

Overall Trends
Trends by Parks
Trends by Reviewer's Location
Guest Reviews

OVERALL TRENDS

▲ Total Volume: 350 Guest comments*

TREND 1: Wonderful time at the Parks | 70% of total volume

Comments from Guests having an awesome time, while some Guest had minor inconveniences.

- "Spring break crowds were noticeable in mid-March. Max pass is worth the extra money for the popular rides. The Magic Mix Fireworks was a great show! We arrived at the Fantasmic! The Fast Pass Area was about 15 minutes before the time on the fast pass and the line was already very long and we were not able to see once we made it to the fast past viewing area. Really enjoyed the Minnie and Friends Breakfast at the Plaza Inn."
- "We went to Disneyland on my daughter's 16th birthday, and it was magical. From her birthday badge to the Minnie Mouse cupcake, she was absolutely in awe for the whole day. The food was diverse, the rides were amazing, the tiny touches make it all so incredible. We spent too much money (can only be expected!) but wow you get great Bangalow for your buck in terms of your entry ticket! My advice is don't ever think 1 day will be enough. We've done it for 2 days and now we need more time there!!! It really is the happiest place on earth! I was surprised to see how un wheelchair friendly it is. If you are wheelchair bound there'd, be little you could do in terms of rides. It is incredibly crowded, shops and restaurants and eateries very full, and most rides said wheelchair users needed to get out of their chair to rides.

TREND 2: Feeling Value of Park was Overpriced | 31% of total volume

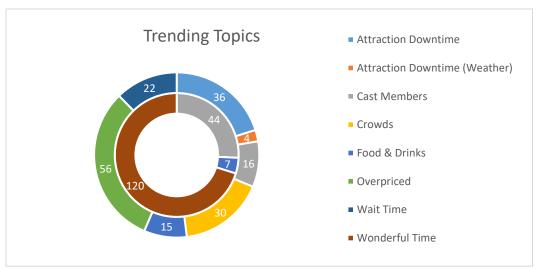
Guests had concerns about the overall value of the parks, not reflecting the price paid.

- "So, here's the thing. It IS expensive. BUT you can bring in your own food and supplies, and bring an empty water bottle, you can fill it again all over the park. The park is open for 16 hours each day, and so compared to another major attraction in So Cal, this one is by far the most reasonable for a family and value for your money per hour it off the charts. We were able to get 4-day park hoppers for the price of ONE day (9 hours) at another attraction. If you must choose between Disney and another location for your family, this is the place where you can save some money (believe it or not!)."
- " Disney has a difficult time as it must cater to traditionalists but attract new attendees at very high prices. Don't know why anyone goes on Autopia (not sure about the Submarines as we didn't bother). Pirates, Jungle Cruise, and Haunted Mansion are stuck in a time warp. If you went on these rides 30 years ago, very little has changed. The little kid rides are also unchanged but that is fine as Dumbo and Small World are classics. I'm sure that Star Wars Land will be awesome, but I won't be going back until my granddaughters next trip in a few years."

TREND 3: Cast Member interactions | 26% of total volume

73% compliments; 26% concerns | Compliments for Cast Members who made magical moments for Guests, while concerns for Cast Members who made the Guest's trip worse.

- Compliment: "Had visited Disney 13 years ago, a lot the same and a lot has changed. Line waits were minimal for this time of year, only had to Fast
 Pass one ride. Had a great time on my birthday. Staff all around were welcoming and happy, the weather was great, zero complaints. Loved the parade
 and the light show!"
- Concern: "I've been to Disneyland several times in the past 3 decades. This visit, I sensed the employees were disgruntled or unhappy. Very few smiles from the staff. In addition, the staff was prowling for people crossing the ropes while Fantasmic! was on.



Note: Volume does not include Neutral comments (i.e., special requests and general inquiries).





TRENDS BY PARKS

Top trends:

Trends for Disneyland

The trends for Disneyland Park are Wonderful Time and Overpriced.

- Compliment: "My husband and I went to Disneyland together with a 1-day park hopper for both the Magic Kingdom and California Adventures. This was a perfect amount of time for us to see all our nostalgic favorites and check out the new fun stuff in California Adventures."
- Concern: "...Only complaint is that we were only allowed to visit one park per day as per our ticket. We were able to take in food and drinks for the young kids which helped keep the expense down."

Trends for Disney California Adventure

The trends for Disney California Adventure are Wonderful Time and Wait Time.

- Compliment: "Arrived just after opening My children enjoyed their day out but since they have already been to Hong Kong Disneyland several times, they tended to get a little bored as it is very similar in fact we left after 5 or 6 hours where we stayed the full time the Disney Adventure Park was open. Still enjoyed our experience though!"
- Concern: "Extremely long wait times and short ride duration. Posted wait time 150 min and ended up waiting for 2 and 1/2 hours at Cars ride. Fast passes out by 10 am. Some staff are helpful but normally look like they would rather be somewhere else. There is no entertainment, no updates on wait times or staff available when waiting in these lines, just the same tracks of music playing over and over. Very disappointing way to spend the day and lots of money."



Note: Volume does not include Neutral comments (i.e., special requests and general inquiries).

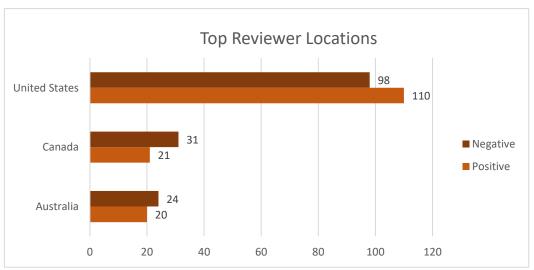


TRENDS BY REVIEWER'S LOCATION

Top Three Countries:

Reviewers visited Disneyland Resort from these three countries

- United States: "This place has always been and forever will be special. The feeling you get entering the park, seeing the characters and different attractions is just priceless. This is a dream trip for all ages, especially young kids. Spend the money and go to Disneyland, you will NOT regret it.
- Canada: "Had a fun couple of days:) Fast Pass was so worth it! The park is not as big as I expected, and you could pretty much see do everything in two days. The dance party at night, 9:30pm with the fireworks) was so much fun and as an adult I wasn't expecting it ha-ha."
- Australia: "Pure magic for both children and adults alike. Happiest place on Earth how can you not be happy at Disneyland! Sure, it is a little expensive but when you really immerse yourself in the experience it is money well worth spending. We had 4 days/3 nights stay and purchased the park hopper tickets. Recommend the park hopper as you can come and go as it suits."



Note: Volume does not include Neutral comments (i.e., special requests and general inquiries)



GUEST REVIEWS

Date of visit **4/2019**

Subject

Had a great time at Disneyland

Tone: Positive

Demographic: Day Guests (United States)

"We just returned from our trip the second week of April! This was a fantastic time to go! Wait times for the rides were very reasonable! Max pass is a must! We enjoyed the Fast pass feature this gave us from our phones on the Disney app. It was so easy to book our rides and as a result we were able to go from ride to ride with little wait. The max pass doesn't have all rides but has the most popular ones covered. The max pass also gets you all photos taken by cast members or on the rides themselves at no additional cost! Do yourself a favor and get the max pass! The food in the park is great! It can get a bit spend, but it is convenient. If you want to make reservations at the restaurants in the park do so well before your trip via the app. Most of the restaurants were booked well in advance of our trip. That said, many of the other places to eat give the option to place a mobile order. We used the app to order food and waited only 5 10 minutes and never stood in line. Don't forget those comfortable walking shoes and sunscreen! Overall, our trip was amazing! Can't wait to go back!"

> 3/2019

Disappointing Experience at the Parks

Tone: Constructive

Demographic: International Guests (United Kingdom)

"In summary, Disneyland and Disney California Adventure are not worth the price they charge. For starters, the crowds. We went on a Monday and a Wednesday in January, and it was still extremely crowded. For example, just to get into the park, it took me 45 minutes to get through the security bag check (more on this later). By the time we made it into the parks, the lines for most rides were already 60 90 minutes long. We did utilize the Fast pass system, but it is so limited in how it's used that you will inevitably be spending time in standby lines throughout the day. On Monday, we arrived at 9:15am and left at 5:30pm. We rode 6 rides. For most of the day, the Cars ride was a 120-minute wait. In addition, the food and restaurants are way overpriced. We did the Blue Bayou (their nicest restaurant, which you need to reserve a month ahead of time due to the crowds), and the Galactic Grill (their budget eatery). The Blue Bayou has price tags that would have passed for a very fancy restaurant.

However, we weren't that impressed with the food. We all agreed that we've had better food at chain restaurants than Disneyland s version of an upscale place. And the Galactic Grill was straight up awful. The kid's burger, which was \$8, was literally a slider sized sandwich that consisted of two flat and bland buns resting on a dry, thin meat patty. My kids were horrified. We had eaten at In N Out the day before (which is cheaper and far superior) and my kids couldn't get over how awful their Disneyland burger was. For the price of admission that they are charging now, I am convinced that I do not get my money s worth. Due to the crowds, to experience more than a few things, you either have to go multiple days, or purchase a Maxpass, both of which cost even more money, and in my opinion still don't deliver. If you do end up going, I would strongly recommend bringing your own food and

Their food is horrible, and very expensive. We did this the second day we went, and it was a much more pleasant experience. This does necessitate that you bring a bag or backpack, which means you will have to go through the security bag check. So, I would recommend getting to the park early so that you don't end up waiting an hour just to get into the ticketing area! We did this the second day too, arriving at 8:15am (the parks open at 9am). It was still mobbed with people, but I was able to get in by 8:50am. Use the Fastpass system as much as you can. You will still end up waiting in line, usually around 10 20 minutes, but it's much better than 60 90 minutes. The Maxpass would be nice, since it allows you to obtain a Fastpass from your phone as well as have multiple Fastpasses, but it's an extra \$15 per ticket. We just weren't willing to give any more money to Disney after such a crazy admission price. The only reason I gave 2 stars is because the rides are quality rides. They are fun and exciting and tell a story. And the park is very clean. But as I've stated multiple times, it just wasn't worth it in the end."