**Hong Kong:**

* Park entrance is not well-designed (long waits)
* “Why don't they hire more staff to represent Disney characters and let them walk around so everybody can have the chance to take a pic??”
* Overpriced food – bad quality in return
  + Feels like every cent is being squeezed out of you
* Small park and very few rides, compared to other Disney parks

**California:**

* Overpriced food
* Extremely expensive overall
* A lot of rides are closed (for whatever reason)
* Huge crowds with long wait times
  + Let fewer people into the park

**Paris:**

* Long wait times, rides closed, extremely expensive
* Slow and inefficient service
* Run-down, not well-maintained, dirty
  + A lot of people smoking
  + “The plants and shrubs and supposedly manicured areas were un kept. The buildings of the rides looked tired with worn out paint.”
  + “The park looks tired, in dire need of fresh paint and TLC.”
* Food is expensive, low quality, and not much variety
* Staff provides slow service and lacks energy (comes across as not caring)
  + “It is such a miserable place, the staff look depressed and even when we wanted to get our photos taken, the photographer on one of the rides was too busy on her phone to bother”
  + “here they are rude, inattentive and have a couldn't care less attitude”
  + “morale is poor”
* Few Disney characters walking around the park

Clearly state what will and will not happen on a given day (e.g., firework show canceled, ride closed for maintenance), so that customers are not left disappointed.

Implement ride-booking (via an app) during peak hours to minimize wait times

“You have to approach Disney with the knowledge that it is over priced and crowded.”