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SPECIAL EDITION

The Sassagoula Times

DISNEY'S PORT ORLEANS RESORT DIRECTORY OF SERVICES

EXTRA! ✨ EXTRA!

WELCOME



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.

On the following pages you'll find a listing of guest services and activities available at **Disney's Port Orleans Resort**.

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 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

Most Frequently Asked Questions



Enjoy a rivercruise ride to **Downtown Disney®** with our **Sassagoula Steamboat Company**.

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

There are seven pools located throughout **Disney's Port Orleans Resort**. Located on the Riverside region is our feature pool, Ol' Man Island and five leisure pools. At the French Quarter region of our resort is our feature pool, Doubloon Lagoon. Feature pools and slides are guarded; leisure pools are not. Pool hours are seasonal and weather permitting. 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.

What are the bus routes at the **Walt Disney World® Resort** 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 the French Quarter. Please refer to your property map for the bus stop closest to you.

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 is your message waiting light. 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.

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 9:00 a.m. until 11:00 p.m. daily, weather permitting. Please visit our Riverside marina to arrange for bicycle rental.

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 **DisneyQuest®** 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.

FINE FOOD & SPIRITS
BOATWRIGHTS
 DINING HALL



Experience old Southern hospitality and a taste of Southern Cuisine in a unique setting surrounded by shipbuilding artifacts and a fireplace. Our menu features hearty breakfasts, 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. Breakfast is served from 7:30 a.m. 'til 11:30 a.m. 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.



RIVER ROOST

Curl up in one of our overstuffed chairs next to the fireplace, or belly up to the bar. The Roost is the place to gather for an ice-cold beer, Southern-style specialty drinks. The Roost is open daily from 4:00 p.m. 'til 12:00 midnight. Live entertainment Wednesday through 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, souvenirs, and ready-to-wear for everyone in the family. We also carry toys and feature Pal Mickey, your guide to the Parks. Commemorate your stay with Disney's Port Orleans Resort signature products, ranging from glassware to tees, polo shirts and outerwear. 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.

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.

SASSAGOULA FLOATWORKS & FOOD FACTORY

➤ FOOD COURT ➤

Dine around authentic Mardi Gras Parade props while a procession of mouth-watering delights is prepared right before your eyes. You'll find this 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, spit-roasted chicken, barbecue ribs and sandwiches. A selection of beer and wine is available.

**PIZZA DELIVERY
 FROM THE 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, refer to your in-room TV and 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, souvenirs, and ready-to-wear for everyone in the family. We also carry toys and feature Pal Mickey, your guide to the Parks. Commemorate your stay with Disney's Port Orleans Resort signature products, ranging from glassware to tees, polo shirts and outerwear. 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.

GUEST SERVICES

<p>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.</p>	<p>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.</p>	<p>provides containers for disposal of hypodermic needles and razor blades.</p>	<p>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.</p>
<p>ATM ATM machines are available in the lobby area of both Riverside and French Quarter Resorts.</p>	<p>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.</p>	<p>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 at <i>Disney's Port Orleans</i> Resort - Riverside and Jackson Square Gifts & Desires at <i>Disney's Port Orleans</i> Resort - French Quarter.</p>	<p>LUGGAGE SERVICE Available 24 hours a day. Touch LUGGAGE/DRY CLEANING on your in-room phone. Gratuity not included.</p>
<p>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.</p>	<p>FACSIMILE For your convenience, facsimile services are available at Concierge. Service charges for incoming and outgoing facsimiles will be applied. For incoming facsimiles, <i>Disney's Port Orleans</i> Resort - Riverside fax number is 407-934-5777 and <i>Disney's Port Orleans</i> Resort - French Quarter fax number is 407-934-5353.</p>	<p>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.</p>	<p>LOST AND FOUND For assistance, stop by the Concierge in the main lobby, or Touch HOUSEKEEPING on your in-room phone.</p>
<p>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® or JCB. Please inquire at the Front Desk or Touch FRONT DESK on your in-room phone.</p>	<p>FIRST AID For all emergencies, Touch EMERGENCY (911). First Aid centers are located within the <i>Magic Kingdom</i>® Park, <i>Epcot</i>®, <i>Disney's Hollywood Studios</i>®, <i>Disney's Animal Kingdom</i>® 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 to 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</p>	<p>ICE Ice machines are centrally located on all Guest room floors. Touch HOUSEKEEPING on your in-room phone for assistance.</p>	<p>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.</p>
<p>CREDIT CARDS For charges incurred during your visit, we accept VISA®, MasterCard®, American Express®, Diners Club®, Discover®, JCB, travelers cheques, cash or Disney Dollars. For specific information, Touch FRONT DESK on your in-room phone.</p>	<p>INTERNET SERVICE High Speed Internet is available in every guest room. Consult the information sheet in your room for details.</p>	<p>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.</p>	<p>TAXI SERVICE Touch 407-422-2222.</p>
			<p>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.</p>

KEY TO THE WORLD

Your Resort Identification card can identify you as a Guest of *Disney's Port Orleans* Resort. **Please sign immediately and carry with you at all times** (with admission media if necessary) **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's Hollywood Studios*®, *Disney's Animal Kingdom*® Theme Park, Resorts, *Disney's Fort Wilderness* Resort & Campground and *Downtown Disney*® Area. It may not be used for charging in the *Walt Disney World Swan* or *Walt Disney World 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*® or *Disney's Animal Kingdom*® Theme Park.

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

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 to 6 people. Fishing instructions are available for the novice. Equipment and bait is provided from 7:00 a.m. 'til 3:00 p.m. For information, Touch RECREATION.



FISHIN' EXCURSION

A 2-hour guided fishing adventure down the Sassagoula River waterways and into Lake Buena Vista. 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, 9:00a.m - 11:00p.m., weather permitting.

Boat Service to Downtown Disney®:

Boat service departs from French Quarter and Riverside daily, 11:00 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 all Ports of Call.

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. Operating hours are from 7:00 a.m. 'til 12:00 a.m.

Bayou Pirate Adventure Cruise

The young adventurers (Ages 4-10), with pirate bandannas on their heads, will board a Pirate vessel. Onboard, they will learn about the Pirate Capt. John Lafitte, the greatest Pirate ever to sail the waters of New Orleans. In their adventure, they will find a treasure map, which will lead them to his treasure. 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 shoots and fountains, a spa, a kids pool and sunn'in' 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 check out 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 30 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.

TELEPHONE DIRECTORY

TOUCH

- Airport Limousine.....LUGGAGE/DRY CLEANING
- Arcade.....DISNEY INFORMATION
- Bell Captain.....LUGGAGE/DRY CLEANING
- Bike and Boat Rentals.....RECREATION
- Boatwright's Dining Hall.....DINING OPTIONS
- Cashier.....FRONT DESK
- Children's Activity Centers.....DINING OPTIONS
- DiningDINING OPTIONS
.....or 407-WDW-DINE (407-939-3463)
- EMERGENCIES.....EMERGENCY (911)
- Facsimile.....French Quarter: 407-934-5353
.....Riverside: 407-934-5777
- Florist.....407-827-3505
- Front Desk.....FRONT DESK
.....(407-934-5411)
- Fulton's General Store – Riverside.....7-6350
- Golf.....407 WDW-GOLF (407-939-4653)
- Housekeeping.....HOUSEKEEPING
- Information.....DISNEY INFORMATION
- International Language Center.....DISNEY INFORMATION
- Jackson Square Gifts & Desires – French Quarter7-5530
- Jogging Information.....DISNEY INFORMATION
- Kid's Nite Out.....407-828-0920
- Kosher and Special Meals.....DINING OPTIONS
- Laundry/Valet Service...LUGGAGE/DRY CLEANING
- Maintenance.....MAINTENANCE
- Recreation.....RECREATION
.....or 407 WDW-PLAY (407-939-7529)
- Room Reservations (Future).....407 W-DISNEY
.....(407-934-7639)
- Sassagoula Pizza Express (Delivery)...DINING OPTIONS
- Taxi Service.....407-422-2222
- Telegrams.....800-325-6000
- Weather.....407-824-4104