

## Club 33 Member Services Roll Call

### Service Topic of the Week

**Communication with our Partners:** Many of our emails to our partners involve us “doing our due diligence” and asking for some sort of exception or special favor that is rarely available (ex. Walt’s apartment, the Office at Lamplight, shipping merch from the restaurant, etc.). When writing these emails, please mention that you have already advised the Guest that if granted, this would be an exception. This lets our partners know you have managed the Guest’s expectations and they aren’t being forced to promise something they can’t deliver on.

### Current Tour/Viewing Holds

**Tour Holds:** 12/2, 12/3

**OBB Tour Holds:** 9/10, 9/17, 9/28, 10/3, 10/5 *\*Any dates that are not available for allotments are on the waitlist Grid\**

- **Experience Bookings in AGS:** **Do not book over 30 days.**
  - **Disneyland Park:**
    - **Fantasmic: Returns Spring 2024**
    - **Wondrous Journeys:** Now performing nightly for the summer season **Loaded in AGS through 08/31/23**
    - **Halloween Screams:** Starts 09/01/2023-10/31/2023. Halloween Screams with Pyro will be performed on Fridays-Sundays (including Labor Day 09/04/2023). Halloween Screams with Projections will be performed on Weeknights. **Loaded in AGS through 09/30/23**
    - **Magic Happens Parade:** Now loaded for both East Crescent & “it’s a small world” viewing sections **Loaded in AGS through 09/30/23.**
  - **Disney California Adventure Park:**
    - **Frightfully Fun Parade:** Is now loaded for 19:50 & 22:05 in AGS during OBB nights through 10/31/2023. The viewing area is the same as WOC, Paradise Park, across from The Little Mermaid. If you have existing OBB Tour bookings, please reach out and ask if they are interested in booking viewing for the parade. For future OBB bookings, please book which parade guests would like to attend. **You may book this outside the 30-day booking window since parade viewing is part of the OBB tour**
    - **Rogers: The Musical:** Performs on Wednesdays-Saturdays. Dark on Sundays and Mondays. Day of requests can be booked in AGS up to 1 hour prior to showtime. **Loaded in AGS through 08/31/23.**
    - **World of Color: ONE** Be advised on specific nights, there will only be one WOC performance at 20:30 and will not perform on OBB event nights. **Loaded in AGS through 09/30/23.**

### Closures and Refurbishments

- **Disneyland**
  - Disneyland Monorail: 7/5-8/31
  - Haunted Mansion: 8/14-8/31
  - Adventureland Treehouse: Reopens later 2023
  - Tiana’s Palace (and Mint Julep Bar): Reopens 2023
  - Splash Mountain: Reopens late 2024
  - Sailing Ship Columbia: 9/11-9/14
  - Mark Twain Riverboat: 9/17-TBD
- **Disney California Adventure**
  - San Fransokyo Square: Opens 8/31
  - Toy Story Midway Mania: 7/14-8/17

- Radiator Springs Racers: 8/18-8/26
- Animation Academy/Sorcerer's Workshop: 8/21-9/7
- Golden Zepher: 8/26- TBD
- Schmoozies: 7/30-9/7

- **Downtown Disney District**

### **Club 33 Events**

- **Sorcerer Series: People Behind the Magic- 9/18**
  - Members can join us for an evening with Chuck Snyder, author of "People Behind the Disney Parks: Stories of Those Honored with a Window on Main Street, U.S.A." and Ed O'Valle from the Walt Disney Archives as they discuss Chuck's newest book.
  - Registration opens on 8/17 at 11:00
  - 225\$ a person
  - Member plus one
  - Cancellations must be received by 9/4

### **Operational Changes and/or Reminders**

- **OBB Update in AGS:** The tour count for Club 33 OBB tours has gone live on AGS. When creating an allotment tour for OBB please make sure you are using the Sub-Type "Club 33" and for the time being put Rate Quoted as "N/A". Tours that were booked before this update have already been adjusted to the "Club 33" sub-type, please make sure you go back and mark it as either a "Member" or "Unaccompanied" tour. If the member is purchasing the tour, please still put "Retail" and select the correct price for the day. (8/15)
- **OBB Waitlist:** Please add waitlist requests for OBB onto AGS for dates that are available for tour allotments. Continue to use the waitlist document on SharePoint for dates that are not available for allotments if the member is interested in using an allotment for one of those dates. (8/17)
- **Notes for VIP Tours:** Sometimes we have instances where the entire party on a tour is not going to experience an offering (EX: Pyro, Dining, Etc.) and while this is completely fine to do so make sure we are putting that in the note section under "Additional Requests/Notes" so the guide and Support are aware that there was not a mistake made in the booking process. (8/15)
- **General Inbox Emails:** The 1901 Opener will now be officially assigned to assist with helping the inbox. (8/12)
- **IT Ticket Log:** Please use the new IT ticket log on SharePoint page to log whenever you open an IT ticket (8/12)

### **Cast Opportunities and Diversity & Inclusion Events**

- **Oogie Boogie Bash SnEEK Peek-** Registration opens 8/16 and 8/17 at 8:00pm. Event is on 9/3 from 11pm-1:30am
- **South Asian Heritage Month:** See the Hub for more details.

### **Resort Events**

- **Oogie Boogie Bash:** Returns 9/5-10/31 on select nights.
  - As a reminder, Carthay Circle will not be staying open during OBB, therefore 1901 will not be staying open during OBB.
  - There is now a waitlist document on SharePoint for members who would like to use an allotment tour on a day that is not available for allotments. *(OBB Retail Only dates are on there)*
- **TRAFFIC DELAYS:** Expect increased traffic around the Resort from August 14<sup>th</sup> – 18<sup>th</sup> and August 20<sup>th</sup> – 25<sup>th</sup>, especially in the morning due to events around the Resort. Please plan ahead by allotting extra travel time.
- **Holidays at the Disneyland Resort:** 11/10-1/7