



## Disneyland Field Trip Q & A

The Marfan Foundation is thrilled to be able to offer an exciting off-site trip to Disneyland as part of our conference program for children and teens! This trip is possible thanks to the generous support of our sponsors. The safety and needs of all our participants are first and foremost, and we are working diligently with the park's Disability Access Service, parents, and medical professionals to plan activities that are appropriate for children and teens with genetic aortic and vascular conditions. Parents will be asked to provide relevant medical, mobility, allergy, and other information about their child prior to the conference to help provide a safe, fun, and memorable experience for everyone.

As parents, you may have a number of questions you would like answered in order to feel more comfortable sending your child on the off-site trip to Disneyland, and we are happy to answer them all. Please see the Q&A below and, if you still have questions, please email Dominga Noe ([dnoe@marfan.org](mailto:dnoe@marfan.org)) or Andrea Friedman ([afriedman@marfan.org](mailto:afriedman@marfan.org)). We will also be holding a Q&A session via Zoom prior to the conference to address any unanswered questions and help families prepare for the trip.

**Q: How will the children and teens get to Disneyland? Is the transportation wheelchair accessible?**

A: The Marfan Foundation is providing round-trip bus transportation between the hotel and Disneyland. Buses will be wheelchair accessible and have storage for wheelchairs for those who can and choose to sit in a standard seat on the bus. All checked wheelchairs will be secured during the ride to minimize potential damage. Buses will be air-conditioned and equipped with bathrooms. The trip duration is approximately 30 minutes each way.

**Q: What kind of wheelchairs are allowed on the trip?**

A: While all types of wheelchairs are allowed on the trip, we recommend having your child use a foldable wheelchair, if at all possible. Wheelchairs are

allowed on some modes of transportation within the Park, however, they are not allowed on all, and sometimes must be folded and stowed in the appropriate area. In addition, as wheelchairs and mobility scooters could get banged up and will not be guarded while the kids are on rides, please consider not sending your child on the trip with an expensive electric chair, if possible. For those children who are not in wheelchairs but have difficulty with a lot of walking, you may want to consider sending them with a collapsible stroller.

**Q: If my child is in a wheelchair or stroller, will they be able to go on all of the planned rides? What happens to the wheelchair or stroller when they are on a ride?**

A: Some of the rides and activities at Disneyland are wheelchair accessible and some are not. It is important that you use the child/teen participant form to inform us of your child's ability to transfer from wheelchair to alternate seating, as well as any other details regarding your child's mobility. When applicable, wheelchairs will be left unattended in wheelchair/stroller parking areas near the rides. We will be providing branded tags to hang on wheelchairs and strollers for easier identification.

**Q: What are Disneyland's COVID-19 policies?**

A: Disneyland does not require visitors to show proof of vaccination. Masks are recommended, but not required outdoors, and are required for all guests (ages 2 and older), regardless of vaccination status, in certain indoor settings, including Disney shuttles and First Aid. Please remember to pack a mask for your child. For up-to-date information about mask requirements and Disneyland COVID policies, please visit:  
<https://disneyland.disney.go.com/experience-updates/#drawer-card-face-coverings>.

**Q: What rides will my child be permitted to go on? How can I make sure my child doesn't go on certain rides?**

A: We are still working on determining which rides the children may be going on - and which rides are off limits (such as roller coasters). The safety of all the kids is critical, and we will provide the list of acceptable rides in the coming weeks. If you prefer your child not go on one of the rides listed, we ask that you let us know in advance so we can plan accordingly. We are providing chaperones with a list of the permitted rides and attractions so they can tailor the experience for their group based on the group's interests and needs, and the wait times. The chaperones will ultimately determine what makes the most sense for the group in their care, strictly adhering to the guidelines we provide them. All children, with or without a disability, will have the same list of allowable rides and attractions. No exceptions will be made.

**Q: Is Disneyland providing guides to help our group navigate the park?**

A: We will not have official Disneyland guides while in the Park because we

are breaking up our group into a number of smaller groups. However, we are working closely with the Park, including Disneyland's Disability Access Service, to map out the best routes for our group to take. Considerations include shorter distances for walking, minimal wait times, shaded areas for rest, and accessible restrooms. In addition, Disneyland staff are located all throughout the Park to assist with navigation and any other needs.

**Q: What happens if my child doesn't want to go on a ride with the rest of their group?**

A: We will not force a child to go on a ride when they are not comfortable. We will make arrangements for a volunteer floater to remain with the child/children who choose to skip a ride that their group is going on. In the event that a child decides at the last minute not to go on the ride, the chaperone will remain with that child after escorting the others to the ride; then they will meet the group at the ride/attraction exit.

**Q: Who are the Chaperones and what is the size of their groups?**

A: We will create small groups of 3-6 children or teens (depending on age and abilities) for each chaperone. Chaperones include Marfan Foundation staff, healthcare professionals from a local hospital, and adult volunteers who are all known to us. We will conduct background checks on all chaperones and conduct training in advance to ensure all chaperones are following the same rules and guidelines. Parents will have an opportunity to meet the chaperones the day before the trip, as they will be there Friday evening to get to know the kids and vice versa.

Groups will be encouraged to pair up so that there will be more than one adult available, should someone need a bathroom break or choose not to go on a ride. In addition, we will have floating staff and volunteers on-site to assist, as needed. Medical professionals will also be on hand, in case of any issues.

**Q: Can I go on the trip with my child if I'm not comfortable with them going alone?**

A: While we completely understand parental concerns about sending your child to Disneyland, parents are not able to accompany their children on the trip. One of the main reasons we do not allow parents on the trips is to provide the kids with an important opportunity to gain a greater sense of independence. It also enables them to bond and form friendships with the other children, which they wouldn't have the opportunity to do if their parents were there. Connecting with other children who have a similar diagnosis or other siblings of children with the diagnosis is an incredibly meaningful and validating experience, and this is a key goal of the trip - besides having fun!

**Q: My child wears an ankle foot orthosis, gets tired easily, and can't walk long distances. Will there be a lot of walking and standing in lines?**

A: Disneyland can be exhausting and challenging to get around for people of all abilities! We are working with Disneyland's Disability Access Service to plan for activities requiring minimal walking distance and wait times.

**Q: What happens if my child needs a break?**

A: Chaperones will take rest stops in shaded areas with their groups throughout the day. They will be encouraging hydration and re-application of sunscreen. If a child needs a break at other times, we will encourage to let their chaperone know so arrangements can be made.

**Q: How will the kids eat lunch? What if my child has food allergies?**

A: We have arranged for a special character lunch in an air-conditioned room for our group (separate times for children and teens). Parents should inform us on the participation form of their child's food allergies or restrictions; we will strictly adhere to them. We are also providing children with a variety of snacks (selected in advance at the hotel) that they can bring with them to the park.

**Q: With the California sun and heat in July, who will make sure that my child stays hydrated and isn't getting sunburned?**

A: We will provide all children and teens refillable water bottle before heading to Disneyland, and the chaperones will encourage the kids to hydrate regularly. Chaperones will also encourage regular re-application of sunscreen.

**Q: Will the kids be allowed to bring or buy snacks?**

A: We will offer the children a variety of snacks to choose from and provide refillable water bottles to bring to the Park. We ask that parents not give their children money for snacks, as we do not want anyone to feel left out if they don't have money. We also ask that parents not give money to their child's chaperone to buy snacks for the entire group, as we don't want to detract from the time experiencing the rides and attractions by spending time on refreshment lines. Chaperones will bring extra snacks in case a child runs out and is still hungry. We will make chaperones aware of any food allergies or restrictions of children in their care.

**Q: How will bathroom breaks be handled?**

A: We all know bathroom breaks can't be planned! The chaperones will make every effort to encourage all children in a group to go to the restroom if someone else in the group needs to go. Chaperones will also proactively take their group for bathroom breaks. Disneyland has a number of wheelchair accessible bathrooms, which chaperones will be made aware of. No chaperone will be allowed to assist a child in the bathroom, therefore, all

children on the trip must be toilet trained and able to care for their own sanitary needs.

**Q: How will my child take their medication when on the trip?**

A: Please pack any medications your child needs to take in their backpack (which we will provide), with instructions for dosage and timing. Medications that require refrigeration should be packed in a cooler. Please let your child's chaperone know, as well, so they are aware of the need for a medication break.

**Q: What happens if my child has a medical issue?**

A: We will address any and all medical issues immediately. We are training chaperones on how to handle medical emergencies, following procedures which will be in place. Disneyland has First Aid Centers on-site. In addition, we will have designated Marfan Foundation staff on the trip to assist with any special needs, as well as medical professionals knowledgeable about aortic and vascular conditions on hand. We will notify parents using the emergency contact number provided.

**Q: How will you keep kids together with their group?**

A: We will give all trip participants a brightly-colored, branded t-shirt to wear and backpacks for their water bottles, snacks, sunscreen, medications, etc. In addition, we will give all children and teens bracelets or badges with their name, emergency contact, allergies, and any other critical information. We are also providing chaperones with the same colored shirt and backpack for easier recognition. Disneyland staff can assist should anyone get separated.

**Q: Can all my children be in the same group?**

A: We will group children together based on a number of criteria. Parents can request that siblings be placed in the same group, however, we cannot make any guarantee. Groups will be very small and age-specific to make them more manageable and enjoyable for the kids. Siblings in different age groups (i.e. children and teens) will not be placed in the same group and will have separate lunch times and bus transportation. Siblings of similar ages may or may not be in the same group, and if not, they will still have the opportunity to see each other and spend time together on the bus, during lunch, and at other times during the day.

**Q: Are unaffected siblings allowed to go on the trip?**

A: Siblings who are registered for the conference are, indeed, part of the Disneyland trip. All sessions throughout the conference are for those children and teens with and without a diagnosis. If a sibling is not registered for the conference, unfortunately, they will not be able to participate in most sessions, including the trip.



**Q: Can my child be placed in the same group as their friends?**

A: Parents will have the opportunity to make one friend request for their child's group when completing the participation form, which will be sent out prior to the conference. Please note that we cannot make any guarantees due to a number of factors that go into the groups, but there will be many opportunities to interact with other groups in the same age range throughout the day where they can see their friends.

**Q: How can I communicate with my kids when they're on the trip?**

A: While we don't recommend sending your child on the trip with a cell phone due to possible loss or damage to the phone, we understand your desire to stay in communication with them, therefore, cell phones will be allowed. However, children will be responsible for their own phones and should keep them secured in their backpacks or zipped pocket. We will provide parents with the cell phone numbers of select Marfan Foundation staff members on the trip, should you need to reach someone.

**Q: Will my child need to bring any money on the trip for food and souvenirs?**

A: We ask that children do not bring any money on the trip. We will provide all food and drinks throughout the day, and have arranged for special souvenirs that we will give to everyone on the bus on the way back to the hotel. Children and teens will also have the opportunity to decorate their very own Mickey Mouse ears the night before the trip, which will also serve as a souvenir. We want all kids to have a positive experience and not feel left out if they don't have money to spend. We also want to give the kids as much time as possible to enjoy the rides and activities, rather than being slowed down by shopping or waiting in lines.

**Q: What will my child do if I don't want them going on the trip?**

A: The Disneyland trip is the program we designed for the kids and teens for Saturday, July 9. If you decide not to send your child on the trip, you'll need to make other arrangements. We do not have alternate programming that day for kids and teens due to staffing and space limitations. So, please take that into consideration when planning which conference sessions you will attend. You may always bring your child, but some content is more appropriate for them than others. And, we ask that you step out of the room if your child is being disruptive.

**Q: Where can I find more information about Disneyland?**

A: Whether your child has been to Disneyland before or this will be their first trip, you may find it helpful to visit their website. There's a wealth of information, which is updated regularly.

For information about Disneyland's Disability Access Service please visit  
<https://disneyland.disney.go.com/guest-services/disability-access-service/>

For information about Disneyland and guests with disabilities, please visit:  
<https://disneyland.disney.go.com/guest-services/guests-with-disabilities/>

For information about Disneyland and guests with mobility issues, please visit:  
<https://disneyland.disney.go.com/guest-services/mobility-disabilities/>

For a map of the Park and Guide for guests with disabilities, please visit:  
[disneyland-disability-guide-2022-03-07.pdf](#)

*In the words of Mickey Mouse...See you real soon!*