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Hong Kong Disneyland park to reopen on February 19 Welcoming Guests with enhanced hygiene measures for carefree and magical experiences

*Mandatory COVID-19 testing for cast members involved in operation once every 14 days and park
visit reservations required for guests*



Hong Kong, February 17, 2021 – Hong Kong Disneyland park will reopen and welcome guests again on February 19. In line with the latest regulations and guidance from government and health authorities, the resort will continue to maintain its measured approach with health and safety measures. A range of enhanced new measures will be implemented, including mandatory COVID-19 testing for cast members involved in operation once every 14 days.

“From everyone at Hong Kong Disneyland Resort, we wish you good health, happiness and prosperity in the year of the Ox. Every cast member has been putting tremendous effort in preparing our park reopening. I could not be more thrilled to announce that our park will be reopened on February 19, to welcome guests to experience the magic of our 15th anniversary and our new Castle of Magical Dreams. I want to give thanks for the support of our guests and the countless efforts from our cast members during this challenging time,” said Michael Moriarty, Managing Director, Hong Kong Disneyland Resort.

Hong Kong Disneyland Resort will arrange mandatory COVID-19 testing for cast members involved in operation once every 14 days as required by the latest health and safety regulations. The new safety measure represents an additional step to promote the health and safety of all guests and cast members.



Enhanced park visit reservation process with added “LeaveHomeSafe” QR code locations



As required by the latest health and safety regulations, park visitors are required to scan the “LeaveHomeSafe” QR code or register their names, contact numbers, and date and time of visit before entering the premises. All visiting guests will be required to provide their names and contact numbers on the Hong Kong Disneyland Park Reservation website when reserving their visit date with valid tickets or membership cards prior to arrival.

Additionally, “LeaveHomeSafe” QR codes will be displayed across the resort, such as the entrance of the park, restaurants and hotel recreation facilities.

Reservations for all guests will begin from 10 a.m. on February 18. Guests are also required to make a health declaration as part of their reservation process.

Health and safety measures remain a priority

The resort will continue with its health and safety measures including temperature screening, the wearing of face masks, social distancing, and increased cleaning and sanitization in accordance with the latest regulations and guidance from the government and health authorities .

Similar to park operations prior to the recent closure, a five-day per week operation will remain in place, with the park closed on Tuesdays and Thursdays (except public holidays and special days designated by the resort from time to time) until further notice. Additionally, the park will control capacity as required by the government regulations.

Park operations and processes for both guests and cast members will continue to be reviewed on an ongoing basis and adjusted as necessary to take into account the latest government regulations.

The screenshot shows the 'Reservation - Park Visit Details' page on the Hong Kong Disneyland 15th Anniversary website. The page includes a disclaimer: 'As required by the latest government regulations, please submit the name and contact number of all Guests visiting the Park for record. Please ensure that all information you submit on behalf of your Guests is accurate and up-to-date as of the date of visit.' Below this is the 'Guest 1 Details' section with input fields for 'Last name', 'First name', and 'Area Code' (set to 'Hong Kong (香港) (+852)'). There is also a 'Contact number' field. At the bottom, there is a 'Remarks' section with a note: 'You will not be allowed to amend any information or date of visit after submission. Please cancel your reservation and make a new one if any amendment is required.' and two buttons: 'Cancel' and 'Next'.



Castle of Magical Dreams invites guests to reunite for “Double Celebration”

A special “Double Celebration” ticket offer is available for Hong Kong residents to visit the park twice for HK\$688. Guests are invited to visit the Castle of Magical Dreams, the re-imagined centerpiece of Hong Kong Disneyland Resort, which shines as a beacon of courage, hope and possibility, and to attend the special celebration of the resort’s 15th anniversary. General guests may make a reservation from seven days prior to arrival. Magic Access members may reserve from eight to nine days, subject to different membership tiers, prior to arrival.

Under the shine of the castle, Disney friends and cast members look forward to welcoming guests once again to enjoy the magic of the park!

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Hong Kong Disneyland asks for guests’ kind understanding and compliance with the following requirements when the park reopens. Guests must:

1. Purchase their tickets in advance and reserve a visit up to seven days in advance of their visit online, via the Hong Kong Disneyland reservation website. Magic Access members must also make a reservation prior to visiting, but can enjoy the benefit of reserving eight to nine days, subject to different membership tiers, in advance.
2. Make a health declaration and provide their name and contact number as part of the Hong Kong Disneyland park reservation process.



3. Undergo temperature screening procedures upon arrival. Guests with a temperature of 37.5 °C or above cannot be admitted.
4. Wear a mask at all times during their visit, except when enjoying food and beverage at catering premises. These measures will continue to be reviewed as the situation evolves and will be adjusted as necessary.
5. As required by the government and health authorities, park visitors are required to scan the “LeaveHomeSafe” QR code or register their names and contact numbers before entering the premises.

About Hong Kong Disneyland Resort

Hong Kong Disneyland Resort offers unforgettable, culturally distinctive Disney experiences for guests of all ages and nationalities. Filled with your favorite Disney stories and characters, Hong Kong Disneyland offers guests the opportunity to explore seven diverse lands that are home to award-winning, unique attractions and entertainment. Complete your adventure with stays at the resort’s luxurious Disney hotels. The magic doesn’t end at our doorstep; as a dedicated member of the local community that cares deeply about societal well-being, Hong Kong Disneyland Resort spreads its magic through community service programs that help families in need, boost creativity among children and families, encourage the protection of the environment and inspire healthier living.

Mobile app gives the latest updates

The Hong Kong Disneyland mobile app keeps guests informed of all the excitement at Hong Kong Disneyland Resort, from operating hours to entertainment schedules. Use the GPS-enabled map to find your way around the park or make reservations for park restaurants, and make every moment count with wait times for each attraction. Magic Access members can also view block-out calendars and membership privileges, designed to make your visit even more magical.



Download the Hong Kong Disneyland mobile app for free:

iOS users: <https://itunes.apple.com/app/id1077550649>

Android users: <https://goo.gl/ZbHHbP>



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