



NORTH LOS ANGELES COUNTY

REGIONAL CENTER

15400 Sherman Way, Suite 170 • Van Nuys, CA 91406-4211
Main Number (818) 778-1900 • Fax (818) 756-6140

DISNEYLAND COMMUNITY INVOLVEMENT PROGRAM 2010 FREQUENTLY ASKED QUESTIONS

What is the Community Involvement Program (CIP)?

Disneyland's Community Involvement Program (CIP) is a discounted admission program for California residents with permanent disabilities. To participate through North Los Angeles County Regional Center (NLACRC), you must be a NLACRC consumer or family member (parent or guardian). The program runs for 8 weeks in January & February 2010, however there are certain blackout dates. All tickets this year will be hard copy tickets (no will-call) and will be shipped by December 18th with signature confirmation requested.

Release of Information Form

In order to participate through NLACRC you must first complete a "Release of Information Form." By signing this form, you are giving NLACRC permission to release the consumer's name, address, phone number, etc., to Disneyland. The form is available on our Web site at www.nlacrc.org, or you can request one from your service coordinator. After you complete the form, you can fax or mail it to the Publication Unit by October 31, 2009. The fax and mailing address are listed on the release form. After we have received your release form, you will receive an email (if you provided an email address) with a link to the ticket order form, or we will mail the ticket order form to you. Due to the large volume of forms that we receive, it will take approximately 5 to 7 business days to receive your ticket order form. We cannot guarantee that everyone who completes a Release of Information Form will be able to be able to get tickets as there is a limited quantity available.

How much do tickets cost this year?

Ticket prices for this year's program are \$30 per ticket, plus an additional \$10 for shipping and handling. If you are ordering the maximum six tickets, you would pay \$180 for the six tickets and \$10 for shipping and handling for a total of \$190. Children under 3 are free. Tickets are valid for one day, one park ONLY. Six tickets maximum per family. This ticket offer is NOT VALID for purchase at Disneyland Resort ticket booths. All payments for ticket orders must be postmarked by November 13th.

What days can I buy tickets for?

Monday – Thursday, January 4th – 7th
Sunday – Thursday, January 10th – 14th
Sunday – Thursday, January 17th – 21st
Sunday – Thursday, January 24th – 28th
Sunday – Thursday, January 31st – February 4th

Monday – Thursday, February 8th – 11th
Tuesday – Thursday, February 16th – 18th
Sunday – Thursday, February 21st – 25th

How do I place my ticket order?

If you provide an email address on the "Release of Information" form, you should receive an email with instructions on how to access your ticket order form. Follow the instructions in the email that will direct you to log in to the Disney Web site. Once you are logged in, you can place your order by selecting the week that you would like to attend and the number of tickets you would like to purchase (maximum of six per household).



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How do I place my ticket order? (continued)

Print out the ticket order form and mail it in with your payment (check, money order, or cashier's check). Keep a copy for your records. For those who do not provide an email address, your ticket order form will be mailed to you. All payments for ticket orders must be postmarked by November 13th. Send to the address indicated on the ticket order form. DO NOT SEND YOUR TICKET ORDER FORM AND PAYMENT TO NLACRC OR THIS MAY CAUSE DELAYS.

What can I do if I have difficulty accessing my ticket order form online?

Please call our Disneyland Question line at (818) 778-4405 (English) or (818) 778-4406 (Spanish), or send an email to disneyinfo@nlacrc.org and describe the problem that you are having. We will do our best to respond to you in a timely manner.

Will I receive a confirmation?

For those who provided an email address, Disney will send you an email confirmation. For those who do not have an email address and would like to know what week your tickets are good for, you may call our Disney Question line at (818) 778-4405 (English) or (818) 778-4406 (Spanish) and leave us a message with 1) your name, 2) the name of the consumer (spell the last name), and 3) a daytime phone number where we can reach you.

How will I be able to get my tickets?

All tickets will be sent by the U.S. Postal Service and a signature is required upon delivery. Will-call is not an option this year. Any tickets that could not be delivered will be returned to the Disneyland Resort. Disneyland will do their best to contact any Guests whose tickets could not be delivered.

Can I exchange my tickets?

Tickets are generally not available for exchange. If you are unable to utilize your tickets during your selected week, you may send your tickets in for a refund and include a note requesting an additional order form. Additional order forms are sent only via email. Please ensure that you provide a valid email address along with a note requesting an additional order form. All requests for additional order forms must be made prior to February 1st, 2010. **Please note that tickets exchanges are subject to availability and may not be available.** New tickets orders also will require a new payment.

If I do not use my tickets, how do I get a refund?

Please make sure you keep a copy of your order form and all tickets (front and back) for your records.

Mail the original tickets, order confirmation and your home address to:

Community Involvement Program
Mail Code TDA324L
P.O. Box 3232
Anaheim, CA 92803



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If I do not use my tickets, how do I get a refund? (continued)

Send your returned tickets via certified mail through the United States Postal Service for tracking purposes as they are considered the same as cash. Tickets lost in the mail or not received by the Disneyland Resort will not be replaced or refunded.

Refunds may take 8 to 10 weeks to process. Refunds will be for the amount of tickets only. The \$10 per ticket order service fee and shipping charges will not be refunded.

What about parking?

To receive your complimentary parking, please show your Community Involvement Program Ticket at any Mickey & Friends Toll Booth.

Who can I contact if I have any further questions?

If you have questions, please call the NLACRC Disneyland Question line at (818) 778-4405 (English) or (818) 778-4406 (Spanish), or send an email to disneyinfo@nlacrc.org and we will do our best to respond to you in a timely manner. Please provide us with 1) your name, 2) the consumer's name, and 3) a daytime phone number where we can reach you.