

## Frequently Asked Questions

**Q: What is Disney MaxPass?**

A: With the new Disney MaxPass feature, it's now more convenient to make and share memories when you visit. That's because this exciting new feature combines unlimited Disney PhotoPass downloads with the convenience of digital Disney FASTPASS.

**Q: I used to be able to select a FASTPASS in Disneyland, then go across and select one at Disney California Adventure. Why did that stop?**

A: With the expansion of FASTPASS, we consolidated distribution to one system; therefore, now you can select a FASTPASS wait time for one attraction at a time. Show tickets for Entertainment offerings are not affected.

**Q: Does every member of my party have to buy Disney MaxPass?**

A: Yes. Disney MaxPass is associated with an admission ticket. Anyone can view, cancel and redeem their FASTPASS selections in the Disneyland App, without additional purchase. The ability to reserve FASTPASS selections from the Disneyland App however, is only available by purchasing Disney MaxPass for the full party wishing to access those features.

**Q: Do I have to pay to use Disney FASTPASS Service?**

A: No. Guests who choose to not purchase Disney MaxPass may continue to make their FASTPASS selection in person at the attraction's FASTPASS kiosk.

**Q: Can multiple Disney MaxPass purchases be managed from one device?**

A: Yes. Through the Disneyland App, each admission ticket can be scanned on one device to manage your party together. Recommended party size is eight or fewer Guests.

**Q: I'm visiting from out of the country and do not have data on my device. Do I need to connect to Wi-Fi in order to use the Disneyland App?**

A: Yes - by following the connection tips and accepting the terms and conditions, you'll be able to use the Disneyland App when in range of a hot spot.

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**Q: Does every member of my party have to get the same FASTPASS?**

A: No. Disney MaxPass is associated with an admission ticket, so each person can book a different attraction if they desire. For instance, some family members may have restrictions that prevent them from riding an attraction (height/age requirements), and could book another attraction instead.

**Q: What if my phone dies?**

A: Guests don't need a phone to redeem a FASTPASS. The access point can scan the barcode from either a phone or admission ticket. Guests can also recharge their phones via charging lockers on Main Street, U.S.A. & Buena Vista Street, or purchase a Fuel Rod charging device.

**Q: Can I get a FASTPASS via Disney MaxPass and via a kiosk?**

A: Yes, but you can still only have one attraction FASTPASS at a time, whether you get the FASTPASS via Disney MaxPass or a kiosk.

**Q: Do I need to purchase Disney MaxPass to view upcoming FASTPASS selections in the Disneyland App?**

A: No. Any Guest may view, cancel and redeem FASTPASS selections by linking their park tickets to the Disneyland App.

**Q: What if I buy Disney MaxPass and no FASTPASS times are available?**

A: Experience availability is not guaranteed, and Guests planning to use Disney MaxPass are strongly advised to consult FASTPASS return times in the app before purchasing.

**Q: Can I add Disney MaxPass to my annual passport halfway through the year?**

A: Yes. Annual Passholders can purchase the annual Disney MaxPass at any time and it will be valid until they renew their pass. It is not prorated or discounted.

## Attractions with Disney FASTPASS Service

Disneyland Park	Disney California Adventure
Adventureland Indiana Jones Adventure	Cars Land Radiator Springs Racers
Critter Country Splash Mountain	Condor Flats Soarin' Around the World
Fantasyland Matterhorn Bobsleds (NEW!)	Grizzly Peak Grizzly River Run
Frontierland Big Thunder Mountain Railroad	Hollywood Land Guardians of the Galaxy – Mission: BREAKOUT!
New Orleans Square Haunted Mansion	Paradise Pier California Screamin' Goofy's Sky School Toy Story Midway Mania (NEW!)
Tomorrowland Buzz Lightyear Astro Blasters Space Mountain Star Tours: The Adventures Continue	
Mickey's Toontown Roger Rabbit's Car Toon Spin	
For Guests who do not purchase Disney MaxPass, the "classic" process of pulling a return time from in-park kiosks will remain.	
Entertainment with Disney FASTPASS Service	
FASTPASS selections for entertainment offerings are unavailable through the Disneyland App. Please visit the in-park FASTPASS distribution location to make your selection.	
Entertainment offerings subject to change. ©Disney	

## Pocket Guide to



Available within the  
Disneyland App!

Disney MaxPass includes unlimited downloads of  
Disney PhotoPass images as well as the ability to select  
a FASTPASS right from a mobile device.

### How to purchase Disney MaxPass:

1. As an add-on to your ticket when purchased at the box office, Disneyland.com or the Disneyland App.
2. Through the Disneyland App as an upgrade to your ticket once you've entered the park.

**\$15 per ticket, per day**

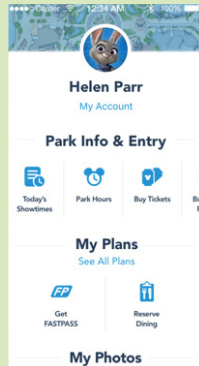
**Annual Passholders may add Disney MaxPass to their pass for \$100**

*\*Disney MaxPass is an included benefit with Signature Plus and Premier pass types.*

## 1. Get Set Up

Download the Disneyland App and sign into a Disney account. Annual Passholders and Guests who have purchased tickets online should already have an account. Some Guests may need to create an account before getting started.

### Profile Page/My Account



#### The main point of access for tickets, FASTPASS, PhotoPass and more!

Here, Guests can:

- Purchase, add and view park tickets, and create a FASTPASS party.
- View the next available FASTPASS time.
- Link, share and download photos by purchasing Disney PhotoPass products or activating Disney MaxPass benefits.

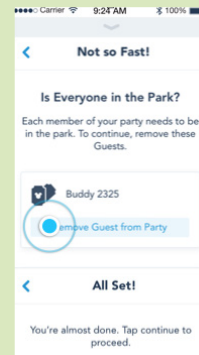
## 2. Create a FASTPASS Party

Link tickets and passes by scanning the ticket or pass barcode with the device's camera. Tap "Enter the ID number" to manually enter the barcode number if the image fails to scan.

*By naming tickets, keeping a FASTPASS party organized will be easy. Guests will not be able to add or modify ticket names within the Disneyland App on their own if they choose not to at this step.*

## 3. Upgrade to Disney MaxPass

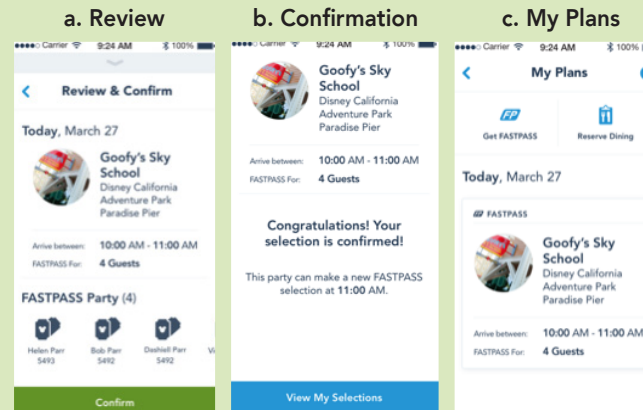
The ability to select FASTPASS through the Disneyland App is only available to Guests with a ticket with Disney MaxPass. Each Guest in the FASTPASS Party needs to purchase Disney MaxPass.



*All Guests wishing to make a FASTPASS selection must have entered the park for the day. Tap "Remove Guest from Party" to remove any ticket that is not in the park. That Guest may make a FASTPASS selection once they enter the turnstile for the day.*

## 4. Make a FASTPASS Selection

Guests with Disney MaxPass will be able to select the next available FASTPASS time in the Disneyland App from a list of eligible attractions and times. Guests using a Park Hopper ticket with Disney MaxPass may select for either park, regardless of the park they are in at the time.

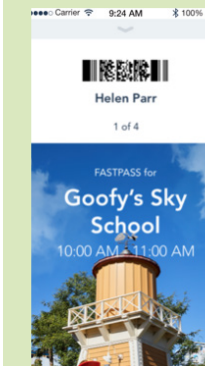


*Remember: Guests with Disney MaxPass can enjoy unlimited PhotoPass downloads! Photographers can be located in the Disneyland App, and Guests can download their photos up to 45 days after their visit. It may take 24 hours for photos to be available in a Guest's account.*



## 5. Redeeming FASTPASS with the Disneyland App

Tap "Redeem FASTPASS" on the "My Plans" screen. A FASTPASS barcode will be displayed.



*Swipe left or right to switch between members of the FASTPASS Party. Guests will need to scan once for each member of the party.*

Valid FASTPASS will prompt a green flash.



Tickets requiring Cast Member assistance will prompt a blue flash.

