

Property of Lisa Robertson

**Sample emails sent to Disneyland Guests as a writer  
from Disneyland Guest Communications.**

(Guest Communications Cast Members in the 1990s did not use their real last names when responding to Guests via email.)

Dear Mr. Martini,

Thank you for your letter to Disneyland. While we are pleased that certain elements of your day lived up to your expectations, we are disappointed in those that did not.

We regret that you feel the construction of the new Fantasyland Theater and the construction in Tomorrowland detracted from the magic of our Park. We also regret your disappointment in the closure of the

PeopleMover. This attraction has been replaced with a new and exciting adventure which will premiere this spring. We have forwarded

a copies of your letters for all responsible for these elements so that they may be made aware of your concerns.

Once again, thank you for taking the time to write. Your comments are greatly appreciated. We hope that your next visit to the Park is as magical and memorable as those from your past.

Sincerely,

Lisa Donato  
Guest Communications  
Disneyland

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Dear Mr. Jandorf

Thank you for your letter regarding your last visit to Disneyland.  
We apologize for any distress or inconvenience caused by our new parking situations.

I recommended parking in the Pinocchio lot during future visits.  
It does drop off quite a bit closer than the trams at the Simba and Timon lots. Moreover, the Pinocchio lot is typically not as crowded as the other two.

We regret any inconvenience that waiting for the trams caused you and your family. Disneyland has agreed with the city of Anaheim that it cannot and will not allow its Guests to walk to their cars for reasons of safety. Disneyland has requested sidewalks be installed so that Guests may walk along the busy streets, but as for now, the city refuses to allow sidewalks be put in.

As you stated in your letter, this is a new setup for our Guest parking. We regret that we are unable to open up any of the old sections of the Disneyland parking lot; we have already begun phases of construction in many of the old parking areas. We appreciate your patience while we work out any inconveniences in our parking service.

Letters like yours assist us in making changes necessary in making this phase of our Disneyland Resort goal a reality. The management team for Parking Guest Services will be notified with your concern with a copy of your letter.

Once again, thank you for taking the time to write. Without letters such as yours we would be unable to measure our levels of success with our Guests. We hope that our suggestion will help in making your future visits to Disneyland as magical as those you remember from the past.

Sincerely,

Lisa Donato  
Guest Communications

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Dear Ms. Olguin

Thank you for your letter regarding your last visit. We apologize for any distress or inconvenience caused by our new parking situations.

We regret any inconvenience that dealing for the trams caused you and your family. Disneyland has agreed with the city of Anaheim that it cannot and will not allow its Guests to walk to their cars for reasons of safety. Disneyland has requested sidewalks be installed so that Guests may walk along the busy streets, but as for now, the city refuses to allow sidewalks be put in. As for now, we regret that the only mode of transportation from one's car to Disneyland's Main Entrance is the tram.

We further apologize for the inconvenience our trams cause when dealing with strollers and small children in the parking lot. This is indeed a difficult situation. We wish we could say that this will change or go away; however, the parking lot trams will be a staple at Disneyland and its parking lots from now on and we do apologize for the problems this causes.

If you did not on this visit, I recommended parking in the Pinocchio lot during future visits. It does drop off quite a bit closer than the trams at the Simba and Timon lots. Moreover, the Pinocchio lot is typically not as crowded as the other two.

As I stated earlier, this is a new setup for our Guest parking. We appreciate your patience while we work out any inconveniences in this service. Letters like yours assist us in making changes necessary in making this phase of our Disneyland Resort goal a reality. The management team for Parking Guest Services will be notified with your concern with a copy of your letter.

Once again, thank you for taking the time to write. Without letters such as yours we would be unable to measure our levels of success with our Guests. We hope that our suggestion will help in making your future visits to Disneyland as magical as those you remember from the past.

Sincerely,

Lisa Donato  
Guest Communications

Dear Disneyland Guest,

Thank you for your letter to Disneyland. We appreciate the time you took to let us know of your recent visit to our Park.

We are quite pleased that you enjoyed dining at Redd Rockett Pizza Port during your recent visit. It is always our aim to offer our Guests high quality food in a fun and unique dining atmosphere. We do

however regret your disappointment in the recent closures of the Plaza Pavillion.

Please know that the management of the Plaza Pavillion was contacted on your behalf in order to find out when that restaurant will be available to our Guests once more. We were told that the Plaza Pavillion should reopen sometime in May to coincide with the premier of our new Tomorrowland. The Plaza Pavillion has been closed for various reasons. Most importantly, it has been closed due to the fact

that other areas have been using its kitchen. The restaurant's kitchen has been used by our special event chefs, as well as by the chefs of our New Orleans kitchen during the recent refurbishment of their kitchens. Please accept our sincerest of apologies for your disappointment.

Once again, thank you for taking the time to contact us regarding your recent visit. Your interest in our Resort is greatly appreciated. We hope that you will visit us again soon and find your day to be pleasant in every respect.

Sincerely,

Lisa Donato  
Guest Communications

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Dear Disneyland Guest,

Thank you for your letter to Disneyland. We appreciate your faithful interest in our Park.

You are correct in the fact that there is construction going on at Cascade Peak. I am happy to report to you that we are making improvements to this site, not removing it. As with all attractions at Disneyland, each area does need some preventive maintenance from time to time.

Once again, thank you for you letter. I too enjoy Cascade Peak; it is a beautiful and peaceful place to stop when enjoying the day at Disneyland. We hope that you can come back to the Park soon and that your day will be enjoyable in all respects.

Sincerely,

Lisa Donato  
Guest Communications