



## UCI HEALTH NIGHT DISNEY CALIFORNIA ADVENTURE FREQUENTLY ASKED QUESTIONS

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### EVENT INFORMATION

#### 1. What is the date, location, and time of the event?

Monday, January 20, 2025

Disney California Adventure Park

Private Event Hours: 10:00 p.m. – 1:00 a.m.

Park Entry/Arrival: 5:00 p.m. or anytime thereafter until 10:30 p.m.

(No entry after 10:30 p.m.)

#### 2. What is the event description?

UCI Health Night at Disney California Adventure Park is an exclusive event for UCI Health co-workers. The park will close to the public at 9:00 p.m., and our private event will begin at 10:00 p.m.

#### 3. What can I expect at the event?

- **5:00 p.m.** – Earliest entry allowed into the park with your event ticket
- **5:00 – 9:00 p.m.** – Visit the Hyperion Theater courtyard to obtain your special event wristband and commemorative gift pack

**IMPORTANT NOTE:** You must have your wristband on by 9:00 p.m. or you will be asked to leave the park. Your UCI Health ID badge is required to get your wristband and commemorative gift pack

- **9:00 p.m.** – Public must exit the park; only UCI Health co-workers wearing the special event wristband will be allowed to remain in the park
- **10:00 p.m.** – Cavalcade Parade featuring UCI Health leadership, the 2024 ARIISE Awards winners, and a cast of Disney, Pixar, and Marvel characters
- **10:15 p.m.** – Welcome Address by Chad T. Lefteris, UCI Health President & CEO
- **10:25 p.m.** – Private Presentation of the World of Color
- **10:30 p.m.** – All attendees enjoy park attractions, savory appetizers and sweet desserts at food kiosks throughout the park, and free popcorn all night long; gift shops and certain restaurants will be open for your shopping and enjoyment
- **1:00 a.m. (Tuesday, January 21)** – Event ends and park closes

#### 4. How do I get my special event wristband once I arrive at Disney California Adventure?

Visit the Hyperion Theater courtyard no later than 9:00 p.m. to obtain your special event wristband and commemorative gift pack. Your UCI Health ID badge is required to get your wristband. If you forget your UCI Health ID badge, you will be sent to an escalation table, which will take you more time. You will be required to show an alternate form of photo ID, and the escalation team will need to look you up in the registration system to confirm your eligibility and ticket status.

**IMPORTANT NOTE:** You must have your wristband on by 9:00 p.m. or you will be asked to leave the park.

#### 5. What if I forget my UCI Health ID badge?

If you forget your UCI Health ID badge, you will be sent to an escalation table, which will take you more time. You will be required to show an alternate form of photo ID, and the escalation team will need to look you up in the registration system to confirm your eligibility and ticket status.

**IMPORTANT NOTE:** You must have your wristband on by 9:00 p.m. or you will be asked to leave the park.

#### 6. How many people can attend?

Up to 10,000 UCI Health co-workers may attend. Disney sets the park capacity limit at 10,000.

**7. What if it rains on Monday, January 20?**

This event takes place rain or shine. If there is a chance of rain or if it is raining, bring your rain poncho or umbrella, wear non-slip shoes, and enjoy this very special private event. Please note that no-shows will be tracked. Failure to attend means that some other deserving co-worker who could have used your ticket missed out on the event.

**ELIGIBILITY****8. Who is eligible to attend?**

UCI Health co-workers and certain other co-workers as selected by UCI Health leadership are invited to attend. Only those people on the eligibility list approved by UCI Health leadership will be invited.

**9. I think I should have been invited, but I did not receive the registration advance notice on November 19 nor the registration reminder on November 25.**

First, please check your UCI Health email inbox, deleted folder, spam folder, junk folder, and clutter folder. If you do not find any email, please contact the Employee Experience Center (EEC) at [eec@uci.edu](mailto:eec@uci.edu) or 949.824.0500, Monday – Friday, 8:30 a.m. – 5:00 p.m. They will be able to verify whether or not you are on the eligibility list. The EEC does not have the authority to add people to the eligibility list. They will create a ticket for your case and escalate your concern to the Disney event team for investigation and a decision. The EEC will then communicate that decision to you. The Disney event team works in close collaboration with UCI Health leadership on the eligibility list, and all decisions are final.

**10. I work at UCI Health and my significant other/spouse/sibling/child works at School of Medicine but often works with UCI Health in their role. How come they weren't invited?**

First, please ask them to check their UCI or UCI Health email inbox, deleted folder, spam folder, junk folder, and clutter folder. They may have been invited but missed the email(s). That being said, the eligibility list is determined by UCI Health leadership, including leaders from School of Medicine. Co-workers have been invited based on roles and contributions to UCI Health. If someone you know feels that they should have been invited, they may contact the Employee Experience Center (EEC) at [eec@uci.edu](mailto:eec@uci.edu) or 949.824.0500, Monday – Friday, 8:30 a.m. – 5:00 p.m. The EEC will be able to verify whether or not someone is on the eligibility list. The EEC does not have the authority to add people to the eligibility list. They will create a ticket for the case and escalate the concern to the Disney event team for investigation and a decision. The EEC will then communicate the final decision to the person inquiring. The Disney event team works in close collaboration with UCI Health leadership on the eligibility list, and all decisions are final.

## TICKETS & PARKING

### 11. How do I get a ticket to the event?

Registration for a ticket will open on Monday, November 25 at 10:00 a.m. for all co-workers eligible for this event. You will receive an advanced notice email on November 19, telling you about the registration date and time, and you will receive another email the morning of November 25 telling you that registration opens at 10:00 a.m. The advanced notice email on November 19 is intended to give all UCI Health co-workers, regardless of their shift(s), equal opportunity to register for a ticket beginning on Monday, November 25 at 10:00 a.m.

Tickets will be confirmed on a first come, first served basis until all 10,000 tickets have been claimed.

When you register, you will receive an automatic message informing you that you are confirmed for a ticket, or, if all tickets have already been claimed, you will receive an automatic message informing you that you have been added to the waitlist. The waitlist will be determined based on date and time of ticket registration, e.g., registering sooner will put you higher on the waitlist than someone registering later.

If you are confirmed for a ticket, you will receive an email notifying you of ticket pick-up options that will start on December 2. Numerous locations, dates, and times will be made available for pick-up of your admission ticket and parking voucher. Please pick-up as soon as possible. Please do not wait until closer to the event date to pick up your ticket. **Your UCI Health ID badge will be required for ticket pick-up, and you will be looked up in the ticketing system to confirm your eligibility and ticket confirmation.**

**Once you have possession of the ticket and parking voucher, you are responsible for these items. The tickets are NON-TRANSFERABLE (cannot be given to any other person) and cannot be replaced if lost or stolen.**

If your plans change and you cannot attend once you have your ticket and parking voucher in-hand, you must notify the Employee Experience Center (EEC) at [eec@uci.edu](mailto:eec@uci.edu) or 949.824.0500 of your change in plans, and you must return your ticket and parking voucher to one of the distribution events as soon as possible. Failure to return your ticket and parking voucher will result in you being classified as a no-show for the event. Once your ticket and parking voucher are returned, they will be redistributed to a deserving co-worker on the waitlist.

### 12. Will parking be free?

Every attendee will receive a parking voucher with their admission ticket.

### **13. Can I pick-up my co-worker's ticket and parking voucher?**

No, you may not pick-up any tickets or parking vouchers for co-workers. Each attendee must pick-up their own ticket and parking voucher. Your UCI Health ID badge is required for pick-up.

## **GUESTS**

### **14. Will co-workers be allowed to bring guests?**

At this time, no guests are invited to attend due to our capacity limit of 10,000 and our invited database of nearly 16,000 co-workers. In the unlikely event that our invited co-workers do not claim all 10,000 tickets, then UCI Health leadership reserves the option to hold a random drawing to offer a guest ticket to co-workers confirmed to attend. The number of available guest tickets would be determined by the number of unclaimed tickets at that time. Again, this is highly unlikely to happen for this event. If it should happen, a message will be sent to all confirmed attendees notifying them of a random drawing opportunity.

### **15. My family member or friend is a pass holder. Can they attend with me?**

No, pass holders will not be allowed to attend this private event. They may, however, enjoy Disney California Adventure Park with you until 9:00 p.m., at which time the public will be asked to leave. A special event wristband, available only to our confirmed event ticket holders, is required in order to stay in the park after 9:00 p.m.

### **16. I have young children. Can they attend with me?**

We're sorry, but this event is for invited UCI Health co-workers only, and the minimum age requirement is 18. Disney cast members will ask all other people to exit the park at 9:00 p.m., including young children.

## **ALTERNATE TICKET ELIGIBILITY**

### **17. I want to attend this event, but I am working during the event.**

We greatly appreciate our co-workers who will be caring for our patients during this special event, and we will miss celebrating with you. If you have to work during the following hours, and you indicate in advance, through the registration process, that you would have liked to attend the event but have to work, you will be eligible for a ticket to Disney California Adventure to be used at a later date.

You must physically be working during the following hours to be eligible for an alternate ticket:

- 8:00 p.m. on Monday, January 20, through 2:00 a.m. on Tuesday, January 21

If you get off work prior to 8:00 p.m. on Monday, January 20, or if your shift starts after 2:00 a.m. on Tuesday, January 21, you will not be eligible for an alternate ticket. Here are some examples:

- If your shift ends on Monday, January 20, 2025 prior to 8:00 p.m., you should register for a ticket to the private event and attend the event; our private party starts at 10:00 p.m.
- If your shift starts on or after 2:00 a.m. on Tuesday, January 21, 2025, you should register for a ticket to the private event and attend the event; our private party ends at 1:00 a.m.

**18. I have to work consecutive day shifts on Sunday, January 19, Monday, January 20, and Tuesday, January 21. Am I eligible for an alternate ticket?**

Persons working consecutive day shifts on Sunday, January 19, Monday, January 20, and Tuesday, January 21 will not be eligible for an alternate ticket.

**19. I will be on PTO the day of the event. May I attend? Am I eligible for an alternate ticket?**

No, persons on PTO the day of the event are not eligible to attend and are not eligible for an alternate ticket.

**20. I will be on leave the day of the event. May I attend? Am I eligible for an alternate ticket?**

No, persons on leave the day of the event are not eligible to attend and are not eligible for an alternate ticket.

**21. What if I get sick the day of the event and cannot attend? Will I be eligible for an alternate ticket?**

No, alternate tickets will not be offered to persons who cannot attend due to illness.