

Concierge Serves Up Royal Treatment at Walt Disney World Deluxe Resort Hotels

Special Requests Welcomed by Concierge Staff

LAKE BUENA VISTA, Fla. — It was a marriage proposal to remember at Disney's Wilderness Lodge in Walt Disney World Resort.

The groom-to-be spirited away his beloved, and concierge staff members set to work on the couple's suite. There was a rose-petal carpet from the Disney florist, an intimate table with lustrous place settings, a champagne bucket with the finest bubbly and an engagement feast fit for royalty.

When the couple returned, the bride-to-be was charmed, and love reigned with a little help from the Old Faithful Club concierge staff.

Disney guests can get the ultimate resort experience at eight deluxe Walt Disney World hotels: Disney's Animal Kingdom Lodge, Disney's Beach Club Resort, Disney's BoardWalk, Disney's Contemporary Resort, Disney's Grand Floridian Resort & Spa, Disney's Polynesian Resort, Disney's Wilderness Lodge and Disney's Yacht Club Resort.

Each concierge club offers a varied menu of special services, from custom itinerary planning to private lounge privileges including complimentary breakfast, wine-and-cheese tasting and dessert-and-cordial hours. All concierge resorts also offer the Wildlife Discovery Excursion — a Disney's Animal Kingdom private safari with an animal expert on board to answer guest questions.

"Whatever the request, we're here to say, 'yes,' " says Wilderness Lodge concierge manager Joshua Buonocore. "We'll do anything within our power to pull strings and make it happen."

Requests honored through the years by concierge staff at all eight resorts include:

- Setting the scene for marriage proposals and special anniversaries.
- Searching local grocery and health-food stores for guests' special dietary needs.
- Creating complete family vacation itineraries, including VIP and guided tours.
- Sewing on buttons. Fresh-squeezing grapefruit juice. Shopping for gifts and souvenirs. Rearranging furniture in rooms and suites. Securing electronic cables and special batteries for guests' electronic equipment.

Along with the expected top-of-the-line service, each Disney resort concierge prides itself on special offerings:

Kilimanjaro Club at **Disney's Animal Kingdom Lodge** offers guests of its 67 club-level rooms and suites the opportunity to book the Sunrise Safari, a 30-minute private adventure followed by a lavish breakfast buffet at Disney's Animal Kingdom theme park.

Stone Harbor Club guests at **Disney's Beach Club Resort** (95 club-level rooms and suites) and **Regatta Club** guests at **Disney's Yacht Club Resort** (78 club-level rooms and suites) are privy to concierge lounge menu samplings of braised beef, steamed clams and other sumptuous goodies.

The **Innkeeper's Club** at **Disney's BoardWalk** serves up chocolate-covered strawberries, plus milk and cookies for the kids each night for guests of its 57 concierge accommodations. Its charming cottages and garden suites include two-floor, loft-style rooms with private entrances, wet bars and guest spaces.

Guests of the 14th floor **Tower Club** and the 12th floor **Atrium Club** at **Disney's Contemporary Resort** (61 club-

level rooms and suites) enjoy some of the best room views on Disney property — Cinderella Castle at Magic Kingdom and scenic Bay Lake. This very first Walt Disney World hotel opened with Magic Kingdom in 1971 and has hosted several generations of concierge guests who appreciate the short walk to the Magic Kingdom gates.

Disney's Grand Floridian Resort & Spa (181 club-level rooms and suites) wows guests of its **Royal Palm Club** and **Sugar Loaf Club** with curbside and in-room check-in, plus a daily tea event in both lounges. The Royal Palm features expanded lounge amenities including a generous sampling of cordial and liqueur choices.

The **King Kamehameha Club** at **Disney's Polynesian Resort** (108 club-level rooms and suites) features a two-story lounge with expansive floor-to-ceiling windows for a perfect view of nightly fireworks over Seven Seas Lagoon.

Old Faithful Club Concierge at **Disney's Wilderness Lodge** features a high cast-to-guest ratio for those staying in one of 75 club-level rooms. The 5-7 p.m. wine-and-cheese gathering includes hot menu items such as salmon pot pie and child-friendly foods from its signature restaurants.

Like all Walt Disney World concierge managers, Michael Stoppels of Disney's Grand Floridian Resort & Spa is accustomed to making celebrities and royalty feel at home during their stay. And that same service is extended to all concierge guests across Disney property.

"There's not really much we can't do as long as we're given time to do it," Stoppels says.

For more information about Disney club-level resort accommodations or reservations, guests can call 407/W-DISNEY (934-7639), a local travel agent or check online at disneyworld.com.