



# Memory Maker

A Disney PhotoPass® Product

All your Disney memories for one price!



Memory Maker includes photos taken during the Memory Maker window and linked to the Memory Maker guest's Disney account. A Magic Band is required to receive certain attraction photos and other digital content. Photos and other digital content will expire pursuant to the expiration policy at <https://mydisneyphotopass.disney.go.com/help-and-support>. Valid theme park admission required for certain photo locations. Memory Maker is subject to Memory Maker terms and, if applicable, Family & Friends terms at <http://disneyworld.disney.go.com/media/park-experience-terms-and-conditions.html>. Not responsible for missing, lost or damaged photos.

## Link

Memory Maker must be linked to your My Disney Experience profile before you can begin to download your memories.

The Memory Maker entitlement can only be linked to one guest profile, but can be reassigned to someone else at any time prior to redemption.

- Go to [disneyworld.disney.go.com/link/memory-maker](https://disneyworld.disney.go.com/link/memory-maker) and follow the instructions for how to link your Memory Maker entitlement.
- You will then enter your Memory Maker ID, MagicBand ID or Ticket Order Number. If you purchased Memory Maker as part of a vacation package you will need to link your reservation to your account.

## View

- View your *Disney PhotoPass* photos by clicking the View Photos link found on your My Disney Experience home page or at [www.MyDisneyPhotoPass.com](https://www.MyDisneyPhotoPass.com).
- Don't forget: you can also claim any photos you had associated to *Disney PhotoPass* cards. Just look for the Claim Photos link found at [www.MyDisneyPhotoPass.com](https://www.MyDisneyPhotoPass.com).

## Download

- Be sure to download your photos and other digital content before they expire!**

You can download each photo and other digital content as you view them throughout your vacation, or click the Download All button on the Memories tab of the [MyDisneyPhotoPass.com](https://www.MyDisneyPhotoPass.com) website.

## Expiration

- Disney PhotoPass Photos, dining photos, attraction photos, and other digital content in your account will expire **45 days from the date the photo was taken**.
  - Expiration date for each photo is shown in the bottom right corner of the photo.

## MEMORY MAKER FAQ

### 1. Can my Memory Maker entitlement include my travel party's photos?

**A:** Absolutely! If other guests choose to share their photos taken during your Memory Maker window with you through My Disney Experience Family & Friends, you will have the ability to download those photos (photo sharing rules subject to change).

### 2. How do I receive my attraction photos?

**A:** If you have a MagicBand linked to your My Disney Experience profile all attraction photos will be automatically associated to your profile.

If you do not have a MagicBand associated to your My Disney Experience profile you will simply need to stop by each attraction's Sales Counter after you finish riding a participating attraction. You have 24 hours after riding to associate the photo to a Memory Maker card or *Disney PhotoPass* card.

### 3. Does Memory Maker include any physical prints/products?

**A:** Memory Maker is a digital-only entitlement. You can visit [www.MyDisneyPhotoPass.com](https://www.MyDisneyPhotoPass.com) to purchase prints, Disney Photo Gifts and other products using your Disney memories.

### 4. Some of my photos are missing from my account on My Disney Experience. What do I do?

**A:** Please be sure to link your Memory Maker entitlement to your My Disney Experience profile, and claim any Disney PhotoPass Cards you may also have. If you still don't see your photos, contact the Disney PhotoPass Guest Support team by calling 407-560-4300 or you can fill out a missing photos form at [mydisneyphotopass.disney.go.com/help-and-support](https://mydisneyphotopass.disney.go.com/help-and-support).

## HELP AND SUPPORT

**Need help with your My Disney Experience account or Magic Bands? Call our Support team at 407-939-4357.**

**Need help with your Memory Maker photos? Call our Guest Support team at 407-560-4300.**