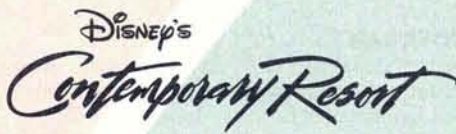


DIRECTORY OF SERVICES  
& Resort Map



disneyworld.com

WELCOME

We are delighted that you've chosen *Disney's Contemporary Resort* for your vacation. This Resort stands as a reflection of the monumental vision and sweeping imagination that distinguishes the legacy of Walt Disney himself. From the modern 4th Floor Concourse and the futuristic monorail running through it to the dazzling view and market-inspired food in the California Grill (located on the 15th Floor), we hope you will enjoy all the amenities of this unique resort.

In this Directory of Services, we have detailed the very special places and events available to you at *Disney's Contemporary Resort* and *Bay Lake Tower at Disney's Contemporary Resort*.

In the spirit of Walt Disney, who sought to provide the finest and most unique entertainment anywhere, our entire staff stands ready to serve you. If there is any way in which we may make your stay more enjoyable, please let us know.

We hope that your stay with us will be an unforgettable experience.

The Cast of *Disney's Contemporary Resort*.

FREQUENTLY ASKED  
QUESTIONS

**Where is the nearest ATM?**  
There are two ATMs located in the Contemporary Tower – one behind the escalators in the lobby; the other is on the 4th floor below the monorail platform. ATMs are also located in all four Theme Parks and the *Downtown Disney* area.

**Where can I purchase postage stamps and mail a letter?**  
Postage stamps can be purchased on the 4th floor of the Contemporary Tower at Fantasia Market. A mailbox is located in the lobby of the Contemporary Tower and next to Fantasia Market.

**Where can I find Disney transportation?**  
The monorail entrance is located on the 4th floor of the Contemporary Tower (an escalator or elevator will take you to the monorail loading area) and makes stops at the Transportation and Ticket Center (transfer to *Epcot* monorail), *Disney's Polynesian Resort*,

*Disney's Grand Floridian Resort & Spa* and the *Magic Kingdom* Park. Guests may begin traveling to the *Magic Kingdom* Park, and *Epcot* one-half hour prior to park opening. Buses to the *Downtown Disney* area, *Disney's Hollywood Studios*, *Disney's Animal Kingdom* Theme Park, *Disney's Typhoon Lagoon Water Park* and *Disney's Blizzard Beach Water Park* are located in between the Contemporary Tower and Bay Lake Tower at the Bus Stop. Watercraft transportation to *Disney's Wilderness Lodge* and *Disney's Fort Wilderness Resort & Campground* is available at the marina (weather permitting).

**How do I make dining arrangements?**  
Dining arrangements for most *Walt Disney World* restaurants can be made by touching DINING OPTIONS on your in-room phone, 407-WDW-DINE (407-939-3463) or by visiting the Concierge desk located in the lobby of the Contemporary Tower. Theme Park admission is required to dine at the Theme Park restaurants.

**Where can I connect to the Internet?**  
High Speed Internet Access is available in every guest room. Consult the information sheet in your room for details. Also, wireless internet access is available in the lobbies of the Contemporary Tower and Bay Lake Tower, public areas in the Convention Center, Outer Rim Lounge, The Wave Lounge, Top of the World Lounge and in the Bay Cove pool area. Consult the Business Center for details.

**What time is the Electrical Water Pageant, and where is the best location to observe it?**  
The pageant is held each night at approximately 10:10 pm, weather permitting. You may view it from the beach or pool areas of the resort.

**Where are the ice machines?**  
There are ice machines located on each floor of the Contemporary Tower across from the elevators. In the South Garden building the ice machines are located on each floor next to the lobby area and also in the vending areas near rooms 6115, 6215 and 6315. In Bay Lake Tower the ice machines are located near rooms 7427, 7927 and 8427.

RECREATION

BARBEQUE PAVILLION

Located near Bay Cove Pool at Bay Lake Tower, charcoal barbeque grills and picnic tables are available for use. Cooking utensils are available for checkout at Community Hall. Charcoal is available for sale at Fantasia Market.

THE BOAT NOOK

Rentals include Sea Raycers, Boston Whaler Montauks, or SunTracker Pontoon boats. To reserve a Private Specialty Cruise to view Wishes Nighttime Spectacular, please call 407-WDW-PLAY or visit the Lobby Concierge.

CABANAS

Relax and enjoy our poolside Cabanas at Bay Pool, which include amenities such as chaise lounges, television, mini-refrigerator and much more. Reservations are available by calling (407) WDW-PLAY or visit the marina.

COMMUNITY HALL

Available to our Bay Lake Tower guests located near the lobby of Bay Lake Tower, featuring foosball table, various gaming systems, TV viewing area, planned activities, rainy day activities and much more.

ELECTRICAL WATER PAGEANT

Catch this floating, lighted musical procession of "sea creatures" on Bay Lake at approximately 10:10 pm, weather permitting.

FISHING

Hook a fun-filled fishing trip for the whole family on a SunTracker fishing pontoon boat. Bass Fishing Excursions are available daily on Bay Lake and Seven Seas Lagoon. Trips depart from *Disney's Contemporary Resort* marina. Fishing guide and fishing equipment provided for up to five Guests per boat. For information and reservations Touch 57 on your in-room phone or call (407) WDW-PLAY (407-939-7529).  
\*Fishing is on a catch-and-release basis.

THE GAME STATION

All the lights, bells and whistles of a state-of-the-art game room, with the latest in electronic redemption games, make this room a game player's dream come true. The arcade is located on the 4th floor of the Contemporary Tower next to Fantasia, and open daily from 8:00 am until 11:30 pm. No food or drink allowed.

MASSAGE & FITNESS CENTER

A complete fitness center located on the 3rd floor of the Contemporary Tower, the Olympiad Health Club offers Life Fitness state-of-the-art equipment, a sauna, and is for the use of *Disney's Contemporary Resort* Guests and *Bay Lake Tower at Disney's Contemporary Resort* Guests at no additional charge. The Fitness Center is available 24 hours a day accessible with your Key to the World card. A Massage therapist is available by appointment. In-room massage service is also provided should you choose. Touch MASSAGE/HEALTH CLUB for an appointment, pricing or any additional information.

SKATING AND SCOOTERS

Florida law does not permit in-line skating or scooters on roadways, sidewalks or parking lots.

SWIMMING POOLS & ACTIVITIES

Three heated pools, children's interactive play areas, hot tubs, volleyball court and a beach area provide a complete lineup of outdoor activities. Please refer to lobby Concierge for current pool hours. Bay Cove Pool is intended exclusively for *Bay Lake Tower at Disney's Contemporary Resort* Guests. For your safety and enjoyment, diaper-age children are required to wear swim diapers or rubber pants when using any pool at the *Walt Disney World* Resort. Swim diapers are available in our merchandise locations for your convenience. In consideration of others, please do not leave personal items, including pool towels, to reserve pool chairs.

TENNIS

Two lighted hard courts are located adjacent to Bay Lake Tower. Tennis rackets and balls are available at the Marina. Tennis equipment is available to our Bay Lake Tower Guests at Community Hall. Tennis instruction is available by calling 407-621-1991.

SHUFFLEBOARD & BOCCE BALL COURTS

Two shuffleboard and two bocce ball courts are available in the courtyard of Bay Lake Tower. Intended exclusively for *Bay Lake Tower at Disney's Contemporary Resort* Guests.

WATER-SKIING, PARASAILING

Enjoy a day of watersports including Sea Doo's, parasailing, water-skiing, wakeboarding, kneeboarding and innertubing with World Champion Sammy Duvall's professional instructors. Activities for all skill levels are available in one-hour sessions. All excursions depart daily from Sammy Duvall's Water Sports Centre at *Disney's Contemporary Resort* marina. Guests under the age of 14 must be accompanied by an adult. For information and reservations, Touch (407) 939-0754.

CONTEMPORARY TOWER  
1<sup>st</sup> FLOOR

- Contemporary Grounds
- Coffee Bar
- ATM
- The Wave
- Disney's Magical Express Bus Stop

3<sup>rd</sup> FLOOR

- Olympiad Health Club
- Contemporary Salon

4<sup>th</sup> FLOOR

- Chef Mickey's
- Outer Rim Lounge
- Contempo Cafe
- Shopping
- The Game Station Arcade
- Access to Sky Way Bridge
- Access to Monorail
- Observation Deck
- ATM

15<sup>th</sup> FLOOR

- California Grill [check-in located on the 2nd Floor]

- Guest Laundry [2nd Floor]
- Marina: Boat & Cabana Rentals
- Sammy Duvall's Watersports Centre
- Sand Bar
- Bay Pool
- Feature Pool & Water Play Area
- Convention Center
- Business and Package Center
- Bus Stop

BAY LAKE TOWER

(All amenities are exclusive to Guests staying at Bay Lake Tower)

- Bay Cove Pool
- Cove Bar
- Barbeque Pavilion
- Community Hall [1st Floor]
- Guest Laundry [1st Floor]
- Sky Way Bridge [5th Floor]
- Shuffleboard & Bocce Ball Courts
- Disney Vacation Club Information Center
- Top of The World Lounge\* [16th Floor, check-in located on the first floor in the lobby]

\*Top of the World Lounge is available exclusively to Disney Vacation Club Members and their Guests staying at Bay Lake Tower using their Membership.

- Automated External Defibrillator
- Designated Smoking Locations





# DINING

Welcome to a world of dining diversity at Disney's Contemporary Resort. Chef Mickey's, Contempo Café, The Wave and the California Grill offer a wide variety of specialties for you to enjoy.

Your health matters to us. All Resort full-service restaurants offer a variety of healthful items prepared from the freshest product available with reduced salt, sugar and saturated fats. Now you can enjoy your meal and eat sensibly, too. For other special dietary requirements such as sodium-restricted and Kosher meals, please contact the restaurant at least 24 hours in advance. (Operating hours are subject to change.)



## California Grill

for dinner, California Grill emphasizes market-fresh creations all expertly prepared in an on-stage kitchen. Specially selected and limited wines from California's finest estates are available by the glass or bottle to complement your meal. **Serving dinner 5:30 pm to 10:00 pm daily. Lounge**

California Market-Inspired Cooking with a Spectacular View of the Magic Kingdom® Park from the 15th floor of the Contemporary Tower. Experience the unique tastes of the West Coast for dinner, California Grill emphasizes market-fresh creations all expertly prepared in an on-stage kitchen. Specially selected and limited wines from California's finest estates are available by the glass or bottle to complement your meal. **Serving dinner 5:30 pm to 10:00 pm daily. Lounge**

open from 5:00 pm to 11:30 pm. Advanced dining arrangements are strongly recommended. Touch DINING OPTIONS on your in-room phone. Check-in is located on the second floor.

## CHEF MICKEY'S CHARACTER BREAKFAST AND DINNER

Join a host of Disney characters for the ultimate dining experience. Enjoy a delicious unlimited buffet while Chef Mickey and his friends visit you tableside. Located on the 4th floor of the Contemporary Tower, **seating for breakfast is from 7:00 am – 11:30 am.** The dinner buffet features carved roast beef, shrimp and daily specials. **Serving from 5:00 pm – 9:30 pm.** Advanced dining arrangements are strongly recommended. Touch DINING OPTIONS on your in-room phone.



## THE WAVE

Located on the 1st floor of Disney's Contemporary Resort, The Wave is a casual dining table service restaurant that features American cooking blended with world flavors. **Enjoy breakfast 7:30 am – 11:00 am, lunch 12:00 noon – 2:00 pm and dinner 5:30 pm – 10:00 pm.** In addition, a stylish contemporary lounge will set the stage with new world wines and trendy cocktails open daily 12:00 noon to 12:00 midnight.

## CONTEMPORARY GROUNDS

Serving espressos, lattes and flavored coffees. Located in the lobby of the Contemporary Tower. **Open 6:30 am – 5:00 pm.**

## CONTEMPO CAFE

Located on the 4th floor of Contemporary Tower, this casual eatery serves breakfast, lunch, and dinner and features made-to-order sandwiches, salads, and pastas. Breakfast items include waffles, freshly baked pastries, and breakfast cereals. Lunch and dinner offerings include a steakhouse salad, hot turkey sandwich, and assorted flatbreads. **Open daily 6:00 am – 12 midnight.**

## OUTER RIM LOUNGE

Overlooking Bay Lake from the 4th floor of the Contemporary Tower, the Outer Rim Lounge, our Cocktail Lounge, features a full assortment of cocktails. **Open daily from 4:30 pm – 10:00 pm.**

## TOP OF THE WORLD LOUNGE

Located on the 16th floor of Bay Lake Tower, this lounge is a full service bar offering beverages and light appetizers. Check-in located on the first floor in the Bay Lake Tower lobby. Access to the lounge is available exclusively to Disney Vacation Club Members and their Guests staying at Bay Lake

Tower using their Membership. **Regular operating hours for the lounge are from 5:00 pm – 12 midnight daily.**

## SAND BAR

Relax poolside and enjoy cocktails, burgers, deli sandwiches and ice cream in the Marina Pavilion outside of the Contemporary Tower. **Grill side open 11:00 am - 7:00 pm. Bar side open 12:00 noon - 7:00 pm.** Closing hours are subject to change seasonally. (Closed during inclement weather.)

## COVE BAR

Relax poolside and enjoy cold sandwiches, wraps, salads, ice cream and beverages located near Bay Cove Pool at Bay Lake Tower. Cove Bar is intended exclusively for Bay Lake Tower at Disney's Contemporary Resort Guests. **Open daily from 11:00 am – 7:00 pm.** Hours are subject to change seasonally. (Closed during inclement weather.)

## PRIVATE DINING

Enjoy breakfast, lunch or dinner in the privacy of your own room. Please refer to your in-room dining menu for offerings. To ensure the most prompt service, breakfast may be pre-ordered the previous evening by hanging the breakfast order card on the outside of your door. Serving 24 hours. Touch DINING OPTIONS on your in-room phone.

# GUEST SERVICES

## AIRLINE CHECK-IN

You can check your luggage and receive your airline boarding pass right here at our Resort Airline Check-in Desk, located outside of the Contemporary Tower under the Porte Cochere. If you are departing on domestic flights from Orlando International Airport on participating air carriers, you can check in up to 12 but no less than 3 hours prior to your scheduled departure time. For more details, please visit the Resort Airline Check-in Desk between 5:00 am until 1:00 pm.

## ATM

There are two ATMs located in the Contemporary Tower – one behind the escalators in the lobby; the other is on the 4th floor below the monorail platform. ATMs are also located in all four Theme Parks and the Downtown Disney® area.

## BUSINESS AND PACKAGE CENTER

Complete office environment, including personal computers, facsimile machines, copiers, large document reproduction, bindery, wide format of printing, office equipment rentals, shipping services and much more are available 7am-7pm, 7 days a week at Disney's Contemporary Resort Convention Center. Times are subject to change. Copy and facsimile machines are also available at the Concierge desk in the lobby of the Contemporary Tower.

## CHECK-IN

Check-in time is after 3:00 pm for Disney's Contemporary Resort and after 4:00 pm for Bay Lake Tower at Disney's Contemporary Resort. For early travelers, every effort will be made to get you settled in as soon as possible.

## CHECKOUT

Checkout time is before 11:00 a.m. Express checkout is available to Guests with Disney Rewards® Visa® Card, Disney Gift Card, VISA®, MasterCard®, American Express®, Discover®, Diners Club® and JCB. Please inquire at the Front Desk or Touch FRONT DESK on your in-room phone.

## CREDIT CARDS AND PERSONAL CHECKS

For charges incurred during your visit, we accept Disney Rewards® VISA®, Disney Gift Card®, VISA®, MasterCard®, American Express®, Discover®, Diners Club®, JCB, traveler's checks, cash or Disney Dollars. Personal checks drawn on United States banks only with a driver's license and current major credit card will also be accepted as a form of payment. For information, Touch FRONT DESK.

## DISNEY'S MAGICAL EXPRESS SERVICE

If you are utilizing this service and would like assistance transporting your luggage to the motor coach departure location, please Touch LUGGAGE/VALET SERVICE on your in-room phone.

## DISNEY VACATION CLUB

Heard the Best Kept Disney Secret? To discover more about Disney Vacation Club membership, just stop by the information desk located on the 4th floor near Contempo Café, or dial 52 from your in-room phone, or watch Channel 21.

## FACSIMILE

For your convenience, facsimile services are available at the Concierge desk and the Business Center. Service charges for incoming and outgoing facsimiles will be applied. For incoming facsimiles, Disney's Contemporary Resort facsimile number is 407-824-3539.

## FIRST AID

For all emergencies, Touch 911. First Aid centers are located within the Magic Kingdom® Park, Epcot®, Disney's Hollywood Studios™, and Disney's Animal Kingdom® Theme Park and are open during Park hours.

Florida Hospital Centra Care Walk-In Urgent Care Centers are open 8:00 am to 12:00 midnight Monday – Friday and 8:00 am to 8:00 pm Saturday and Sunday. There are many convenient locations, and transportation is provided by Centra Care at no additional charge by dialing 407-938-0650. Many insurance plans are accepted.

In-room medical care services are also available. Touch FRONT DESK on your in-room phone for assistance.

For your safety, special containers are provided, upon your request, by Housekeeping for disposal of hypodermic needles and razor blades.

## GROCERIES

A selection is available at the Fantasia Market on the 4th floor of the Contemporary Tower.

## HOUSEKEEPING

For special services including bed boards, bed rails, extra pillows and blankets, baby cribs (for crib safety information, please contact HOUSEKEEPING), extra hangers, specific cleaning time requests or any sundry items you may require, Touch HOUSEKEEPING on your in-room phone.

Towels placed on the floor or in the tub will be replaced with clean ones. If you would like to use your towels again, place them back on the towel bar. During your stay at most of our resorts, bed sheets are changed every four nights or upon request.

## HOUSEKEEPING SERVICE SCHEDULE FOR DISNEY VACATION CLUB MEMBERS

If you are staying seven nights or less: You will receive trash and towel service on the fourth day of your stay. Trash will be emptied and towels replaced.

If you are staying for eight nights or more: You will receive full housekeeping service on the fourth day of your stay and trash and towel service on the eighth day of your stay. On the twelfth day you will receive another full clean, and on the sixteenth day you will receive the trash and towel service again.

A "start up" selection of amenities has been provided in your vacation home. Additional supplies can be delivered for a nominal fee. Additional laundry soap - \$1.00; additional towels - \$6.00; additional soap and shampoo - \$5.00; and additional coffee - \$3.00.

If you would like additional service, Touch HOUSEKEEPING on your in-room phone. 24 hour notice is required. The charges are as follows:

Trash & Towel service for:  
Studio - \$15  
One Bedroom - \$20  
Two Bedroom - \$25  
Grand Villa - \$35

Full Cleaning service for:  
Studio - \$30  
One Bedroom - \$45  
Two Bedroom - \$60  
Grand Villa - \$75

## ICE

There are ice machines located on each floor of the Contemporary Tower across from the elevators. In the South Garden building the ice machines are located on each floor next to the lobby area and also in the vending areas near rooms 6115, 6215 and 6315. In Bay Lake Tower the ice machines are located near rooms 7427, 7927 and 8427.

## INTERNET SERVICE

High Speed Internet Access is available in every guest room. Consult the information sheet in your room for details, including pricing. Also, wireless internet access is available in the lobbies of the Contemporary Tower and Bay Lake Tower, public areas in the Convention Center, Outer Rim Lounge, The Wave Lounge, Top of the World Lounge and pool areas.

## LAUNDRY AND DRY CLEANING

Laundry bags and laundry lists are located in the closet of each Guest room. For same-day service, laundry will be picked up from your room. Touch HOUSEKEEPING on your in-room phone by 8:30 am for pickup. It will be returned after 7:00 pm. Key To The World Card-operated washers and dryers are located on the 2nd floor of the South Garden building. For Guests and Members staying in Bay Lake Tower there are laundry facilities located on the 1st floor of Bay Lake Tower.

## LOST AND FOUND

For assistance, stop by the Concierge desk located in the lobby or Touch HOUSEKEEPING on your in-room phone.

## LUGGAGE ASSISTANCE

Luggage assistance is available through Bell Services. Touch LUGGAGE/VALET SERVICE on your in-room phone. Gratuity not included.

## MAIL/STAMPS

Mail box located in the Contemporary lobby next to the telephone area and next to Fantasia Market. Stamps are available at Fantasia Market.

## PRINT KIOSK

Visit the PrintPOD kiosks located in the Contemporary Tower lobby and the Bay Lake Tower lobby. Print boarding passes, maps, and driving directions and/or print directly via a USB flash drive or media card right at the kiosk.

## PRIVACY

If you do not wish to be disturbed while in your room, please place the Privacy Please sign outside your door and bolt the special lock to exclude all keys.

## TAXI SERVICE

Touch 407-422-2222

## TRASH & RECYCLE

Trash and recycle facilities are available on select floors to Guests staying at Bay Lake Tower. Please touch HOUSEKEEPING on your in-room phone for assistance.

## VALET PARKING

For assistance with your vehicle, Touch LUGGAGE/VALET SERVICE on your in-room phone. Please have your valet receipt available. Gratuity not included.

## VALUABLES

Key to the World card-operated wall safes are located in every guest room. Safekeeping boxes are also available at the Front Desk.

## Your Key to the World

Your Resort Identification Card identifies you as a Guest of Disney's Contemporary Resort. Please sign it immediately and carry it with you at all times during your stay.

With proper prior authorization, you may use this card to charge (prior to checkout) directly to your Guest account at most shops, restaurants and recreation facilities at the Magic Kingdom® Park, Epcot®, Disney's Hollywood Studios™, Disney's Animal Kingdom® Theme Park and Downtown Disney® Area. It may not be used for charging in the Walt Disney World Swan and Dolphin Hotels.

Your card must be shown prior to participating in recreational activities. This card will also provide you with complimentary parking at the Magic Kingdom® Park, Epcot®, Disney's Hollywood Studios™, and Disney's Animal Kingdom® Theme Park.

Your Resort Identification card may also be valid for admission media. Please check with Concierge for details.

# SHOPPING

Located on the 4th Floor of the Contemporary Tower

## BVG – BAY VIEW GIFTS

Open daily from 8:30 am until 11:00 pm. A perfect spot for all your gift needs. Featuring men's and women's apparel, Contemporary logo items, jewelry, home décor items and sophisticated candy confections.

## FANTASIA

Open daily from 7:30 am until 11:00 pm. Fantasia features a large selection of Disney merchandise for children of all ages including pins, plush toys, children's apparel and accessories.

## FANTASIA MARKET

Open daily from 7:30 am until 11:00 pm. Fantasia Market features film, gifts, alcoholic and non-alcoholic beverages, snacks, newspapers, magazines, books, tobacco products, non-prescription drugs, and some grocery items.

Disney's Contemporary Resort is a smoke-free environment except for designated outdoor smoking locations. A \$250 - \$500 room recovery fee, plus tax, will be charged for smoking in Guest rooms, on balconies, or on patios.

If you want to rub noses with some of your favorite

Disney Characters,  
go to your Lobby Concierge now.



Your Every Day Magic™



## Become a Cardmember and enjoy:¹

- ♥ Cardmember Character Meet 'N' Greet Photo Opportunity
- ♥ 10% savings on select merchandise purchases of \$50 or more at select locations

Apply with your Lobby Concierge now. Get a \$100 statement credit after first use.²,³

¹ Offers subject to change without notice. Use a valid Disney Rewards Visa Credit Card, Disney Rewards Debit Card, and/or Disney Rewards Redemption Card for special offers or entry into the Character Meet 'N' Greet Photo Opportunity. Must mention the offer to receive the merchandise discount. Not valid in combination with other offers, discounts, promotions, or with any previous purchase. Minimum purchase and/or separate Theme Park admission may be required. Offer elements, including but not limited to participating locations, are subject to availability, and additional restrictions, and may change or be canceled without notice. Please visit DisneyRewardsParkBenefits.com for full terms and conditions.

² This offer is limited to a one-time award of a statement credit for new cardmembers after approval of your application for a Disney Rewards Visa Card and first purchase/first use of the card. First purchase/first use includes purchases, balance transfers, any checks that are used to access your account, and excludes cash advances. You must apply at a select Walt Disney World® Resort Concierge location to be eligible for this offer. First-time cardmembers only. New cardmembers responding to this offer may not be eligible for other new cardmember premiums. Please allow 6 to 8 weeks for the statement credit to post to your account after your first purchase/first use of the card.

³ Allow 24–48 hours for delivery; must be a guest at the resort from which you are applying. Disney Rewards Visa Card available to U.S. residents only, 18 and older (except in Alabama and Nebraska—age 19 and older) and subject to credit approval. Restrictions and limitations apply. Disney Rewards Visa Card is issued by Chase Bank USA, N.A. SM, © Disney