boats
- Boston Whaler Montauk Boat
- Sea Raycer and Kayaks

No smoking or alcoholic beverages permitted. Some restrictions may apply. All prices subject to change.

Bicycle Rentals (seasonal operating hours)

- Bicycle
- Quadricycle/Surrey
- Child Bicycle safety seat

Helmets available with rental.

IN-LINE SKATING & SCOOTERS

Florida law does not permit in-line skating on roadways or parking lots.

FISHIN'HOLE

At the Fishin' Hole you can hang a cane pole over the dock in our private pond stocked with catfish, bass and bluegill. Family fishing is available for up

RECREATION

to 6 people. Fishing instructions are available for the novice. Equipment and bait is provided. For information, Touch RECREATION.

FISHIN' EXCURSION

A 2-hour guided fishing adventure down the Sassagoula River waterways and into Village Lake. Tours daily. Please call for time availability, 24-hour advance reservation required. Includes use of fishing equipment. Touch recreation on your in-room phone, call 407 WDW-PLAY (407-939-7529) or stop by Lobby Concierge for details and availability. Children under 15 years of age must be accompanied by an adult. Operating hours are seasonal.

RIVER CRUISES

**Resort Boat Service:** Boats depart daily between French Quarter and Riverside, 10:00 a.m. - 11:00 p.m., weather permitting.  
**Boat Service to Downtown Disney® Area:** Boat service departs from French Quarter and Riverside daily, 10:00 a.m. - 11:00 p.m., weather permitting. See boat landings for further details.

*Due to the popularity and limited seating capacity, you may experience an extended wait before boarding. All guests must exit boat at destination and reboard at the queue line for return trip. Bus service is available to Downtown Disney® Area.*

ARCADE

Test your wits and skill against electronic wizards at Medicine Show Arcade, located in Sassagoula Steamboat Co. at Riverside, or at South Quarter Games, located in French Quarter Square. The arcades are open 24 hours.

BAYOU PIRATE ADVENTURE CRUISE

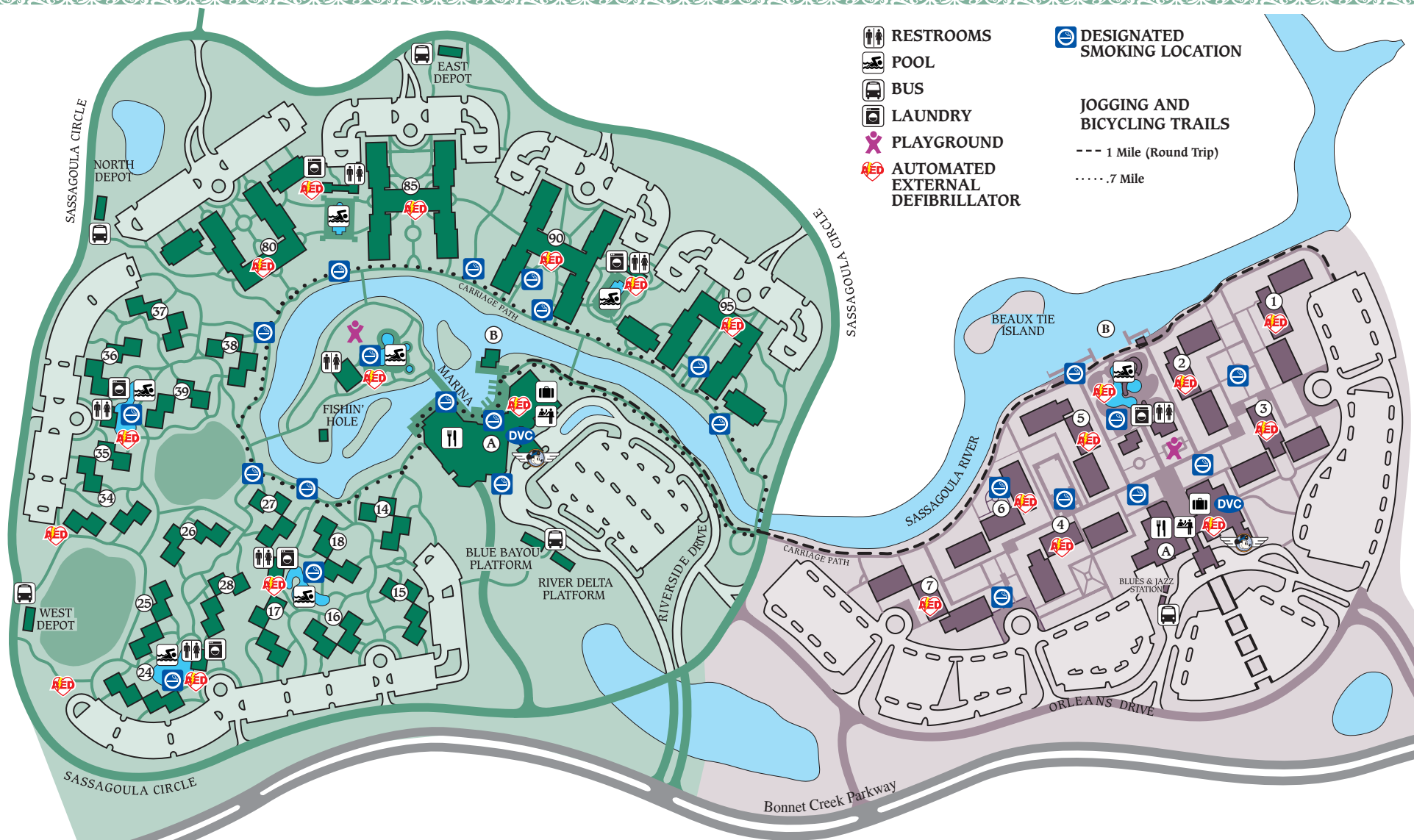
Buccaneers ages 4 to 12 board a pirate vessel, hear tales of Captain Jean Lafitte, the greatest Pirate to sail the waters of New Orleans, and hunt for treasure during this fun-filled two-hour voyage. Call 407 WDW-PLAY (407-939-7529) for details.

SWIMMING AND OTHER  
RECREATIONAL ACTIVITIES

**At Riverside-**Down by the levee, just over the bridge lies Ol' Man Island water adventure with chutes and fountains, a spa, a kids pool and sunnin' deck.  
**At French Quarter-**Ride the purple curves and spirals of the serpentine creature known as Scales. This water adventure is accented with a spa, kids pool and sprawling deck. All of the resort pools are reserved for the exclusive use of *Disney's Port Orleans* 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. For hours of operation, Touch RECREATION on your in-room phone. Pool towels are provided at our feature pools only. Children's swim vests are available for checkout at Riverside Levee Marina and French Quarter Doubloon Lagoon. Pool hours are seasonal and weather permitting. Children under the age of 12 must be accompanied by an adult.

HORSE-DRAWN CARRIAGE RIDES

Take a 25 minute scenic ride through the beautifully landscaped property from 6:00 p.m. - 9:30 p.m. nightly (weather permitting). Carriage seats up to 4 adults or 2 adults & 3 children. Inquire at Lobby Concierge or Touch RECREATION from your in-room phone.



RIVERSIDE

- Sassagoula Steamboat Co.**  
Front Desk/Lobby Concierge
- DVC Disney Vacation Club**  
Information Center
- Disney's Magical Express**  
Bus Stop
- Bell Services
- Taxi / Limousine
- Laundry Drop-off / Pick-up
- Luggage Service
- Medicine Show Arcade**  
Arcade
- River Roost**  
Lounge

- Boatwright's Dining Hall**  
Full Service Restaurant
- Riverside Mill Food Court**  
Food Court
- Ol' Man Island**  
Muddy Rivers Pool Bar
- Fishin' Hole
- A Fulton's General Store**  
Merchandise Shop
- B Riverside Levee**  
Bike and Boat Rental
- Boat Transportation

RIVERSIDE BUILDINGS

- Alligator Bayou**  
Buildings 14 - 39
- Magnolia Bend**  
Buildings
- 80 Acadian House
- 85 Magnolia Terrace
- 90 Oak Manor
- 95 Parterre Place

FRENCH QUARTER

- French Quarter Square**  
Front Desk/Lobby Concierge
- DVC Disney Vacation Club**  
Information Center
- Disney's Magical Express
- Bus Stop
- Bell Services
- Taxi/Limousine
- Laundry Drop-off/Pick-up
- Luggage Service
- South Quarter Games**  
Arcade
- Sassagoula Floatworks & Food Factory**  
Food Court

- Scat Cat's Club**  
Lounge
- Doubloon Lagoon**  
Mardi Grogs Pool Bar
- A Jackson Square**  
Gifts & Desires  
Merchandise Shop
- B French Quarter Landing**  
Boat Transportation
- FRENCH QUARTER BUILDINGS**
- South Quarter**  
Buildings 1-3
- North Quarter**  
Buildings 4-7



# Most Frequently Asked Questions

towels are provided at our feature pools only. Children under 12 must be accompanied by an adult. In consideration of others, please do not leave personal items, including pool towels, to reserve pool chairs. For hours of operation, Touch RECREATION on your in-room phone.

## How can I travel between Riverside and French Quarter?

To travel around *Disney's Port Orleans* Resort property, you may walk or bike the path along the Sassagoula River or cruise by boat. Our River Cruise boats run approximately every 20 minutes starting at 10:00 a.m. until 11:00 p.m. daily, weather permitting. Please visit our Riverside marina to arrange for bicycle rental.

## How do we use our in-room phone to make local or long distance phone calls?

Please refer to the Telephone Information Card for this information.

## Why is a red light blinking on my telephone?

The red light indicates you have a message waiting. To retrieve your messages, just pick up the phone receiver and Touch the MESSAGE RETRIEVAL button.

## Does *Disney's Port Orleans* Resort have Private Dining?

We do not have Private Dining, but there is Pizza Delivery from 4:00 p.m. to 12:00 midnight. Just Touch DINING OPTIONS on your in-room phone to place an order.

## What can I do on a rainy day?

Visit our arcades - South Quarter Games or Medicine Show Arcade. Enjoy a variety of activities such as shopping at Fulton's General Store or Jackson Square Gifts & Desires, the *Downtown Disney*® Area, games at *Disney-Quest*® or perhaps a movie at the AMC Theatres. Massage and Fitness centers are available at select Walt Disney World® Resorts. Touch 9-407-WDW-PLAY or FRONT DESK for more information.

## Where can I get additional resort information?

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

## How many pools are at *Disney's Port Orleans* Resort?

There are seven pools located throughout *Disney's Port Orleans* Resort. Ol' Man Island feature pool and five leisure pools are located at Riverside. And Doubloon Lagoon feature pool is located at French Quarter. Feature pools and slides are guarded; leisure pools are not. Pool

## What are the bus routes and where are the bus stops?

Individual buses run to each of the four theme parks. There is also a bus to *Disney's Blizzard Beach*, *Disney's Typhoon Lagoon*, and *Downtown Disney*® Area. There are four bus stops located throughout Riverside and one bus stop located at French Quarter. Please refer to the property map for the bus stop closest to you.

## 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 in the lobby. 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

ATM machines are available in the lobby area of both Riverside and French Quarter Resorts.

### CHECK-IN

Normal 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.

### CHECKOUT

Checkout time is before 11:00 a.m. Express checkout is available to guests with *Disney Rewards*® Visa®, VISA®, MasterCard®, American Express®, Discover®, Diners Club® or JCB. Please inquire at the Front Desk or Touch FRONT DESK on your in-room phone.

### CREDIT CARDS AND PERSONAL CHECKS

For charges incurred during your visit, we accept *Disney Rewards*® VISA®, Disney Gift Card®, VISA®, MasterCard®, American Express®, Discover®, Diners Club®, JCB, traveler's 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 as a form of payment. For information, Touch FRONT DESK.

### 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 contact Luggage Services.

### 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 Riverside or French Quarter lobbies, dial 52 from your in-room phone, or watch Channel 21.

### FACSIMILE

For your convenience, facsimile services are available at Concierge. Service charges for incoming and outgoing facsimiles will be applied. For incoming facsimiles, *Disney's Port Orleans* Resort - Riverside fax number is 407-934-5777 and *Disney's Port Orleans* Resort - French Quarter fax number is 407-934-5353.

### FIRST AID

For all emergencies, Touch EMERGENCY (911). First Aid centers are located within the *Magic Kingdom*® Park, *Epcot*®, *Disney's Hollywood Studios*™, and *Disney's Animal Kingdom*® Theme Park and are open during 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 the safety of guests with special medical needs, Housekeeping provides containers for disposal of hypodermic needles and razor blades.

### GROCERIES

A selection of Disney character merchandise, and convenience items, such as personal items, film, non-prescription drugs, and baby

products including diapers and formula is available at Fulton's General Store - (Riverside) and Jackson Square Gifts & Desires - (French Quarter).

### HOUSEKEEPING

For special services including bed boards, bed rails, extra pillows and blankets, baby cribs (for crib safety information, please contact HOUSEKEEPING), safety outlet covers, extra hangers, or to request that your room be cleaned at a specific time, Touch HOUSEKEEPING 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. Have you forgotten anything at home? Is there anything that we can do to make your stay more comfortable? Please Touch HOUSEKEEPING on your in-room phone and it will be our pleasure to assist you.

### ICE

Ice machines are centrally located on all Guest room floors. Touch HOUSEKEEPING on your in-room phone for assistance.

### INTERNET SERVICE

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

### LAUNDRY AND DRY CLEANING

Coin-operated washers and dryers, as well as change machines are located in air-conditioned comfort at each pool complex, excluding Ol' Man Island. Vending machines offer laundry soap and bleach, beverages and snacks. Folding tables and carts are available. Laundry service is available daily. Laundry bags and lists are located in the closet in your room. For same-day service, laundry must be dropped off at the Bell Services Desk before

8:30 a.m. It will be returned after 6:00 p.m. Touch LUGGAGE/DRY CLEANING on your in-room phone. Gratuity not included.

### LUGGAGE SERVICE

Available 24 hours a day. Touch LUGGAGE/DRY CLEANING on your in-room phone. Gratuity not included.

### LOST AND FOUND

For assistance, stop by the Concierge in the main lobby, or Touch HOUSEKEEPING on your in-room phone.

### MAIL DROP

Located in the main lobby. Postage stamps are also available at Fulton's General Store (Riverside) or Jackson Square Gifts & Desires (French Quarter).

### PRIVACY

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

### TAXI SERVICE

Touch 407-422-2222.

### VALUABLES

Each room has an in-room safe. Safekeeping boxes are also available at the Front Desk. Touch FRONT DESK on your in-room phone.



## THANK YOU

for choosing to stay at *Disney's Port Orleans* Resort where Disney magic flows with Southern Charm. We'll make every effort to ensure your stay is comfortable and relaxing.

Should you have any questions, our Concierge staff can be of assistance. They can also help with dining reservations and information about nightly entertainment. Touch DISNEY INFORMATION on your in-room phone or visit Concierge located near the Registration area.

Our entire staff stands ready to extend our hospitality, Disney-style. Just let us know how we can be of assistance to make your stay even more enjoyable. Our main goal is to exceed your expectations during your visit with us.

Sincerely,

THE CAST OF  
DISNEY'S PORT ORLEANS RESORT

Rub noses with some of your favorite

## Disney Characters.

Become a Cardmember and enjoy these amazing perks right away!

- Character Meet 'N' Greet at our private Cardmember location
- 10% savings on select merchandise purchases of \$50 or more at select locations at Walt Disney World® Resort

Get a free \$50 Disney Gift Card if instantly approved.\*

Apply for the *Disney Rewards*® Visa® Card here:

- Downtown Disney® Marketplace across from Guest Relations
- Town Square Exposition Hall in the *Magic Kingdom*® Park



Your Every Day Magic™

\*Offers subject to change without notice. Use a valid *Disney Rewards* Visa Credit Card, *Disney Rewards* Visa Debit Card, and/or *Disney Rewards* Redemption Card for special offers or entry into the Character Meet 'N' Greet Photo Opportunity. Must mention the offer to receive the merchandise discount. Not valid in combination with other offers, discounts, promotions, or with any previous purchase. Minimum purchase and/or separate Theme Park admission may be required. Offer elements, including but not limited to participating locations, are subject to availability and additional restrictions, and may change or be canceled without notice. Please visit DisneyRewardsParkBenefits.com for full terms and conditions.

\*This offer is limited to a one-time award of a \$50 Disney Gift Card for new cardmembers after approval of your application for a *Disney Rewards* Visa Card. First time cardmembers only. You must apply at our designated locations to be eligible for this offer. You may not be eligible for other new cardmember premiums if you respond to this offer. In some instances a request may require additional processing, in which case Instant Approval will be unavailable. The Disney Gift Card can only be used at select participating locations at the *Disneylands*® Resort, *Walt Disney World*® Resort, *Disney Cruise Line*®, *Disney Store* locations in the U.S., and *DisneyStore.com*. The Disney Gift Card is not redeemable for cash, will not be replaced if lost or stolen, and it is subject to the terms and conditions of the Disney Gift Card Program. The Disney Gift Card is issued by Disney Gift Card Services, Inc. The Disney Gift Card may not be used towards the purchase of any Disney Dollars or gift certificates/cards. Use of gift card is acceptance of its terms and conditions. For more information, please visit DisneyGiftCard.com. Other restrictions apply.

*Disney Rewards* Visa Card available to U.S. residents only, 18 and older (except in Alabama and Nebraska - age 19 and older) and subject to credit approval. Restrictions and limitations apply. *Disney Rewards* Visa Card is issued by Chase Bank USA, N.A. SM, © Disney

## Your Key to the World

Your Resort Identification Card identifies you as a Guest of *Disney's Port Orleans* 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 checkout) directly to your Guest account at most shops, restaurants and recreation facilities at the *Magic Kingdom*® Park, *Epcot*®, *Disney's Hollywood Studios*™, *Disney's Animal Kingdom*® Theme Park and *Downtown Disney*® Area. 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's Hollywood Studios*™ and *Disney's Animal Kingdom*® Theme Park.

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

*Disney's Port Orleans 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.*