

Disneyland® Resort Community Involvement Program

Frequently Asked Questions:

What is the Community Involvement Program (CIP)?

The Community Involvement Program (CIP) is a discounted ticket program for California residents with permanent disabilities. Eligible Guests participate in the program by purchasing tickets in November and December for a pre-selected week the following calendar year, and must use their tickets during that week only. The program runs for six weeks in January and February. Dates are subject to change without notice and block out dates apply.

What are the dates for the 2018 Program?

January 9, 2018 – January 11, 2018 (Tuesday – Thursday)*
January 16, 2018 – January 20, 2018 (Tuesday – Saturday)*
January 21, 2018 – January 25, 2018 (Sunday – Thursday)*
January 29, 2018 – February 3, 2018 (Monday – Saturday)*
February 5, 2018 – February 10, 2018 (Monday – Saturday)*
February 12, 2018 – February 17, 2018 (Monday – Saturday)*
February 18, 2018 – February 21, 2018 (Sunday – Wednesday)*

*** Block out dates include: 1/12, 1/13, 1/14, 1/15, 1/26, 1/27, 1/28, 2/4, 2/11, 2/20, 2/22, 2/23, 2/24. Dates are subject to change without notice.**

What is the price of tickets this year?

**\$59.00 per ticket for a 1-Day, 1-Park Ticket, and
\$88.00 per ticket for a 1-Day Park Hopper Ticket**

A \$2 non-refundable service fee is included in the ticket price. Children under 3 years of age do not require a ticket for admission into the theme parks. Tickets must be purchased online ahead of time and are not available for purchase at the Main Entrance Ticket Booths.

How do I order tickets?

Eligible participants must be part of a pre-approved participating organization and must be currently receiving services from that organization. This program is only offered to organizations and schools that provide services specifically to individuals with permanent disabilities. Guests must have their own email address and phone number in order to participate and must be included on the eligible organization's submitted client list prior to the ticket sale date. A maximum of six (6) tickets may be purchased per household (policy includes siblings and multi-family households). Tickets must be ordered and purchased online. There is a limited number of tickets available and they are sold on a first come, first served basis.

When is my payment due?

Payment is due at the time of ordering tickets. Orders will not be processed until a valid form of payment is received. Acceptable forms of payment include:

- Individual Orders: Credit card or Disney® Gift Card
- Bulk Orders (organization representatives only): Credit card, Disney® Gift Card, organizational check, cashier's check or money order

How do I use Disney eTickets?

Each printed eTicket allows one entry at a Disneyland Resort theme park turnstile. Upon entry, Guests will receive a standard theme park ticket. Disney is not responsible for any loss or inconvenience caused by computer error, or unauthorized duplication or sale of Disney eTickets. In the event that duplicate eTickets are presented for theme park admission, the Disneyland Resort reserves the right to refuse entry.

Please ensure all adult Guests in your party bring a valid government-issued photo ID when entering the Disneyland Resort parks. You may be asked to show photo ID and, if applicable, payment card(s). Failure to do so may result in denial of admittance to the theme parks, and/or denial of other rights and entitlements.

If Guests do not receive an email with their eTicket or if they accidentally delete their eTickets, the Cardholder (the name that appears on the credit card used on the order) can visit a Disneyland Resort Ticket Booth and a cast member may be able to assist them with locating their ticket order. The Cardholder must present the credit card that was used and a valid government-issued ID in order to have the tickets reprinted.

I need additional tickets/want to add someone to the list.

Each participant of the program can purchase up to six (6) tickets. Due to the limited number of tickets available, additional tickets are not available for purchase. If a participant would like to purchase additional tickets, they can purchase regularly priced tickets on the Disneyland Resort website at: <https://disneyland.disney.go.com/>.

What do I do if there are several individuals living at the same address/using the same email address?

Due to the limited number of tickets available for purchase, only one person per household may be listed on a client list as a registered participant of the program. This includes families/households with more than one person (siblings/relatives) currently receiving services from the participating organization or multi-family households. Persons listed on an individual client list are required to have their own email address and phone number in order to participate.

I am having trouble logging in to the Online Store.

For technical assistance, please contact Ticket Services at DLR.CIP.Ticket.Services@disney.com or call (714) 520-7021.

Please note: Beginning November 16, 2017, phone hours are 8:30 a.m. - 5:00 p.m. Monday – Friday; closed 11/23/2017, 11/24/2017, 12/25/2017, 01/01/2018, and 01/15/2018.

I never received my email with the ticket ordering information.

Once your order is submitted and processed, you will receive an email confirming your ticket purchase and a link to your Disney eTickets (individual orders only). Please thoroughly check your email inbox as well as any spam/junk folders for this confirmation email. Please keep this email for your records. **The Disneyland Resort is not responsible for eTickets sent to incorrect email addresses or tickets lost in spam/junk folders.**

I lost my hard tickets

As theme park tickets are treated the same as cash, the Disneyland Resort is not responsible for lost or stolen tickets and will not replace tickets if lost, stolen or damaged.

I lost my eTickets

For assistance, please contact Ticket Services at DLR.CIP.Ticket.Services@disney.com or call (714) 520-7021 between the hours of 8:30 a.m. - 5:00 p.m. Monday - Friday; closed 11/23/2017, 11/24/2017, 12/25/2017, 01/01/2018, and 01/15/2018.

I was unable to use my tickets during my preselected week. Can I use them during another week?

No. Guests are required to visit the Disneyland Resort during their preselected week of the program. If for any reason you are unable to visit during your preselected week, you may request a ticket refund.

Can I use my tickets during a different week if severe inclement weather occurs during my preselected week?

No. As stated above, guests are required to visit the Disneyland Resort during their preselected week. If inclement weather occurs during your selected week of visit, you may request a ticket refund for unused tickets only.

Can I exchange or upgrade my tickets?

Tickets are not available for exchange, are non-transferrable between the program weeks, and cannot be extended past the expiration date. If you are unable to utilize tickets during your selected week, you may return your tickets for a refund. If desired, each ticket can be applied toward the cost of an annual pass the day of your visit to the Disneyland Resort.

How do I request a ticket refund?

Guests may submit a ticket refund request for any unused tickets purchased in this program. Please keep a copy of your receipt/ticket invoice (ticket purchase confirmation email) for your records. Refunds may take up to 12 weeks to process. Refunds will be issued for the value of the tickets only. Shipping charges and \$2 service fees will not be refunded.

Standard Ticket Refund (Hard Copy Tickets Only):

Mail original hard copy tickets, copy of receipt/ticket invoice, reference to program (CIP participant), name of the person the check should be made out to, and a mailing address to:

**Disneyland Resort
Ticket Services DL361B
PO Box 61061
131 Harbor Blvd.
Anaheim, CA 92803-6161**

Please keep a copy of your receipt/ ticket invoice and all tickets (front and back) for your records. As tickets are considered same as cash, we recommend that tickets be returned via certified mail through the United States Postal Service for tracking purposes. Tickets lost in the mail or not received by the Disneyland Resort will not be replaced or refunded.

To follow up on your refund request, contact: Ticketinquiries@disneyonline.com or call (714) 520-7021.

All refund requests must be received by March 31, 2018.

Disney eTickets (Disney eTickets Only):

Email a copy of your receipt/ticket invoice, reference to program (CIP participant), name of the program participant, and billing address (include the name of the purchaser if different than participant's name) to Ticketinquiries@disneyonline.com. In the email subject line include: *2018 Disneyland Resort CIP Ticket Refund*.

For questions regarding eTicket refunds or to follow up on a refund request, contact: Ticketinquiries@disneyonline.com or call (714) 520-7021.

All refund requests must be received by March 31, 2018.

What about services for Guests with Disabilities?

The Disneyland Resort is committed to providing access to as many guests as possible and provides select accommodations for various disabilities. Appropriate accommodations can be discussed with Guest Relations on the day of your visit. At Disneyland Park, Guest Relations is located in City Hall. At Disneyland California Adventure Park, Guest Relations is located in the Chamber of Commerce.

For more information on available services, please visit <http://disneyland.disney.go.com>. For questions, contact Disneyland Resort Guest Services at (714) 781-4636.

For more information about Disneyland® Resort community outreach efforts,
please visit: <https://publicaffairs.disneyland.com>