



Disney

-LOOK-

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Introduction

Since Disneyland® Park opened in 1955, our Guests have treasured the elements that set our Disney theme parks and resorts apart – the cleanest venues, the friendliest Cast Members and the most exceptional show. A big part of that show is you, with your quick smile and your eagerness to help.

Disney Look guidelines have been rooted in our Company history. As our world, our brand, and our understanding and appreciation of each other evolve, so too should we. We now have a more inclusive set of guidelines for all Cast Members that not only aligns with our brand, but empowers our Cast to more proudly be who they are.

As a Cast Member at the *Disneyland® Resort*, the *Walt Disney World® Resort*, a *Disney Vacation Club®* property or *Disney Store*, you are a personal representation of the Disney tradition of excellence. Our themed costumed Cast Members are a critical part of enhancing the experience of our Disney show, and our non-costumed Cast Members also play an important role as representatives of the Disney brand.

Regardless of your role, when you take pride in your appearance, you become a role model for those around you, and you convey the attitude of excellence that has become synonymous with the Disney name. The Disney Look, in conjunction with *The 5 Keys* – Safety, Courtesy, Inclusion, Show, and Efficiency – ensure Walt Disney’s vision for a great Guest experience. The Disney Look is clean, polished, and approachable. It is designed with our costumed and non-costumed Cast Members in mind.

The following guidelines have been developed to establish consistency and to maintain the quality and integrity of the Disney brand. As you read this handbook, remember that you are the key to keeping our heritage alive and creating an unparalleled experience for our Guests each and every day.



Good Judgment and Stage Presence

The Disney Look appearance guidelines present a standard to be upheld by all Cast Members to ensure the best show to our Guests, and to simultaneously ensure that our Cast Members feel empowered to be their authentic selves. The expected behavior of each Cast Member is to be courteous, conscientious, and exhibit good judgment at all times to benefit the organization, fellow Cast Members, and Guests. Our Cast Members can best exemplify this behavior when they feel safe and proud of who they are.

No matter where you work or what your role is, anytime you are in a public area, you are onstage. Your attitude and performance are direct reflections on the quality of our Disney show.

Often, it's the seemingly little things that detract from our Guests' enjoyment – chewing gum, having personal conversations onstage, or using a cell phone. Of course, smoking and eating onstage are also strictly prohibited.

All of this adds up to one of the most important aspects of your role in our show: good stage presence.



Guidelines for All Cast Members

COMPANY IDENTIFICATION CARDS

To help ensure the safety and security of our Guests and Cast Members, all Cast Members are required to follow the policy below regarding Company ID cards.

Costumed Cast: Cast Members in costume must have their Company ID with them at all times. Your role and costume will dictate the location of your ID and how it should be worn.

Non-Costumed Cast: Cast Members who are not wearing a costume are required to visibly wear their Company photo ID card in backstage areas at all times. Non-costumed Cast Members are not required to wear their Company ID while onstage but may choose to do so for convenience. Your Company ID may be worn on a pin-trading lanyard or neutral solid color lanyard that is free from words or logos. Solid color lanyards that have a cloisonné character attachment are also permitted. As a reminder, nametags, buttons, etc. are not permitted on the lanyard.

Photo ID Requirement: Cast Members with a Company ID card that does not include a photo must be prepared to show secondary photo identification (driver's license, state identification card, etc.) in conjunction with their Company ID card.



NAMETAGS AND PINS

Your nametag should be worn with pride in an upright, readable position on the upper left shoulder area of the outermost layer of clothing. Based on costume design, this placement may occasionally vary. Please check with your area leader for clarification. Nametags should not be worn on lanyards, ties, hats, waistbands, or on shirt or blouse collars.

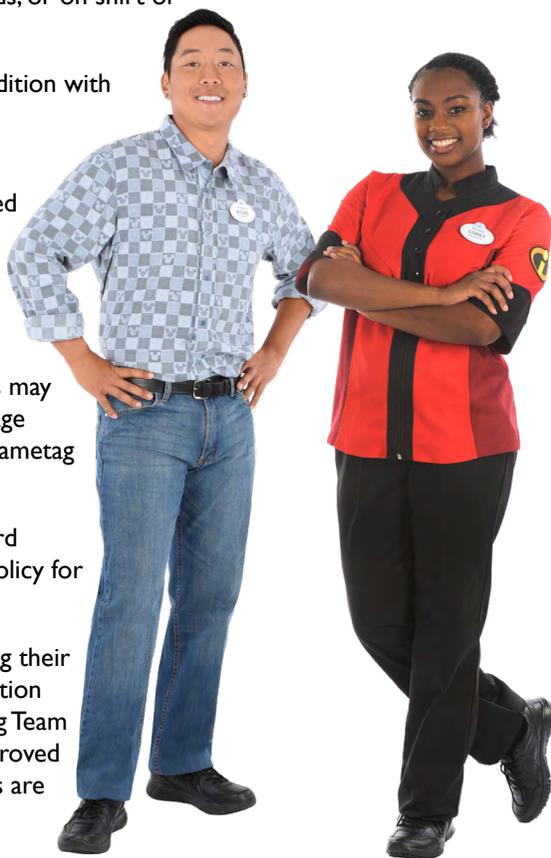
Nametags should be kept in good show condition with no visible chips or scratches.

Cast Members are permitted to have their hometown city and state or country engraved on the nametag. Participants in the Disney College Program may choose to have the name of their college or university in place of their hometown.

Cast Members with additional language skills may participate in the Language Program. Language Program participants may receive a special nametag that can identify multiple languages spoken.

Please refer to The Walt Disney Legacy Award module on The Hub to access the current policy for wearing the Legacy Award nametag and pin.

All Cast Members have the option of wearing their most recent service pin, site-specific recognition pin, and/or *Walt Disney World*® 1971 Opening Team pin on their nametags, in addition to any approved language flags. Stickers or other decorations are not permitted on the nametag or costume.



BODY MODIFICATION OR ALTERATION

Intentional body modification or alteration for the purpose of achieving a visible, physical effect that disfigures, deforms or similarly detracts from a professional image is prohibited.

Examples include, but are not limited to: brands, body piercing (other than ear piercing), tongue piercing or splitting, tooth filing, earlobe expansion, and disfiguring skin implants.

TATTOOS

Visible tattoos are permitted, with the exception of placement on the face, head or neck. Tattoos must be no larger than the Cast Member's hand when fully extended with the fingers held together.

Undergarments, which include matching fabric tattoo sleeves, are permitted for coverage of larger tattoos on the arms.

Tattoos that depict nudity, offensive or inappropriate language or images, or violate Company policies (including policies prohibiting discrimination and harassment based on race, color, religion, sex, sexual orientation, gender identity, national origin, ancestry, age, disability or any other protected category) are not permitted.

PERSONAL ELECTRONIC DEVICES

Personal cell phones and other digital assistants may not be used onstage during work hours. These items must be concealed from view and operated on silent mode if carried.



EYEWEAR

Sunglasses are a block to interpersonal communication with Guests and should be avoided if possible. Only sunglasses that allow your eyes to be seen are permitted. No mirrored or dark, opaque lenses are allowed. Sunglasses are not to be worn at night, in dark areas or indoors. Cast Members should remove sunglasses when engaging in extended interactions with a Guest.

The frames and lenses of both prescription eyeglasses and sunglasses should be solid or tortoiseshell in color with only minimal contrasting logos. Eyeglasses and sunglasses should not detract from the costume or contradict the theme of the show. If colored or tinted contact lenses are worn, the resulting eye color must be natural-looking. Decorated lenses are not permitted.

A discreet cord or chain is approved in a solid, neutral color, free from ornamentation and decoration.

HEADWEAR

Headwear for sun protection, safety or theming will be issued for costumed Cast by Costuming. Please check with Costuming for fit and positioning.

All Cast Members may wear headwear for religious purposes. Solid black, white, or a color that coordinates with the costume is permitted.



FACIAL HAIR

Facial hair should be neatly groomed and well maintained.

The shaving of lines or shapes in facial hair is permitted provided they do not depict offensive words or symbols.

NAILS

Nails should be clean. If polish is used, it should be the same on each nail and well maintained in one solid color or French manicure style. Charms or decals on nails are not permitted. Fingernails should not exceed one-fourth of an inch beyond the fingertip.

UNDERGARMENTS

Cast Members are required to wear appropriate undergarments at all times. Patterned or colored undergarments that are visible when worn under light-colored costumes or business attire are not permitted.

A Cast Member-provided solid white or black undergarment (unless another color is called out as part of a specific costume) may be worn for tattoo coverage, added warmth and/or sun protection, provided that garments with long sleeves end at the wrist. The following styles are permitted: tank tops; short-sleeve or long-sleeve crew-neck or V-neck shirts; full or mock turtlenecks; or a set of tattoo sleeves. With the exception of an undershirt, undergarments should not be visible at any time.



HAIRSTYLING & HAIR COLORING

Hairstyles that are clean and well maintained represent our Disney brand. Hair length, including completely shaved styling, is at the Cast Member's discretion. Hair below shoulder length should be secured if it falls forward over the face or covers the nametag while working.

If the hair color is changed, it should be well maintained and in natural-occurring hues. Examples of hair colors that are not considered natural would be colors such as blue, green, pink, purple, etc.

The shaving of lines or shapes in the hair is permitted provided they do not depict offensive words or symbols.

MAKEUP

If makeup is worn, it should be applied in a blended manner and in neutral colors.

PERSONAL PROTECTIVE EQUIPMENT

Personal protective equipment (PPE) may be required to safely perform your role. This could include, but is not limited to, items such as face coverings, face shields, safety vests and safety glasses. Please remember to maintain the Disney Look while wearing personal protective equipment. For additional information, see your leader or the Safety module on The Hub.

PERSONAL HYGIENE

Due to close contact with Guests and fellow Cast Members: regular bathing; frequent hand washing; clean, neat hair; and the use of an antiperspirant or deodorant are required. For the same reasons, the use of strong, heavy scents and fragrances is not permitted.



Guidelines for Costumed Cast Members

COSTUMES

Costumes should be clean and neat at all times. If a costume change becomes necessary during your shift, you should report immediately to your Costuming location after consulting with your leader.

Costumes must be worn as they are designed. For example, they should not be worn too loose, too tight, low on the hips, etc. Any questions pertaining to the fit of a costume should be addressed with Costuming to make sure the appearance meets the requirements for the Disney Look.

As a reminder, you are responsible for the proper care and handling of all costume pieces issued to you. Costumes issued to you remain the property of the Company and must be returned in good condition upon request or at the time of separation or transfer.

When wearing a costume off-property, remove your nametag and do not wear your costume for personal use. Your costume is not to be worn when visiting Disney property as a Guest.



FOOTWEAR

The required shoes for a costumed area differ based on the role and the theming of the costume. Before buying work shoes or hosiery, Cast Members should check the Costuming module on The Hub or with their leaders to ensure proper style and color.

It is recommended that Cast Members wear slip-resistant shoes in all areas as a safety precaution. Approved shoes and socks are required the first day in costume.

Cast Members are responsible for ensuring shoes are kept clean and in good condition at all times.

Dress shoes must be solid in color with minimal contrasting logos or markings and made of a polishable material.

Athletic shoes must be solid in color with minimal contrasting logos.

For specific guidelines, please check the Costuming module on The Hub.



JEWELRY

Jewelry is permitted provided it does not distract from the overall appearance and preserves the magical Guest experience.

A visible wrist and/or ankle bracelet in good taste and condition may be worn with the costume. Bracelets should not exceed one inch in width, and must fit closely to prevent slippage. Charm bracelets are approved provided the charm or dangle does not exceed one-half inch below the wrist/ankle or interfere with daily work assignments. Cause bracelets, which remind our Guests of the realities of the outside world, are not permitted.

Watches should have minimal ornamentation.

A modest visible necklace in good condition may be worn with the costume top. The necklace should be clean, complement the costume, and not interfere with work assignments. If a pendant is attached, it should not exceed one inch in size.

Earrings must be simple, matched pairs in gold, silver, or a color that matches the costume. Two earrings in each ear are permitted. Earrings may be clip-on or pierced, post, hoop or dangle and may be worn anywhere on the ear. Earrings may not exceed 2 inches in length/circumference.

A ring may be worn on any finger, however only one ring on each hand is permitted. (Wedding/Engagement ring sets count as one.)

Activity fitness trackers and/or smart watches may not be allowed in some areas. Guidelines may vary by line of business due to safety guidelines. Please see a leader for additional details.



HAIR ACCESSORIES

Accessories no larger than two inches wide and four inches long are acceptable. Headbands, hair ribbons or hair ties are acceptable, provided that they are no wider than two inches.

Accessories must be a neutral color (silver, gold, tortoiseshell, black, clear or pearl) or a solid color that matches the costume.

EXCEPTIONS

Exceptions to the guidelines for costumed Cast Members are identified by the various lines of business and may be included in local training materials.

Exceptions are based on, but not limited to, food safety guidelines, operational/attraction-specific safety measures, or the story and character-based needs of various Entertainment roles.

Please see a leader for details.



Guidelines for Non-Costumed Cast Members

Consistent with the guidelines for costumed Cast, non-costumed Cast Members' clothing should be clean, wrinkle-free and fit properly. Clothing should not appear too tight, too baggy, faded or in need of repair.

ONSTAGE ATTIRE

Your role, location, time of day, level of service, and/or daily agenda may require varying levels of appropriate dress.

Business-appropriate Cast-provided options include, but are not limited to: pants/trousers, skirts, dresses, suits with/without a jacket and/or vest, sweaters, oxford-style tops, sleeveless dresses and blouses, camp shirts/blouses, mid-calf capri pants, and golf-style polos.

In addition to the options above, non-costumed Cast Members working in Parking, Sports and Recreation are permitted to wear dress or golf-style shorts no shorter than three inches above the top of the knee.

BACKSTAGE ATTIRE

Your role, location, time of day, level of service, and/or daily agenda may require varying levels of appropriate dress.

Additional Cast-provided options include, but are not limited to: jeans, sweatshirts/hoodies, and tee-shirt style tops.

It is recommended that Cast Members whose work may require them to appear onstage always be prepared with appropriate onstage, Guest-facing attire.



FOOTWEAR

Shoes or boots appropriate for your business unit/location are required. Dress shoes are permitted to have contrast soles, an open toe, open heel and/or sling back. Sandals are not permitted.

Hosiery is optional for non-costumed Cast Members. If hosiery is worn, it should be professional and in good condition.

HAIR ACCESSORIES

Hair accessories, if worn, should coordinate with the outfit.

HEADWEAR

Non-costumed Cast Members may wear hats that coordinate with their outfit to provide sun protection. Baseball caps and visors are not permitted.

JEWELRY

Rings, necklaces, bracelets, earrings, lapel pins/brooches, tie bars, cuff links, scarf clips and wristwatches are permitted. Cause bracelets are not permitted.

Earrings must be simple, matched pairs in gold, silver, or a color that matches the outfit. Two earrings in each ear are permitted. Earrings may be clip-on or pierced, post, hoop or dangle and may be worn anywhere on the ear.



Accommodations

MEDICAL ACCOMMODATION REQUESTS

Reasonable accommodations are provided to Cast Members under the Disney Look for medical restrictions. A Cast Member may request a medical accommodation by completing and sending to the Employee Relations team a completed *Request for Medical Accommodation in Employment* form and, where applicable, a *Physician's Certification for Employee Accommodations*. These forms are available on The Hub.

The Employee Relations team will evaluate the information provided and manage the process to provide a timely response to the Cast Member. The team is available to discuss any questions or concerns the Cast Member may have.

RELIGIOUS ACCOMMODATION REQUESTS

Reasonable accommodations are provided to Cast Members under the Disney Look for sincerely-held religious beliefs. A Cast Member may request a religious accommodation by completing and sending to Employee Relations a *Religious Accommodation Request* form that is available on The Hub.

Employee Relations will facilitate the interaction with the Cast Member to determine the Cast Member's specific, individual needs and will manage the process to provide a timely response to the Cast Member. The team is available to discuss any questions/concerns the Cast Member may have.

This is a quick reference guide. Full details and guidelines are provided in the main sections of the book.

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|-----------------------------|---|
| Bracelets | A visible wrist and/or ankle bracelet may be worn; not to exceed one inch in width. |
| Company ID | Must have with you at all times and be worn appropriately. |
| Costume Fit | Costumes should be clean and fit properly (not too loose or too tight). Hem lengths should not cause a safety concern. |
| Earrings | May not exceed 2 inches in length/circumference; may be worn anywhere on ears. |
| Eyewear | Solid or tortoiseshell in color with only minimal logos. |
| Footwear | Footwear should be in good condition and solid in color. |
| Hair Accessories | Up to three, must be solid, neutral, or a color that matches the costume. |
| Hair Color | Well-maintained and in natural occurring hues. |
| Hairstyle | Clean and well-maintained. |
| Hosiery | Hosiery is determined by theme and costume design. Confirm with Costuming. |
| Makeup | Natural-looking and well-blended. |
| Nails | Should not exceed one-fourth of an inch beyond the fingertip. If polish is used, it should be well maintained in one solid color or French manicure style. No decals. |
| Nametag | Worn on the upper left shoulder area of outermost layer of clothing, unless otherwise noted in costume description. Must be in "good show" condition. |
| Necklaces | A visible necklace may be worn. Pendant should not exceed one inch in size. |
| Personal Electronic Devices | Personal devices must be silent, concealed and are not allowed to be used onstage. |
| Rings | Only one ring on each hand. (Wedding/Engagement ring sets count as one.) |
| Socks | Socks are determined by theme and costume design. Confirm with Costuming. |
| Sunglasses | Solid or tortoiseshell in color with only minimal logos. No mirrored or dark, opaque lenses are allowed. |
| Watches | Should have minimal ornamentation. |

Quick Search

Non-Costumed Cast Members

This is a quick reference guide. Full details and guidelines are provided in the main sections of the book.

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| Bracelets | Two wrist and/or ankle bracelets that coordinate with the outfit are approved. |
| Company ID | Must have with you at all times and be worn appropriately. |
| Clothing Fit | Clothing should be clean and fit properly (not too loose or too tight). Hem lengths should not cause a safety concern. |
| Earrings | Two earrings in each ear permitted; may be worn anywhere on the ears. |
| Eyewear | Solid or tortoiseshell in color with only minimal logos. |
| Footwear | Shoes or boots appropriate for your business unit/location are required. |
| Hair Accessories | Hair accessories should coordinate with the outfit. |
| Hair Color | Well-maintained and in natural occurring hues. |
| Hairstyle | Clean and well maintained. |
| Hosiery | If hosiery is worn, it should be professional and in good condition. |
| Makeup | Natural-looking and well blended. |
| Nails | Should not exceed one-fourth of an inch beyond the fingertip. If polish is used, it should be well-maintained in one solid color or French manicure style. No decals. |
| Nametag | Worn on the upper left shoulder area of outermost layer of clothing. Must be in “good show” condition. |
| Rings | Only one ring on each hand. (Wedding/Engagement ring sets count as one.) |
| Sunglasses | Solid or tortoiseshell in color with only minimal logos. No mirrored or dark, opaque lenses are allowed. |
| Watches | Should have minimal ornamentation. |

