

Disney PROGRAMS RESOURCE GUIDE



For additional information, visit Support.DisneyPrograms.com

[@DisneyProgramsLife](#) [DisneyProgramsBlog.com](#)

WELCOME, new participants!

The Disney Programs team welcomes you to *Walt Disney World*® Resort! Your program is a once-in-a-lifetime opportunity, but it takes your efforts and active participation to make the most of your experience.

Our commitment is to provide:

- A safe, supportive and inclusive environment
- Hands-on legendary guest service training to make you successful in your role
- Career-launching development opportunities and tools to build your own network

Your commitment is to:

- Honor, respect and be accountable for your daily responsibilities
- Be an active participant and take pride in your work every day
- Take ownership in your own personal and career development
- Make unforgettable moments with our Guests and your fellow participants

With these commitments in mind, make sure you use each and every day as an opportunity to shine!

To help you get settled in your new home, we have created this Program Resource Guide. Within these pages, you will find information and resources to help you be successful on your program.

Thank you for joining us, and we hope you have a wonderful



TABLE OF CONTENTS

OUR VALUES & PHILOSOPHY 4

RESOURCES

Program Support 6

Stay in the Know 7

Cast Member Resources 8

Health and Wellness 9

Make Connections 9

ATTENDANCE POLICY, SCHEDULING & DISCIPLINARY PROCEDURES

Calling in for Your Shift 10

Scheduling (Workforce Management) 12

Northlane Payroll Card 14

EVENTS, LEARNING OFFERINGS & ACTIVITIES

Learning, Academic & School Support 15

Program Offerings and Events 15

DISNEY INTERNATIONAL PROGRAM

Immigration Compliance 17

J-1 Cultural Exchange Visitors – Mandatory Monthly Requirement 21

WHAT'S NEXT?

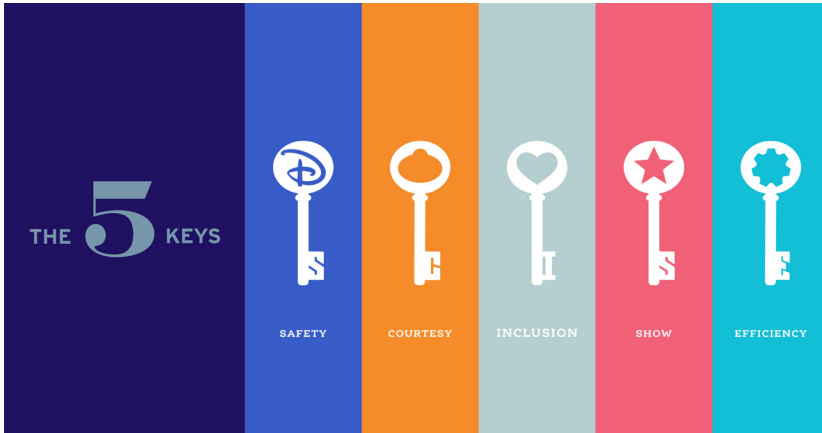
POST-PROGRAM OPPORTUNITIES

Continuing with Disney After Your Program Ends 23

..... 24

*All information in this booklet is subject to change.

OUR VALUES & PHILOSOPHY



We believe **inclusion** is the heart of everything we do.

We understand that in order to make magic for everyone, we must include everyone. At Disney, we are cultivating an environment where all people feel valued, welcomed and appreciated for their unique life experiences, perspectives and cultures. An environment that celebrates allyship and support, where diverse views and ideas are both sought after and valued as critical contributions towards our collective success.

See some of the resources our teams at Disney have created to help ensure all of our Cast Members feel welcome, valued and appreciated:



REIMAGINE TOMORROW

The Walt Disney Company is proud to introduce its first platform for amplifying underrepresented voices and untold stories: ReimagineTomorrow.Disney.com

This site was created to share the ways we are focused on increasing representation in our workforce and content around the world. Stories affect how we see ourselves and each other. At Disney, we are championing the importance of accurate representation in our content and workforce, and this site celebrates employees, talent, innovators, dreamers, young creators and doers.



OUR VALUES & PHILOSOPHY



DISNEY BELONG

At Disney, everyone Belongs.

[Belong.disney.com](https://belong.disney.com)* is an internal digital destination where employees can connect, share, learn and be inspired by our commitment to Diversity, Equity & Inclusion (DEI).

The site includes:

- Profiles of our employees and cast members around the world and their work
- Easy access to information about business employee resource groups (BERGs)
- Updates about DEI events around the Company.

DIVERSITY & INCLUSION

Once you have access to the HUB*, you can learn more about and enroll in a BERG (Business Employee Resource Group), access tools and resources and see upcoming holidays and events on the [DPEP Diversity & Inclusion HUB site](#).

We encourage you to connect with your Florida-based colleagues and/or Business Employee Resource Groups (BERGs) to hear about their experiences. BERGs are formed around a shared identity, interest or pursuits. These employee-led groups bring together employees for insights, support, career development and community engagement. All colleagues are welcomed and encouraged to join.

*Please note: only Disney Cast Members may access the HUB. For additional information regarding access, please see your leader.



RESOURCES

PROGRAM SUPPORT

DISNEY PROGRAMS OFFICE

The Program Experience Team is a resource for participants who require support regarding any aspect of their program. The office is open M-F (excluding certain holidays).

Some of their services include:

- Help with questions, suggestions or concerns about your program
- Social Security card pick-up
- Payroll card questions and support
- Early release/departures
- Miscellaneous questions

You can find our team at the Disney Programs Office Desk on the first floor of Apprentice Hall.

MAIN PHONE LINE: 407-794-1590

PROGRAM ADVISOR

Your Program Advisor is a member of our Program Experience team who works in the Disney Programs Office. They are here to provide you with support throughout your program and is your main point of contact on the Disney Programs team. Before arriving for your program, you will receive an email from your assigned Program Advisor.

DISNEY PROGRAMS SUPPORT SITE

[Visit Support.DisneyPrograms.com](https://support.disneyprograms.com) for FAQs on a number of different Disney Programs-related topics, helpful articles and much more! If you have a question that isn't answered in our FAQs, you can submit your question and a member of our team will respond.

PROGRAMS CHAMPIONS

Programs Champions are frontline leaders and executives in our Parks and Resorts who serve as a champion and point of contact for Disney Programs participants. Programs Champions maintain their day-to-day leadership responsibilities, in addition to answering programs-related questions, educating fellow leaders on the components of the program and listening to feedback from participants. You can see a list of current Champions in your work area on the Disney Programs HUB Site.



FLAMINGO CROSSINGS VILLAGE (ACC)

ACC owns and manages Flamingo Crossings Village (FCV). The FCV team is a great resource for any housing-related questions concerns.

You can find them at both Flamingo Crossings East and West, on the first floors of the Community Centers.

Their desks are open 24/7 (excluding certain holidays).

MAIN PHONE LINE: 407-794-1591

STAY IN THE KNOW



Find the latest activities calendar on [DORMS](#) – this is where you will be able to see learning experiences, trips and other offerings.

SOCIAL MEDIA



Stay up to date on the latest Programs news by following our participant-focused [Instagram](#) and [TikTok](#) accounts. There you will find updates, news, event coverage and more.



Don't forget to tag us and use [#DisneyPrograms](#) so we can follow along with your adventures, too!



You can also find us on [YouTube](#).



CAST MEMBER RESOURCES

THE HUB

The HUB* is The Walt Disney Company intranet, a Cast Member's one-stop shop for real-time company news, Guest information, work resources, Cast Member-only offerings and more. You can also use the HUB to:

- View your paycheck and record card
- Sign up for voluntEAR opportunities
- Utilize learning and training tools
- See company news and announcements
- Access exclusive offers, discounts and unique Cast-only opportunities

You can also access most of this information via the **Cast Life app**, which you can download on your phone.

Once you have access, it is critical you keep your address and personal information up to date to ensure timely delivery of important company documents.

In addition to these resources, you're always welcome to contact your local leader or the Disney Programs team.

*Please note: only Disney Cast Members may access the HUB. For additional information regarding access, please see your leader.



HEALTH AND WELLNESS

MENTAL HEALTH & COUNSELING



The Employee Assistance Program (EAP) offers a confidential counseling service to assist Disney Cast Members* with workplace issues as well as personal and family problems.

On-site appointments at Flamingo Crossings Village:

The Disney Programs office offers EAP appointments on site on select days of the week. To make a counseling appointment or for more information, call: 407-753-7788.

*Operating participants should contact their leader or HR manager in their work location for appropriate resources.

ADVENTHEALTH CENTRA CARE (URGENT CARE)

Centra Care provides complimentary transportation to residents at Flamingo Crossings Village.

PHONE: (407) 465-0846

WEBSITE: centracare.adventhealth.com/urgent-care

ADDRESS: 8201 W Irlo Bronson Memorial Hwy, Kissimmee, FL 34747

FITNESS CENTERS & RECREATION

All Flamingo Crossings Village residents have full access to the various fitness areas throughout the property, and you are encouraged to take advantage of them during your program. This includes the 12,500 sq. ft. 24-hour fitness center on the second floor of the Community Center, as well as our various resort-style pools, basketball court and sand volleyball court.

MAKE CONNECTIONS

BUSINESS EMPLOYEE RESOURCES GROUPS (BERGS):

BERGs are employee-led groups open to all Cast Members and are key partners in helping to create an inclusive culture at Disney. BERGs are formed around a shared identity, interest or pursuits. For additional information about any of our BERGs and how to get involved, visit DTools HR on the Hub and search >> Business Employee Resources Groups.

*Operating participants should contact their leader or HR manager in their work location for appropriate resources.



ATTENDANCE POLICY, SCHEDULING & DISCIPLINARY PROCEDURES

The following are work and attendance standards for all Disney College Program, International College Program (Work/Travel and J-1 Academic Program Cast) and Culinary College Program Cast Members.

PLEASE NOTE: we aim to keep this document as up to date as possible, but know that rules and guidelines are always subject to change. If you have questions, we always encourage you to speak with your leader.

CALLING IN FOR YOUR SHIFT

All absences in which a Cast Member follows the appropriate call-in process should be notated as a call-in or call-sick.

WHEN TO CALL IN

Call-ins and call-sicks should be completed at least 30 minutes prior to the start of a shift to allow for proper coverage to support our Guests and operation and should be for a legitimate reason or illness.

DISCIPLINARY PROCEDURES

- Attendance and clocking discipline progression states three (3) reprimands prior to termination. Termination should occur when the fourth (4) reprimand is due.
- Policy and procedures discipline progression states two (2) reprimands can be issued, and termination occurs when the third reprimand is due.
- Clocking, attendance and disciplinary reprimands are never combined.

CONSECUTIVE ABSENCES

- Each absence will be notated as a separate point on the Cast Member's record card.
- Excessive attendance notations may be subject to discipline, not excluding termination.
- Please contact your leader if you are out sick for more than one (1) consecutive day.
- Participants cannot exceed ten (10) consecutive workdays without working a shift (based on a five-day, 40-hour workweek), exceeding 14 consecutive days. Participants with absences exceeding ten (10) workdays will be separated as a break program/restricted rehire.
- It is the participant's responsibility to ensure they do not exceed ten (10) consecutive workdays without working a shift.

ABSENTEEISM STANDARDS

3 points in any 30 days = reprimand Call-in, call-sick, no-show, late*

6 points in any 90 days = reprimand Call-in, call-sick, no-show, late*

9 points in any 180 days = reprimand

12 points in any 365 days = reprimand

*A tardiness of more than two (2) hours will count as one (1) point. A tardiness of two (2) hours or less will count as one-half (1/2) point.

ABSENTEEISM DISCIPLINE

3 consecutive no call / no show = termination

Discipline: 3 attendance reprimands prior to termination (termination on issuing of 4th attendance reprimand)

CLOCK IN/ CLOCK OUT STANDARDS

3 points in any 30 days = reprimand

6 points in any 90 days = reprimand

9 points in any 180 days = reprimand

12 points in any 365 days = reprimand

Failure to clock in OR failure to clock out = ½ point. Failures to clock in AND out for same shift = 1 point.

CLOCKING DISCIPLINE

Discipline: 3 clocking reprimands prior to termination (termination on issuing of 4th clocking reprimand)

PERFORMANCE/JUDGEMENT DISCIPLINE PROGRESSION

1st violation = reprimand #1

2nd violation = reprimand #2

3rd violation = termination (upon issuance of the 3rd reprimand)

THE FOLLOWING ATTENDANCE-RELATED VIOLATIONS ARE GROUNDS FOR TERMINATION

- Calling in or calling sick for a scheduled shift and visiting Walt Disney World Resort as a Guest or attending a company or Programs-sponsored event on the same day.
- Excessive tardiness or absenteeism, three days of unreported absence, or failure to return to work from a leave or vacation.

SCHEDULING (WORKFORCE MANAGEMENT)

The Workforce Management team is here to support you behind the scenes and make sure the operation is running smoothly. Please utilize them to assist with your pay, schedule, record card and more!

CAST MOBILE APP OR LABOR SERVICE CENTER

You can submit a request 24 hours a day through the Cast Mobile app or Labor Service Center (line of business specific) from work or home and track the status of each request.

Use it for:

- Viewing your schedule
- Requesting time off
- Exchanging shifts with other Cast Members (Shift Trade)
- Adding additional availability
- Picking up additional shifts (Shift Pick-Up)
- Calling out or late for your shift

Additional Details:

- You may request unpaid days off for dates through the next calendar quarter. Within the open request window, please submit your requests for time off at least three weeks prior to the date(s) you are requesting.
- You will be eligible to request unpaid time off using the Cast Life app; number of eligible days is based on the length of your program.
- You will receive a response to your request within one (1) day of submittal.
- If you don't receive a response by then, you are welcome to contact the Labor Service Center at (407) 939-5226, option 1, and then option 2 for scheduling.
- Requests for next-day shift changes must be submitted prior to four (4) hours from shift start or noon the prior day (Line of Business specific).



SHIFT PICK-UP MODULE

- The Shift Pick-Up module is a very important tool for our Cast and company. It helps us make sure that we have enough Cast Members working to provide our Guests exceptional service across Walt Disney World Resort property.
- It also provides Cast Members with an opportunity to earn extra money, experience working in different locations, and network with additional Disney leaders.
- The module is located on the Schedules and Time module on the HUB via the Cast Mobile tile.

Depending on your visa classification and/or requirements of your education component, Programs Cast Members may be ineligible or have limited eligibility for shifts posted on the Shift Pick-Up module. Please contact your leader or your scheduling team for more details.

If you have any questions about the Shift Pick Up-module, you can also call the Labor Service Center at 407-939-5226 and select option 1 and then 2 for scheduling.

LABOR SERVICE CENTER (407) WDW-LABOR

- Phone Number 407-939-5226 operates from 8 a.m.-4:30 p.m.
- Time Team (paycheck issues): Option 1
- Scheduling (schedule questions, time-off requests, availability updates): Option 2, select language, and then select option for your line of business
- Labor Administration (record card questions): Option 1

Here are some steps you can take to make sure that you are paid correctly and on time:

- View your schedule and authorized time daily on the HUB >> Schedules and Time >> Cast Mobile
- View your online pay stub each Monday after 9 a.m.
- Report any issues you see with your pay to your leader immediately
- Call the Time team with any additional pay questions or concerns



NORTHLANE PAYROLL CARD

*People who do not set up a direct deposit will have funds issued via live check. A Paycard can be opted into in lieu of either a live check or direct deposit.

WHAT IS A PAYROLL CARD?

-A payroll card is a Mastercard-branded, stored-value card issued to you to provide convenient low-cost access to your pay. This debit card may be used to shop anywhere Mastercard is accepted.

HOW DO I GET PAID?

- Pay will be directly deposited to your payroll card every Thursday.
- Your final pay will be directly deposited onto your payroll card the Thursday after your program ends.

HOW DO I KEEP TRACK OF MY MONEY?

- Website: <https://login.northlane.com/>
- Phone numbers (also referenced on the back of all payroll cards): 866-326-8689 (toll-free) for calls within the US.
- Free text alerts (to receive your balance).

WHAT IF I LOSE MY CARD?

- Report your card lost/stolen by calling 866-326-8689.
- The balance from your old card will be transferred to your new card immediately.

CAN I SET UP DIRECT DEPOSIT TO MY HOME BANK ACCOUNT?

- Yes, you can change your direct deposit to your bank account on the HUB >> DTools HR >> Direct Deposit/PayCard.
- If you have questions regarding how to arrange your direct deposit, please contact Global HR Operations at 321-939-7000.

EVENTS, LEARNING OFFERINGS & ACTIVITIES

During your Program, you'll be given the opportunity to participate in exciting events, offerings and activities just for Disney Programs participants. Everything we do is designed to provide a memorable moment for YOU.

Some things to look forward to include:

LEARNING, ACADEMIC & SCHOOL SUPPORT

Our Program Experience team strives to create uniquely Disney learning experiences for our participants. Some of these include:

- Networking events, panels, and speaker series
- Career development classes and sessions
- Experiential tours and immersive only-at-Disney experiences

Many of our participants choose to take classes with their colleges or universities while participating on their program. If you choose to do this, know that we want to make sure you are set up for success. We have created resources you can utilize, including:

INDEPENDENT STUDY HALL: this opportunity provides dedicated study time each week to complete assignments for your online courses and ensures you have scheduled time off from work. This study time may consist of up to two blocks of time per week.

EXAM PROCTORING: These services are available to those participants needing to complete a proctored exam or assignment. Proctoring services are available by scheduled appointments only.



PROGRAM OFFERINGS AND EVENTS

Our Program Experience team strives to create unique and special experiences just for our Disney Programs participants. Some of these opportunities include:

- Trips to local events, beaches, cultural activities and more across Central Florida
- Special character meet-and-greets
- End-of-program celebrations and graduation events

Residents of Flamingo Crossings Village have the opportunity to enjoy even more fun activities and events during their program, right outside their front door! Organized by American Campus Communities (ACC), these offerings are only for our participants who live onsite, and include:

- Poolside movie viewings
- Themed social events
- Snack bars and special treats
- Crafts and creative activities
- Contests, games and fun challenges
- And so much more!

TO LEARN MORE ABOUT ALL UPCOMING EVENTS AND ACTIVITIES:

- Check the DORMS Activities Calendar throughout the month
- Read your email for program-related updates and newsletters every Friday
- Follow us on Instagram at @DisneyProgramsLife
- Reference our printed calendar that is delivered to your apartment each month



DISNEY INTERNATIONAL PROGRAM

IMMIGRATION COMPLIANCE

YOUR RESPONSIBILITIES AS A NONIMMIGRANT VISA HOLDER

Please read this information carefully. It is your responsibility to maintain compliance with United States Immigration laws during your stay. Should you have any questions regarding your non-immigrant status or documents (passport, I-94, visa, DS-2019 or I-797) during your program, please contact the Walt Disney World Immigration Compliance Office via email, WDW.IC@disney.com. When not in use, it is encouraged that you keep your travel documents (passport, I-94, DS-2019, I-797) stored in a locked storage compartment in your apartment.

PASSPORT

- Your passport should be valid for the entire length of your stay in the United States. (Note: Citizens of certain countries are required to have passports valid for the entire length of the stay in the United States plus six months.)
- If your passport expires during your program or is lost or stolen, you must contact your country's embassy/consulate in the United States and follow their procedures to obtain a new passport. If lost or stolen, a police report may be necessary to obtain a replacement passport. It is recommended that you keep a scan or electronic copy of your travel documents (passport, visa, I-94, DS-2019, I-797) for your records.



VISA

- You may only work for the company sponsoring your visa.
- Your visa controls how many times you may enter the United States before the printed expiration date. Depending on your country of citizenship and visa classification, your visa will be marked “M” (for multiple entries) or will specify the maximum number of entries permitted with a number.
- You will not be able to leave and re-enter the United States once your maximum number of entries has been reached or if your visa has expired. Visas are not always valid for the entirety of each program.

If your visa is not sponsored by Walt Disney Parks and Resorts, U.S., Inc., you should contact your sponsor for any visa-related questions. For J-1 visa holders, your sponsor’s contact information is listed on your DS- 2019.

ELECTRONIC I-94 ADMISSION DOCUMENT

- You were electronically entered into the U.S. Customs and Border Protection records or you were issued a physical I-94 card when you entered the U.S. The I-94 Admission document is critical to your lawful presence in the U.S. It contains both an “admit until” date (Q-1 – will have a date listed and the “admit until” date for a J-1 should be listed as D/S) and your visa classification.
- Entry and departure dates are recorded electronically by U.S. Customs and Border Protection. You will be required to print out this information for your employment upon arrival by visiting the website: <https://i94.cbp.dhs.gov/i94/#/home> using the information listed on the biographical page in your passport.



INTERNATIONAL TRAVEL

- Prior to booking international travel, you must request and be granted time off from your managers or scheduling.
- It is your responsibility to ensure that your travel documents are in order before international travel.
Please make sure that:
 - Your passport is not expired.
 - Your visa is valid for your entire intended travel time. Please note your visa may expire prior to the end of your program.
 - Your visa lists “M” for multiple entries. Remember if you have a “1” listed in the entries field, you have already used this entry and you will not be able to re-enter the United States with this visa.
- If your visa is expired and/or you do not have any available entries left and you need to travel internationally during your program, you will need to make an appointment in advance at an United States Embassy/Consulate abroad to apply for a new visa.
- Be sure that you have proper documentation to enter the country you are planning to visit. Depending on your country of citizenship you may require a visitor visa. Please contact the embassy of the country you are planning to visit for more information.
- J-1 Cultural Exchange Visitors must have their DS-2019 signed authorizing international travel.
 - Walt Disney Parks and Resorts U.S., Inc. sponsored visa - Please set up an appointment with Immigration Compliance to have your DS-2019 signed for international travel. It is recommended that you set up an appointment at least 1–2 weeks prior to international travel by emailing WDW.IC@Disney.com.
 - Visas sponsored by external organizations or universities – You will need to contact your visa sponsor prior to traveling. Contact information is found on your DS-2019. You must allow time to get your DS-2019 to your sponsor and time to receive it back if they are not local.



RETURNING FROM INTERNATIONAL TRAVEL

- Each time you enter the United States, you must check your electronic I-94 admission at <https://i94.cbp.dhs.gov/i94/#/> home or your I-94 card (if applicable) to ensure that it reflects your proper visa classification and the correct “admit until” date. If you feel that there is an error, you must contact the Walt Disney World Immigration Compliance department so your documents can be reviewed and determination can be made if a correction is needed. If everything is correct, no further action is needed.

TRAVEL AFTER YOUR PROGRAM

- Q-1 Cultural Representatives - Upon satisfactory completion of your program, you must leave the United States on or before the “admit until” date on your I-94 card OR within 30 days beyond the program’s end date, whichever date comes first.
- J-1 Cultural Exchange Visitors - Upon successful completion of your program, you must leave the United States no later than 30 days after the validity end date listed on your DS-2019 document.

If you choose to end your program early or your employment is terminated, you must depart the United States within 24 - 48 hours. U.S. Citizenship and Immigration Services (USCIS), Department of State and U.S. Immigration and Customs Enforcement (ICE) will be notified that your employment has ended.

IT IS YOUR RESPONSIBILITY TO LEAVE THE UNITED STATES IN A TIMELY MANNER.

It is extremely important that you depart the United States within the allotted travel period as overstaying your time may result in the following negative consequences:

- Negative impact on your visa status and future ability to travel to the United States.
- Possible jail time and deportation.
- Puts future Disney Programs at risk for citizens of your country.



J-1 CULTURAL EXCHANGE VISITORS - MANDATORY MONTHLY REQUIREMENT

The U.S. Department of State requires J-1 Cultural Exchange Visitors to participate in two-way communication with their visa sponsor and to report a cultural activity that highlights United States culture each month. It is your responsibility to fulfill and document this monthly requirement no later than the last day of each month of your program. Failure to do so could result in discipline not excluding termination from your program and a no-rehire status which could prevent future employment with any Disney-owned company.

Cultural activities are reported through DORMS.Disney.com. Acceptable cultural activities are 2–3 sentences in length at minimum and describe in detail what you did, who you experienced it with, how it was unique, where it took place and what made it a cultural event for you. As defined by the U.S. Department of State, a diverse range of experiences, including meals or activities with U.S. citizens and Disney Programs sponsored activities, qualify as a cultural activity, and there are multiple ways in which you may fulfill your requirement each month.

Examples include:

Disney Programs-sponsored activities (an updated list is available through the DORMS calendar)

- Museum or historic sites/landmark visits
- State or National Parks
- Sporting events, concerts, theater performances and movies
- Shopping excursions
- Meals with American citizens

Theme Park experiences do not qualify. Cultural activities should take place outside of the work environment. One word entries and vague entries are not acceptable.



While it is YOUR responsibility to enter a monthly cultural activity, email reminders will be sent on:

- 1st of the month reminder to all J-1 Cultural Exchange Visitors
- 15th of the month reminder to all J-1 Cultural Exchange Visitors
- 3rd week of the month email to only those who have not yet entered a cultural activity
- 3rd week of the month, an email is sent to the management teams of all who have not yet entered a cultural activity for the month

START OF PROGRAM

- If your program begins prior to the 15th of the month, you must report a cultural activity beginning this month.
- If your program begins on or after the 15th of the month, cultural activity reporting begins for you the following month.

END OF PROGRAM

- If your program ends prior to the 15th of the month, you are not required to enter a cultural activity.
- If your program ends on or after the 15th of the month, you are required to enter a cultural activity.
- If you have technical challenges reporting your cultural activity, visit [Support.DisneyPrograms.com](https://support.disneyprograms.com).

KEY RESOURCES:

Please contact the *Walt Disney World* Immigration Compliance office at 407-828-2858 or via WDW.IC@disney.com if you have questions, concerns or emergencies. After hours, a duty manager is available for emergency calls at 407-470-9063.

Immigration Compliance – Team Disney
1375 East Buena Vista Drive, 2N, 202
Lake Buena Vista, Florida 32830

If you are a J-1 visa holder and are having difficulty resolving an issue, you may contact the U.S. Department of State Exchange Visitor Program toll-free help line at 1-866-283-9090 or by email at jvisas@state.gov.



WHAT'S NEXT? POST-PROGRAM OPPORTUNITIES

CONTINUING WITH DISNEY AFTER YOUR PROGRAM ENDS

Your Disney Program experience does not have to end when your initial program is over - there are several exciting ways you can stay connected and continue to grow with the company!

IMPORTANT NOTE: You cannot exceed 12 consecutive months on a Disney Internship and/or Program. You may participate in any combination of program and/or internship, as long as your end date does not exceed 12 months past your original start date.

• PROGRAM EXTENSIONS

Each season, participants have the opportunity to extend their program in their current role and work location. You can extend for up to one year (12 months after your original start date). Keep an eye out for communication about extension opportunities to learn more about eligibility requirements and how to apply.

• DISNEY HOSPITALITY LEADERSHIP PROGRAM (DHLP)

The DHLP is an opportunity to refine your operational leadership skills as a leader at Walt Disney World Resort. DHLP interns gain world-class training while learning how to lead and develop diverse teams of Cast Members and understand issues surrounding park and resort operations. This opportunity is exempt from the 12-month rule as the DHLP is considered a "project hire" and runs for one year, regardless of if you have already completed a 6-month Program or Internship already.

• PROFESSIONAL INTERNSHIPS

Professional Internship opportunities are available throughout The Walt Disney Company across all business segments including ESPN, The Walt Disney Studios and Disney Parks, Experiences and Products – to name a few! For more information, go to DisneyInterns.com. Keep in mind that you cannot exceed 12 consecutive months on a Disney Internship and/or Program, so pay close attention to the length of the internship when applying.



• FULL- AND PART-TIME OPPORTUNITIES AT WALT DISNEY WORLD RESORT

Disney College Program participants have the opportunity to pursue a part-time or full-time position after their program. Participants will receive information about how to apply near the end of their program. During peak departure seasons, recruiters are often available to meet with participants at Apprentice Hall to answer questions about the process.

• OTHER OPPORTUNITIES WITH THE WALT DISNEY COMPANY

If you are interested in exploring opportunities with The Walt Disney Company outside of Walt Disney World Resort (Disneyland Resort, Walt Disney Imagineering or other theme parks and resorts worldwide, ABC, ESPN, etc.), visit [DisneyCareers.com](https://www.disneycareers.com). For information about roles aboard the Disney Cruise Line ships, visit [DCLJobs.com](https://www.dcljobs.com).

Please be aware that housing is not available for Cast Members with full-time or part-time roles, and opportunities and eligibility requirements are always subject to change.

DISNEY ALUMNI ASSOCIATION



When your program concludes, you will be formally invited to join the Disney Alumni Association, a global community exclusive for those

who have successfully completed an internship or program with Disney.

Through this community, you'll have access to one-of-a-kind networking opportunities, job postings, special events and monthly giveaways and contests. Plus, you'll also be able to connect with thousands of other #DisneyAlumni from around the world!

Toward the end of your program, keep an eye out for your invitation to register at [DisneyAlumni.com](https://www.DisneyAlumni.com). In the meantime, be sure to follow along on social media:

- Twitter - @Disney_Alumni

- Instagram - @DisneyAlumni

Don't forget to use #DisneyAlumni when you post about your program experience!