



Disney
Magic 2023
HAP-PINS

2023 PIN TRADING EVENT

Package Options and Frequently Asked Questions

2023



EVENT PACKAGE OPTIONS

Guests wishing to attend the Disney Magic HAP-Pins 2023 Pin Trading Event at Disney's Coronado Springs Resort® Convention Center will need to select one of the following event packages.

APPRENTICE PACKAGE

THIS PACKAGE IS \$100 PER GUEST AND INCLUDES THE FOLLOWING:

- Access to trading area on August 25 during event check-in
- Admission to the Disney Magic HAP-Pins Event on August 26
- Opportunity to participate in the Random Selection Process (“RSP”) to purchase event pins prior to the August 26 event
- Access to trading activities with Disney
- Access to trading area with other event guests
- Opportunity to meet Disney Pin Partners and preview upcoming pins
- Pin Artist Signings
- Limited Edition Commemorative Gifts - Approximately \$50 in retail value.
 - Welcome Pin
 - Goodbye Pin
 - 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 packages are limited in availability. No discounts will be offered in conjunction with these packages. 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 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 may be sold, traded or 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 Disney Magic HAP-Pins event. Individuals eligible for merchandise discounts at Walt Disney World® Resort 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 event packages, 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.

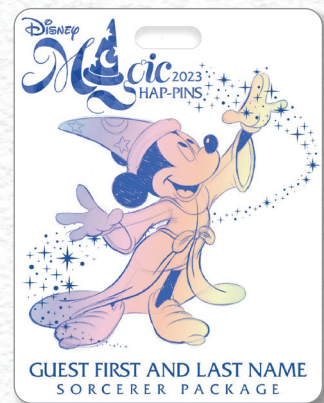


SORCERER PACKAGE

THIS PACKAGE IS \$200 PER GUEST AND INCLUDES THE FOLLOWING:

Items in **bold** are only available to Sorcerer Package Guests.

- Access to trading area on August 25 during event check-in.
- Admission to the Disney Magic HAP-Pins Event on August 26
- Opportunity to participate in the Random Selection Process (“RSP”) to purchase event pins prior to the August 26 event
- Access to trading activities with Disney
- Access to trading area with other event guests
- Opportunity to meet Disney Pin Partners and preview upcoming pins
- Pin Artist Signings
- **Preferences for each round of the Random Selection Process of event pins will be processed first**
- **Dedicated check in line at event check in on August 25**
- **One (1) hour (9am-10am) exclusive early access to event offerings on August 26**
- **Access to a trading activity exclusive to the Sorcerer Package event guests**
- Limited Edition Commemorative Gifts - Approximately \$90 in retail value.
 - Welcome Pin
 - Goodbye Pin
 - **Sorcerer Package Gift Pin***
 - Lanyard with **Elevated Credential Art**



*Able to connect to items #25-28 in the product catalog

Guests will be able to purchase up to two (2) of the Sorcerer 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 packages are limited in availability. No discounts will be offered in conjunction with these packages. 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 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 may be sold, traded or 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 Disney Magic HAP-Pins event. Individuals eligible for merchandise discounts at Walt Disney World® Resort 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 event package options, 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.

**What can I expect at the event?**

The Event Team has scheduled a full day of pin trading related activities on August 26 and we're excited for you to join us! Some of these activities include trading boards, trading areas, pin product previews, 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. Please be aware that there will likely be times during the day where you will be waiting in line and you should plan your day accordingly.

How will the event be different this year?

The Event Team heard what is most important to you- trading pins! This year's event on August 26 will focus on just that. At this one-day event in our new location, you can expect more trading activities (no trading tabs required!), new types of trading activities, and a larger trading area for event Guests to trade with each other.

Will trading tabs be required for the trading activities with Disney?

No. This year's event will not require trading tabs. You are welcome to trade at the trading boards as often as you like during the event.

Should I purchase Theme Park admission tickets, Disney Genie+ Service, Individual Lightning Lanes, or make dining reservations on event days?

Theme Park admission tickets, Disney Genie+ Service, Individual Lightning Lanes, and dining reservations are not required to attend this event.

What are the bag restrictions for this event? Can I bring my entire trading collection to the event?

Due to space limitations, each event attendee may bring one bag up to 24" x 15" x 18" (61cm x 38cm x 46cm) in size into the event area.



EVENT REGISTRATION FAQs

How will registration for the Apprentice and Sorcerer 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.

Each adult must log into their own Disney Account before purchasing an event ticket.

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?

For Apprentice Packages, a guest may purchase one (1) Apprentice Package per guest per registration. For Sorcerer Packages, a guest may purchase up to two (2) Sorcerer Packages - one for themselves and one for a second guest, per registration. Regardless of package, each guest may only have one (1) Event Package in his/her 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.

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

Children under age 14 must be accompanied by a Guest age 14 or older to enter the event. An event package is required for all event attendees ages 3 and up.

**SORCERER PACKAGE REGISTRATION FAQs****I want to be sure another member of my party also gets the Sorcerer Package. How can I do this?**

Sorcerer 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 when purchasing a pair of Sorcerer Packages?

At the time of registration, you will need to provide the secondary Guest's name and email address 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 within 72 hours 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 Sorcerer 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 Sorcerer 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 link to provide additional information (such as address and phone number), and then will be able 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 for 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.

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)

First RSP

Please fill in your choices with the item numbers for each pin you would like to purchase. Each item can be listed only once in each RSP section.

Guests should list items in the 2nd, 3rd, 4th or 5th RSP columns ONLY if they wish to purchase additional quantities of the same item listed in the previous round.

Do not list items you do not wish to purchase.

1st Choice	*	30. Magician Pin Set (Box Set of 4)	▼
2nd Choice		33. Magical Castle (LED- Light Up Pin)	▼
3rd Choice		7. Disney Magical Movie Moments: Fantasia	▼
4th Choice		12. Disney Parks Magical Experiences: Getting An Ear Hat	▼
5th Choice		28. Magic Happens' Float	▼
6th Choice			▼
7th Choice			▼
8th Choice			▼

**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 consider the edition size of the items – higher edition size pieces will be available longer so they can be included lower on your list.

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.

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 17 to make changes to your RSP preferences. After July 17, 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 so that we can reset your choices.

**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.

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

The RSP's will be run in this order:

- 1st RSP - Sorcerer
- 1st RSP - Apprentice
- 2nd RSP - Sorcerer
- 2nd RSP - Apprentice
- 3rd RSP - Sorcerer
- 3rd RSP - Apprentice