

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.

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.

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, 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, 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.



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

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.

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 all Ports of Call.

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

Young adventurers (Ages 4-10), with pirate bandannas on their heads, board a Pirate vessel. Onboard, they learn about 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 chutes and fountains, a spa, a kids pool and sunnin' deck.

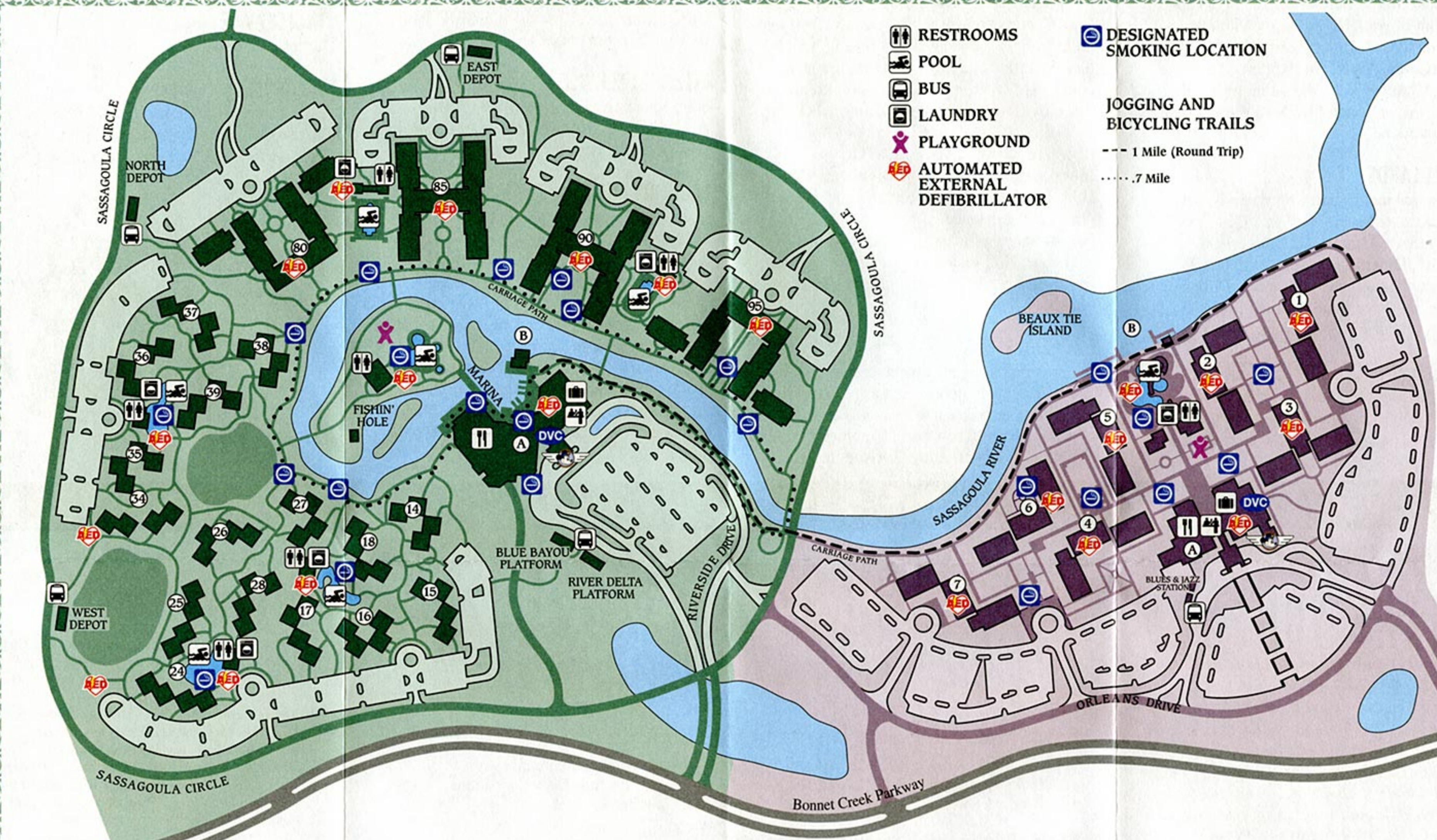
At French Quarter-Ride the purple curves and spirals of the serpentine creature known as Scales. This water adventure is accented with a spa, kids pool and sprawling deck. All of the resort pools are reserved for the exclusive use of Disney's Port Orleans Resort guests.

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 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.



- 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
 - 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



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

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.

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.

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.

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.

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.

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®, Disney Gift Card, 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

For charges incurred during your visit, we accept Disney Rewards® Visa®, Disney Gift Card, 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.

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



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Earn Disney Rewards® on everyday purchases.¹

With the Disney Rewards Visa Card, wherever you go, you'll turn ordinary purchases into extraordinary rewards for your family. You'll earn Disney Rewards towards Disney vacations, merchandise, entertainment and more — all with no block-out dates.

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¹ Disney Dream Reward Dollars® are subject to the terms and conditions of the Disney Rewards® Program. Once enrolled, your rewards disclosure will be sent to you containing all program guidelines, restrictions and benefits.
² Card designs are subject to availability and may change without notice.
Disney Rewards Visa Card available to U.S. residents only, 18 and older approval (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.
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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.