



Disney
ONE
Family
2022 PIN CELEBRATION

**Package Options and
Frequently Asked Questions**

TRADITIONS PACKAGE OPTIONS

Guests wishing to attend the Disney ONE Family Pin Celebration Event will need to select one of the following event packages. Package add-ons are optional, limited in quantity, and cannot be sold separately.

This package is \$175 per Guest and includes the following:

- Access to trading area on August 11 during pre-registration at Disney's Coronado Springs Resort® Convention Center
- Admission to the Disney ONE Family Pin Celebration Event on August 12 & 13 at EPCOT® World ShowPlace (Valid theme park admission required and not included. Once you have valid theme park admission for August 12 & August 13 and valid event admission, a separate theme park reservation is not required for those dates.)
- Opportunity to participate in the Random Selection Process to purchase event pins prior to the August 12 & 13 event
- Four (4) Pin Trading Tabs per event day (8 total) to be used on Trading Activities
- Access to trading area on August 12 & 13 at EPCOT® World ShowPlace
- Opportunity to meet Disney Pin Partners and preview upcoming pins
- Pin Artist Signings
- Disney Artist Panel
- Photo Opportunities
- Complimentary Photo Downloads
- One Family Activity Booklet
- Downloadable background art to commemorate the event
- Limited Edition Commemorative Gifts - Approximately \$90 in retail value.
 - Welcome Pin
 - Goodbye Pin
 - One Family Activity Gift - 24oz Acrylic Tumbler
 - Lanyard with Credential



To make registration fair and equitable for all Guests, we will be utilizing a virtual queue where you will be able to view your place in line and receive live updates on event availability. You can learn more about this process on the FAQ page below.

Event admission does not include Theme Park admission to EPCOT® and Theme Park admission is required to attend the event. Park Reservations will be guaranteed for entrance into EPCOT® on event days (August 12 & 13) for all registered Event Guests via their Disney Account and Disney Park Pass system. All registered Event Guests must have valid Theme Park admission on event days (August 12 & 13) and a Disney Account for the EPCOT® Park Reservation to be associated.

Event packages and add-ons are limited in availability. No discounts will be offered in conjunction with these packages and add-ons. All elements of the event are subject to change, postponement and/or cancellation without notice or liability. There are no cancellations or refunds, and event packages and add-ons are non-transferable. Disney reserves the right to take photos or videos during the event, and use those photos and videos for marketing purposes. No items included with an event package or add-on may be redeemed for cash, and all items (and portions thereof) are non-refundable, non-transferable and will be forfeited if not used in conjunction with the One Family Pin Celebration. Individuals eligible for merchandise discounts at Walt Disney World® may receive their standard theme park merchandise discount on merchandise purchased via the RSP or at the event. Additional seasonal, promotional or other discounts or offers will not apply. Other restrictions apply.

All information is subject to change including but not limited to dates, times, artwork, edition sizes and prices. If you have any questions regarding this event, please contact Disney Events via email at Events@DisneyDestinations.com.



'OHANA PACKAGE OPTIONS

Guests wishing to attend the Disney ONE Family Pin Celebration Event will need to select one of the following event packages. Package add-ons are optional, limited in quantity, and cannot be sold separately.

**This package is \$275 per Guest and includes the following:
Items in bold are only available to 'Ohana Package Guests**

- Access to trading area on August 11 during pre-registration at Disney's Coronado Springs Resort® Convention Center
- Admission to the Disney ONE Family Pin Celebration Event on August 12 & 13 at EPCOT® World ShowPlace (Valid theme park admission required and not included. Once you have valid theme park admission for August 12 & August 13 and valid event admission, a separate theme park reservation is not required for those dates.)
- Opportunity to participate in the Random Selection Process to purchase event pins prior to the August 12 & 13 event
- Four (4) Pin Trading Tabs per event day (8 total) to be used on Trading Activities
- Access to trading area on August 12 & 13 at EPCOT® World ShowPlace
- Opportunity to meet Disney Pin Partners and preview upcoming pins
- Pin Artist Signings
- Disney Artist Panel
- Photo Opportunities
- Complimentary Photo Downloads
- One Family Activity Booklet
- Downloadable background art to commemorate the event
- **Preferences for each round of the Random Selection Process of event pins will be processed first**
- **Dedicated check in line at pre-registration on August 11 at Disney's Coronado Springs Resort® Convention Center**
- **Dedicated line at EPCOT® World ShowPlace entrance on August 12 & 13 with first admission when doors open**
- Limited Edition Commemorative Gifts - Approximately \$175 in retail value.
 - Welcome Pin
 - Goodbye Pin
 - One Family Activity Gift - **30oz Stainless Steel Tumbler**
 - **Embroidered Lanyard** with Credential
 - **Customized Credential Art**
 - **Limited Edition Lanyard Medal**
 - **"Disney One Family" Connector Bar**



Guests will be able to purchase up to two (2) of the Ohana Packages. To make registration fair and equitable for all Guests, we will be utilizing a virtual queue where you will be able to view your place in line and receive live updates on event availability. You can learn more about this process on the FAQ page below.

Event admission does not include Theme Park admission to EPCOT® and Theme Park admission is required to attend the event. Park Reservations will be guaranteed for entrance into EPCOT® on event days (August 12 & 13) for all registered Event Guests via their Disney Account and Disney Park Pass system. All registered Event Guests must have valid Theme Park admission on event days (August 12 & 13) and a Disney Account for the EPCOT® Park Reservation to be associated.

Event packages and add-ons are limited in availability. No discounts will be offered in conjunction with these packages and add-ons. All elements of the event are subject to change, postponement and/or cancellation without notice or liability. There are no cancellations or refunds, and event packages and add-ons are non-transferable. Disney reserves the right to take photos or videos during the event, and use those photos and videos for marketing purposes. No items included with an event package or add-on may be redeemed for cash, and all items (and portions thereof) are non-refundable, non-transferable and will be forfeited if not used in conjunction with the One Family Pin Celebration. Individuals eligible for merchandise discounts at Walt Disney World® may receive their standard theme park merchandise discount on merchandise purchased via the RSP or at the event. Additional seasonal, promotional or other discounts or offers will not apply. Other restrictions apply.

All information is subject to change including but not limited to dates, times, artwork, edition sizes and prices. If you have any questions regarding this event, please contact Disney Events via email at Events@DisneyDestinations.com.



PACKAGE ADD-ONS

Guests wishing to attend the Disney ONE Family Pin Celebration Event will need to select the Traditions or the Ohana Event Packages in order to purchase package add-ons. Package add-ons are optional, limited in quantity, and cannot be sold separately.

Admission to trading area on August 11 during pre-registration at Disney's Coronado Springs Resort® Convention Center for one (1) non-Event Guest

- \$15 per Guest
- Can be purchased by Guests with any Event Package
- A wristband will be provided to the Registered Event Guest
- This add-on is for one (1) non-Event Guest. During pre-registration, the registered event Guest will have access to the trading area at Disney's Coronado Springs Resort® Convention Center included as part of the Event Package
- Sold on a first come, first served basis, while supplies last.

Pin Trading Tabs to be redeemed at the newly added "Quick Lane" Trading Activity (2 per event day, 4 total)

- \$30 per Guest
- Can be purchased by Guests with any Event Package
- This add-on provides access to the designated "Quick Lane" Trading Activity. Only Guests who purchase this add-on will have access to this trading activity. You will spend less time waiting in line to trade due to the limited availability. The pins offered in this trading activity will be of the same variety offered at all of the other trading activities throughout the event.
- Due to the limited availability of this add-on, it will be sold via an independent Random Selection Process. You will be notified via email if you are confirmed for this add-on.





PACKAGE ADD-ONS

One (1) seat* within a designated reserved section within trading area on August 12 & 13

- \$30 per Guest
- Can be purchased by Guests with any Event Package
- Due to the limited availability of this add-on, it will be sold via an independent Random Selection Process. You will be notified via email if you are confirmed for this add-on.

***Seats will not be assigned and are on a first come, first served basis each day of the event within your designated reserved section.**

To make registration fair and equitable for all Guests, we will be utilizing a virtual queue where you will be able to view your place in line and receive live updates on event availability. You can learn more about this process on the FAQ page below.

Event admission does not include Theme Park admission to EPCOT® and Theme Park admission is required to attend the event. Park Reservations will be guaranteed for entrance into EPCOT® on event days (August 12 & 13) for all registered Event Guests via their Disney Account and Disney Park Pass system. All registered Event Guests must have valid Theme Park admission on event days (August 12 & 13) and a Disney Account for the EPCOT® Park Reservation to be associated.

Event packages and add-ons are limited in availability. No discounts will be offered in conjunction with these packages and add-ons. All elements of the event are subject to change, postponement and/or cancellation without notice or liability. There are no cancellations or refunds, and event packages and add-ons are non-transferable. Disney reserves the right to take photos or videos during the event, and use those photos and videos for marketing purposes. No items included with an event package or add-on may be redeemed for cash, and all items (and portions thereof) are non-refundable, non-transferable and will be forfeited if not used in conjunction with the One Family Pin Celebration. Individuals eligible for merchandise discounts at Walt Disney World® may receive their standard theme park merchandise discount on merchandise purchased via the RSP or at the event. Additional seasonal, promotional or other discounts or offers will not apply. Other restrictions apply.

All information is subject to change including but not limited to dates, times, artwork, edition sizes and prices. If you have any questions regarding this event, please contact Disney Events via email at Events@DisneyDestinations.com.





FREQUENTLY ASKED QUESTIONS

What can I expect at the event?

The Event Team has scheduled a full day of pin trading related activities on August 12 & 13 and we're excited for you to join us! Some of these activities include trading boards, trading areas, pin product previews, trivia, games, and more. Once available, please review the itinerary for specific times and activities. Note that while some activities have set start or end times, the majority of the items on the itinerary are available all day. Therefore, you can determine when you want to complete certain activities, based on how you want your schedule to flow. Remember that all activities will be open to all Event Guests at the same times, so there will likely be times during the day where you will be waiting in line and you should plan your day accordingly.

Do I need to make an EPCOT® Park Reservation for entrance into EPCOT® on August 12 & 13?

No, do not make your own Park Reservations for entrance into EPCOT® on August 12 & 13. Park Reservations will be guaranteed for entrance into EPCOT® on event days (August 12 & 13) for all registered Event Guests via their Disney Account and Disney Park Pass system. This component is included with the purchase of your Event Package.

Do I need an EPCOT® Admission Ticket to attend the Event?

Yes, all Pin Event Guests must have valid EPCOT® admission tickets for each event day (August 12 & 13) and a Disney Account for the EPCOT® Park Reservation to be associated.

What is the minimum age requirement for unaccompanied children to enter EPCOT®?

Children under age 14 must be accompanied by a Guest age 14 or older to enter EPCOT®.

Should I purchase Disney Genie+ Service, Individual Lightning Lanes, or make dining reservations for EPCOT® on event days?

Event activities are scheduled from 9:30am-6:00pm on August 12 and 13. It is up to your discretion if you want to take time away from the event to enjoy EPCOT®, but there is enough content to fill the event hours if you choose to stay in EPCOT® World ShowPlace.





FREQUENTLY ASKED QUESTIONS

Event Registration FAQs

How will registration for the Traditions and 'Ohana Packages work?

The registration link will redirect Guests to a virtual queue where they will be able to view their place in line and receive live updates on event availability. Note: Do not refresh the page while inside the virtual queue or you will lose your place in line.

Can I enter the virtual queue before registration opens?

A virtual "waiting room" will open one hour prior to event registration going live. You can join that waiting room by clicking on the registration link and are welcome to join at any point within an hour of registration time.

Will entering the virtual waiting room earlier better my chances of getting a good place in the queue?

When registration opens, you will be placed in our virtual queue in random order, regardless of how early you joined this page. All those who enter after booking begins, will be placed based on order of arrival.

How will I know when it's my turn to register?

As registration progresses, you will see the number of Guests ahead of you decrease. If and once it's your turn you will be automatically directed into the registration form. Once you enter the registration form, you will have 5 minutes to complete each page. If you remain inactive for more than 5 minutes on any page, you will be transferred out of the registration form and virtual queue.

How many Event Packages can I purchase in one transaction?

Traditions Packages may only be purchased individually (one at a time), and for the individual Guest who is registering for the event. 'Ohana Packages may be purchased in pairs (two at a time), if desired. Each person may only have one Event Package in their name.

Once I'm put in the queue, am I guaranteed to be able to purchase a package?

Due to high demand, entry into the queue or registration form does not guarantee event registration.

If I'm not purchasing the Package Add-on for a seat in the reserved section of the trading area, will I still be able to access and trade in the trading area at the event?

Yes. The trading area will be divided into two sections. One for Guests who have purchased the Package Add-on for a seat in the designated reserved section, and one for all other Event Package Guests. Note that each section will be filled on a first come, first served basis each day of the event.

What are the complimentary photo downloads?

Disney Photographers will be available to take your photo at the various photo opportunities throughout the event. These photos will be available for complimentary downloads on your Disney Account. These photos in your account will expire 45 days from the date the photo was taken.



FREQUENTLY ASKED QUESTIONS

‘Ohana Package Registration FAQs

I want to be sure another member of my party also gets the ‘Ohana Package. How can I do this?

‘Ohana Packages may be purchased in pairs, if desired. The registration form will offer the option of an additional Guest registration.

What information do I need to know about my second Guest if registering as a pair?

At the time of registration, you will need to provide the secondary Guest’s name and email address in order to complete both of your registrations. The secondary Guest will then receive an email to submit their additional Guest information details after registration is complete. The secondary Guest must submit this information in order to fully complete their registration. As a reminder, there are strictly no cancellations or refunds, and event packages are not transferable.

If I’m not sure who my second Guest will be, can I go ahead and register them anyway?

No. If purchasing a pair of ‘Ohana Packages, the names and email addresses of both registrants will need to be entered at the time of purchase. As a reminder, there are strictly no cancellations or refunds, and event packages are not transferable.

I purchased the ‘Ohana Package as a pair. Will we only be able to submit one RSP preference sheet?

No. Each registered Guest will get to submit their own RSP preference sheet. Within three business days after registration is complete, the secondary Guest will receive an email to submit their own RSP preference sheet.

Merchandise Random Selection Process FAQs

What does RSP mean?

RSP stands for Random Selection Process, a computer program designed to confirm limited edition product for purchase to Event Guests based on their preferences. A minimum of three RSP’s will be run during the event. It is also used to randomly select Guests that “opt-in” to participate in Trivia & Games during the event.

How does the RSP work?

The RSP always starts with the first item and moves sequentially through the list of available items. It gathers all the Guests that put item #1 as their first preference, randomizes the Guest list and randomizes the available pieces. Next, it will match up a random Guest with a random piece, continuing until it either runs out of Guests or runs out of pieces. If it awards the item to every Guest that put item #1 as their first preference and still has items remaining it will gather all guests that put item #1 as their second preference. It will randomize these Guests and the remaining pieces and start matching again. The process continues through preference 3, 4 and so on until it either runs out of preferences or runs out of pieces. When item #1 is complete it will move to item #2 and gather all the Guests that put item #2 as their first preference. The RSP is complete when it either runs out of preferences or runs out of pieces.





FREQUENTLY ASKED QUESTIONS

What is the correct way to fill out my preference sheet?

Guests should rank the ITEM number of the item they want most in the field “1st Choice” (using the drop-down box shown below), then the item they want second in the field “2nd choice,” and so on. You should only list items in the 2nd or 3rd RSP’s ONLY if you wish to purchase additional quantities of the same item. You can only request up to a quantity of 3 for a single item. (1 per RSP round)

How should I fill out my preference sheet to increase opportunity of receiving my top preferences?

While preferences are not guaranteed, the best results come when you decide what items you want most and put those towards the top of the list. Remember also to take into account the edition size of the items – higher edition size pieces will be available longer so they can be included lower on your list.

1st Choice	*	33. Walt Disney and Carousel Super Jumbo	▼
2nd Choice		15. Family Dinner Beauty and the Beast	▼
3rd Choice		08. Wish You Were Here! New Orleans Post Card	▼
4th Choice		06. Wish You Were Here! Meet The Robinsons Post Card	▼
5th Choice		01. Family Game Night Fab 5 Puzzle	▼
6th Choice		23. Family Memories Moana	▼
7th Choice		24. Family Sing-A-Long Boxed Set of 5	▼
8th Choice			▼
9th Choice			▼

Why didn't I get my first choice?

The RSP results depend not only on the edition size of an item, but also on the number of other Guests that put that item as the exact same preference as yourself. If 200 Guests put an item as their first preference but there are only 25 of that item, 175 Guests will not receive their first choice. Guests that put that item as their second or higher choice do not even have a chance at purchasing it.



FREQUENTLY ASKED QUESTIONS

If my first choice is not available, will the RSP move my second choice up to become my first choice?

No, the system is not designed to change your preferences at all. Your preferences will always remain exactly as you mark them on your sheet.

I heard I can be awarded something on my 2nd RSP preference list even if I didn't receive it in the 1st RSP. Is this true?

No. The system does not reserve quantities for assignment in the 2nd RSP. Items only make it to the 2nd round if every Guest that asked for it in the 1st round was awarded that item and there were still quantities remaining. This is why we ask Guests to not list items in their 2nd RSP preferences unless they want to purchase two of that item.

Can I list the same item more than once in each RSP?

No – listing an item more than once will remove it from your preferences entirely. Each item should be listed only once per RSP round.

Can I list items in a different order in the 2nd RSP?

Yes! Each RSP is completely independent, so you can list items however you choose.

Can I turn in more than one preference sheet?

No, the system is designed to accept only one form per registered event Guest.

Can I make changes to my form after I submit it?

You have until July 4 to make changes to your RSP preferences. After this date, your preferences are locked and cannot be changed. If you do need to make an addition prior to the RSP deadline, please do so by logging back into the website and updating the RSP form. If your change requires a deletion of an item or change of order of preference, please call us at 407-827-7600.

Do families or groups on the same reservation have a better chance to receive their product?

No. The system looks at the individual preferences and does not have any way to track parties that may be attending together.

If I'm awarded too much product, what can I do?

We do ask that you only list items you truly wish to purchase on your list – if you know you don't want something, please do not include it on your RSP preference list. Also, if multiple registered event Guests in your group are interested in an item but your group only wants one of that item, please tell us when you first turn in your RSP preferences so we can remove unwanted items and assign them to another Guest. If all else fails, as soon as you receive your selection notice with the list of awarded items, you can contact Disney Events to have items removed. Once you pick up your items from the event, ALL SALES ARE FINAL and NO REFUNDS OR EXCHANGES will be offered, so it is important to remove items as soon as possible.





FREQUENTLY ASKED QUESTIONS

RSP's for 'Ohana Packages run first, so what exactly does that mean?

The RSP's will be run in this order:

- 1st RSP – 'Ohana
- 1st RSP – Traditions
- 2nd RSP – 'Ohana
- 2nd RSP – Traditions
- 3rd RSP – 'Ohana
- 3rd RSP – Traditions

How can I be selected to play the "Trivia & Games" during the Event?

Registered Event Guests will be given the option to "opt-in" during the online event registration. An independent RSP will be run with all of the Guests who have told us they want to be considered to play the Trivia & Games by opting-in. If you are the secondary Guest on a pair of the 'Ohana Package, you will need to opt-in via the email that is sent to you after registration.

When will the RSPs for Package Add-ons and Trivia & Games opt-in be run?

These independent RSPs will be run at the same time as the Merchandise RSP. All preferences and opt-in choices will need to be selected by the RSP deadline.