



For Immediate Release

Magical experiences continue even after incident occurs involving the Disney Skyliner at Disney's Riviera Resort.

After ensuring the safety of all guests involved, magic was made up by giving guests involved complimentary park hopper tickets and \$100 gift cards.

ORLANDO (October 8, 2019) - Walt Disney World experienced an incident at Disney's Riviera Resort involving the new Disney Skyliner. This occurred on October 5th, 2019, however it did not stop the magic of Disney. After ensuring that all parties involved were safe and free of harm, guests were compensated for their time and any inconveniences caused by the incident. The incident itself is currently under investigation and all the facts are being gathered as quickly and efficiently as possible.

Guests were halted aboard the Skyliner for nearly three hours due to the accident*. Walt Disney World appreciates it's guests and values their time spent at the Walt Disney Resort and it is a priority to make sure to adequately compensate them for their lost time and any inconvenience caused by the incident. As soon as the guests made it safely back to land, cast members were waiting with water bottles and gave each guest a \$100 dollar gift card, as well as complimentary two day park hopper tickets. Taxis were also ready and waiting to take guests to their destinations. Guests come to Walt Disney World to experience magic and, after the safety of guests, magical experiences are of utmost importance to the Walt Disney Company.

###

Erica Pastore
Public Information Officer
Walt Disney World Resort
908-625-7154

*(Figueroa, 2019)



Figuera, J. (2019, October 5). Disney Skyliner Gondola System to Remain Closed at Walt Disney World for Undetermined Period Following Accident. Retrieved from <https://wdwnt.com/2019/10/update-disney-skyliner-gondola-system-to-remain-closed-at-walt-disney-world-for-undetermined-period-following-accident/>