

# POLYNESIAN HOTEL



# HANDBOOK



university of **Walt Disney World**

# I

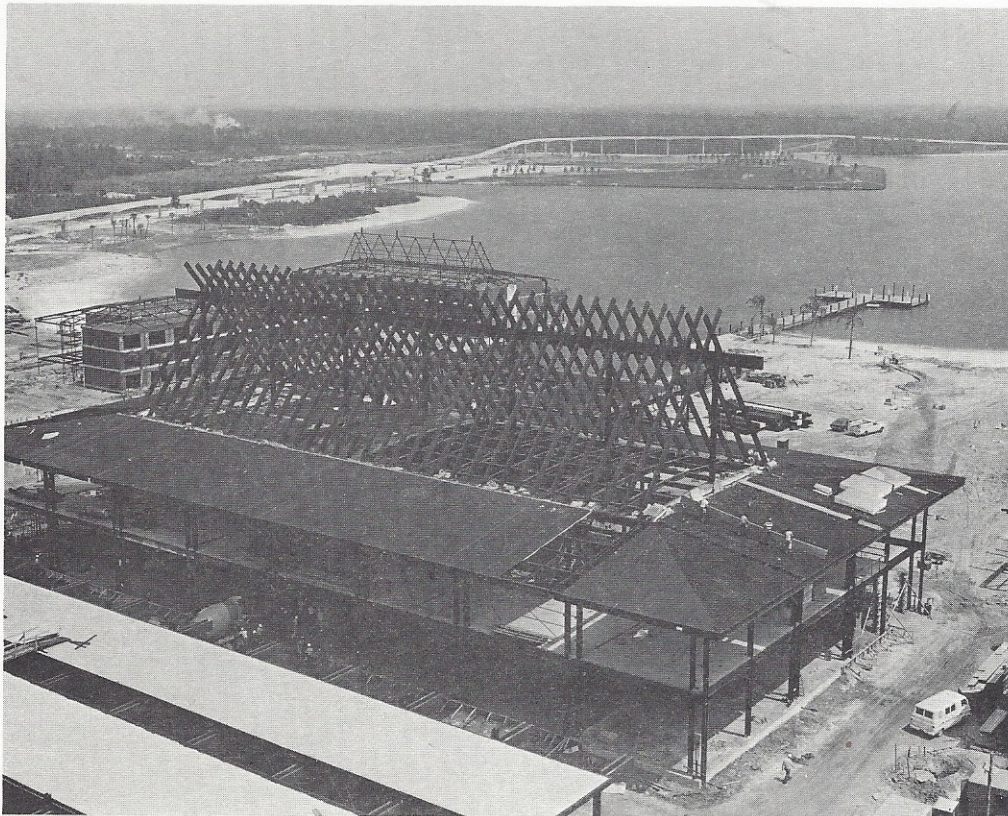
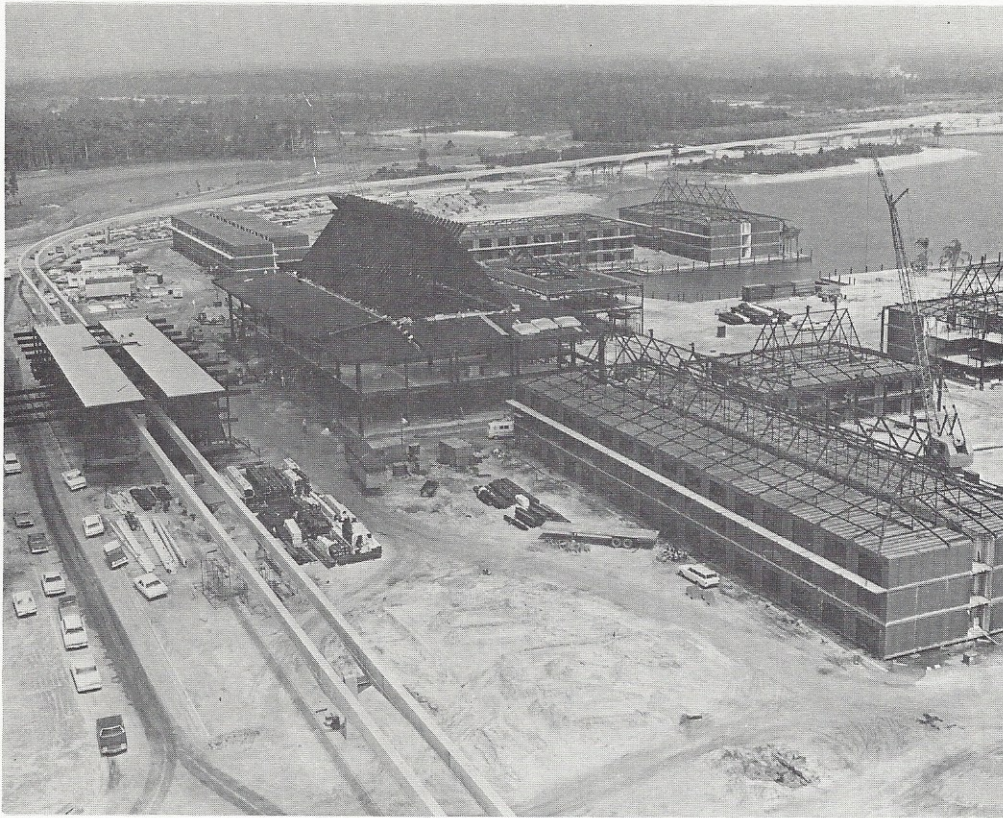
## INTRODUCTION

Nestled in luxuriant landscaping on the southern shores of the Seven Seas Lagoon is the Polynesian Village Hotel. Its motto is "Aita Peatea", which means: "There will be another day tomorrow just like today." Maui, the god of vacations, slows the sun down to make the days longer so that our guests may enjoy the slower-paced, more casual atmosphere of this delightful South Seas resort.

The hotel was designed by Welton Becket and Associates of Santa Monica, California, and WED Enterprises and constructed by U.S. Steel Realty Development.

The Polynesian Village Hotel offers our guests excellent accommodations in a peaceful village atmosphere. The Great Ceremonial House, which serves as the main lobby and reception area, and the eight longhouses clustered around the peaceful green lagoon form a lazy setting in which our guests may relax and enter a more tranquil period.

Despite the surface tranquility, this 500-room hotel is much like a small city in that it provides service to our guests twenty-four hours a day.



## II

### THE CONSTRUCTION STORY

Utilizing a new construction method called "unitized modular construction", U.S. Steel Realty Development has built a beautiful Polynesian village on the shores of the Seven Seas Lagoon. This method of construction consists of forming a steel honeycomb superstructure into which completely-formed rooms are fitted. This same construction method is also utilized in the Contemporary Resort Hotel.

These individual guest rooms were manufactured in a special plant located on site and were formed on an assembly line. As the lightweight steel rooms passed through the construction plant on their way to completion, the electrical, mechanical, and plumbing facilities were added to each room. After completion, the nine-ton rooms were placed on trucks and transported to the Polynesian Village site, where each room was lifted into place with a crane.

To add the the authenticity of the Polynesian Village area, the pitched roofs are covered with a special tin covering, called "Cor-Ten", which weathers to a rich, natural, earth-toned patina. All steel structures are covered with wood, and the eight longhouses, which house the guest rooms, are no more than three stories tall, which keeps the silhouette long and low, befitting a Polynesian village.

### III

## THE INSIDE STORY

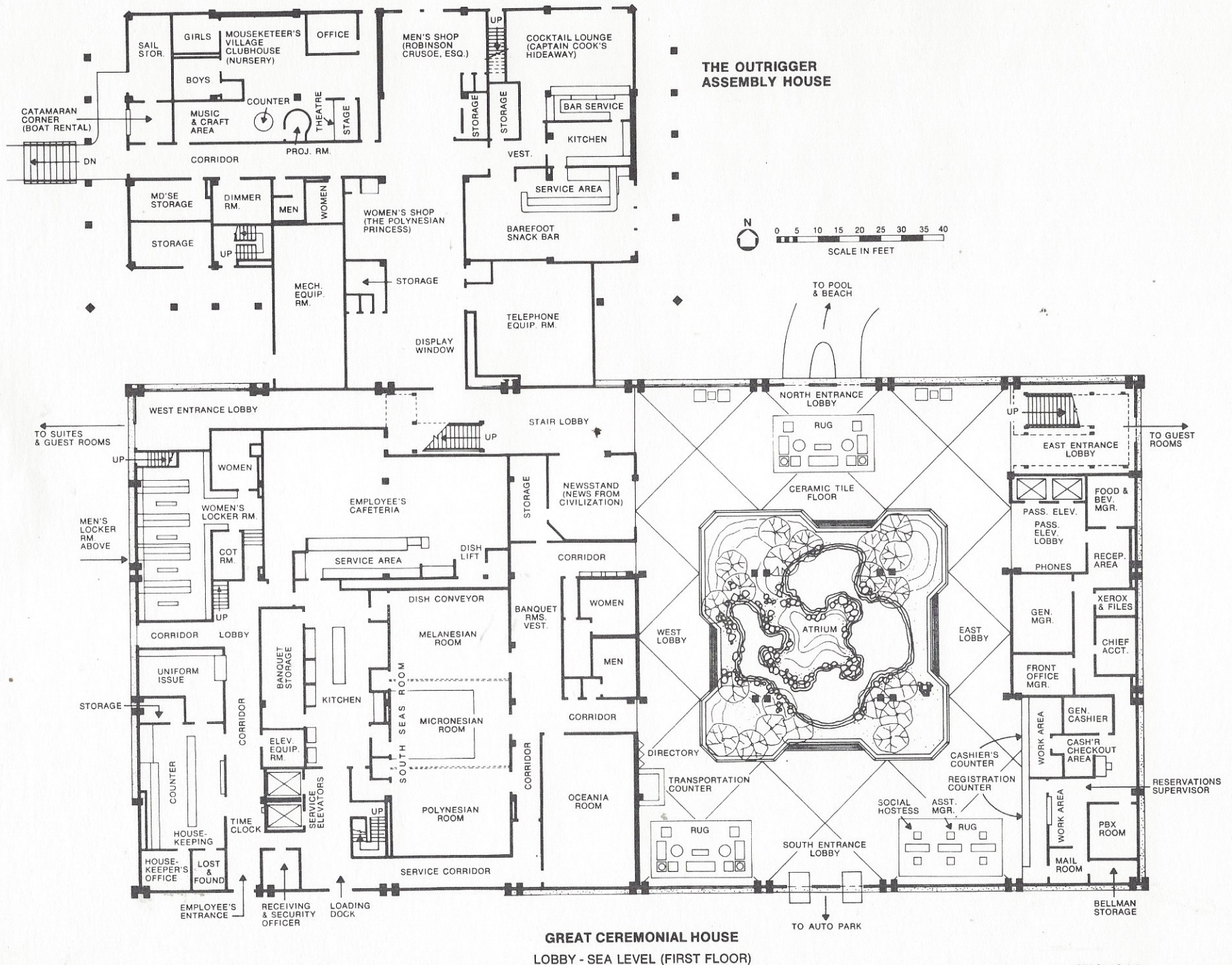
The two-story Great Ceremonial House, which is the main hotel building, will serve as the reception area for all our guests. The color scheme is of green and orange, featuring a green quartz registration desk and white revolving ceiling fans. The Great Ceremonial House contains two levels, the Lobby Sea Level and the Bay View Terrace.

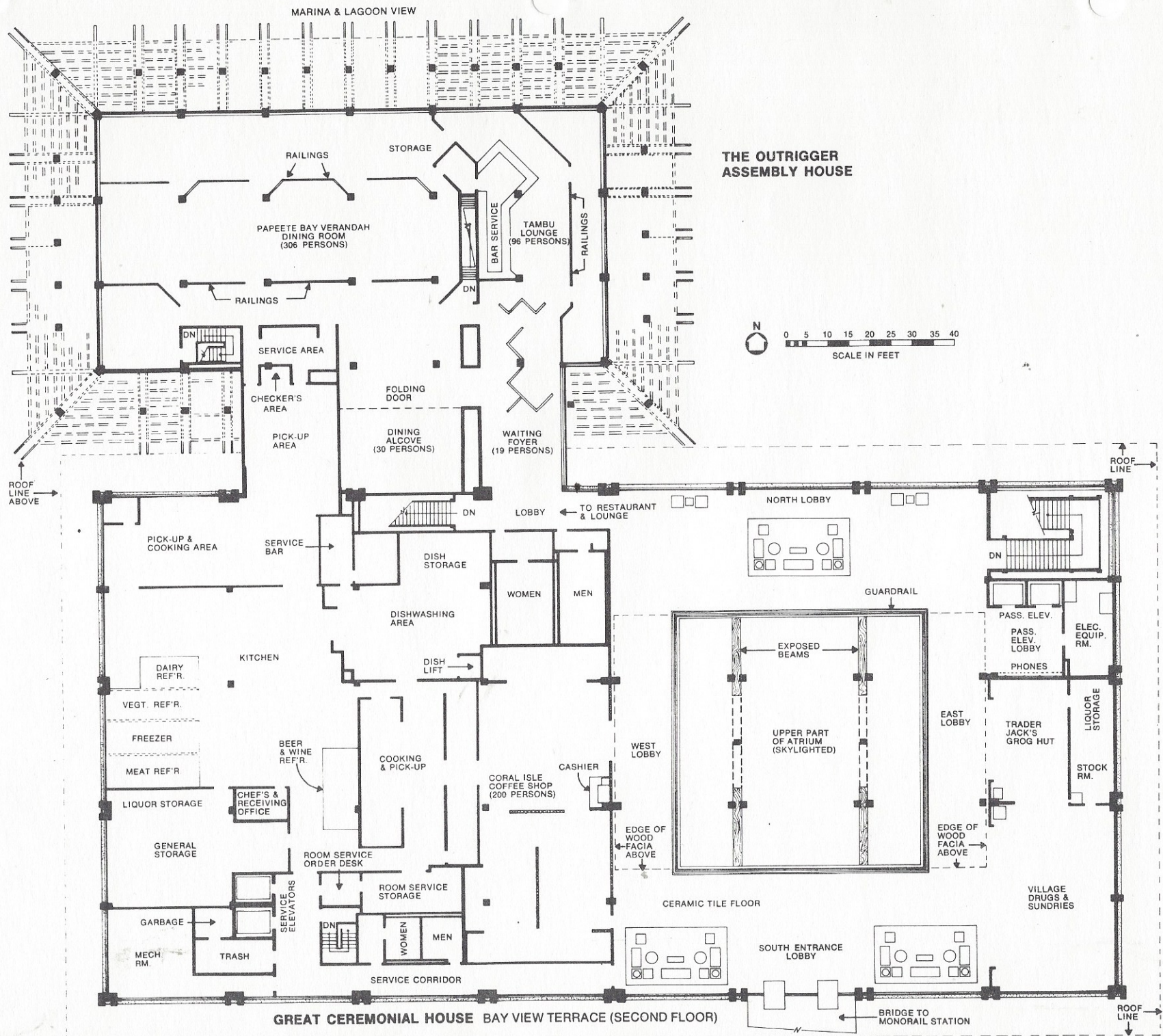
The Lobby Sea Level contains the lobby and registration areas, the executive offices, host and hostess locker rooms, a wardrobe issue area, and a nurse for our guests' convenience. Also included on this level are four banquet rooms, which bear the thematic names Melanesian, Polynesian, Micronesian, and the Oceania Rooms.

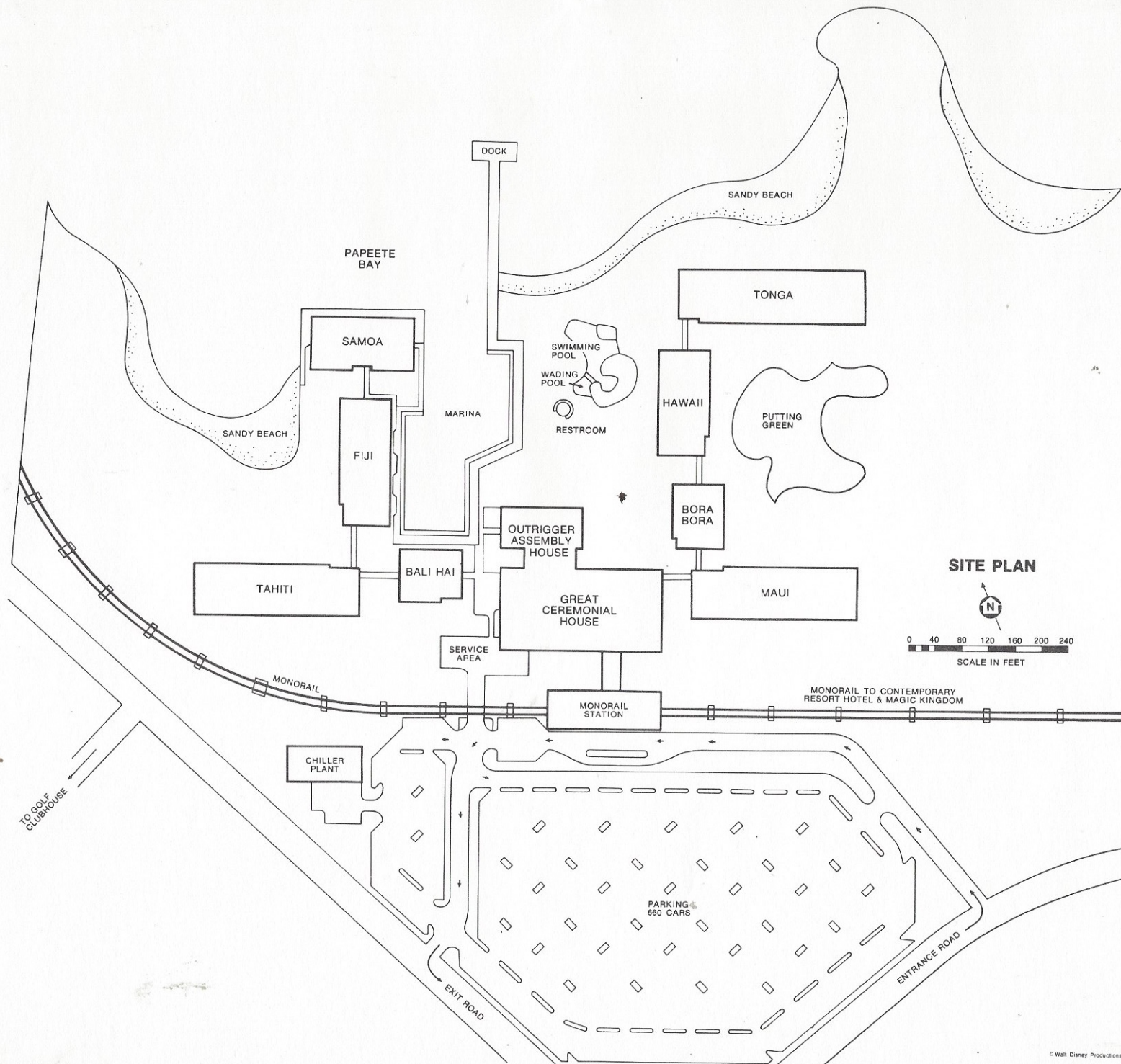
The Bay View Terrace level provides our guests with the Polynesian-style shops and dining areas.

The eight longhouses, which provide guest rooms, lie in an area reminiscent of a Polynesian village. There are four room plans available that range in cost from \$22 to \$40. The longhouses derive their names from the primary cultures of the South Seas, such as Tahiti, so that the guests may easily identify the building in which they stay.

The attached maps should help you in locating the various facilities of the Polynesian.







## IV

### POLYNESIAN DINING

Designed for gracious, unhurried dining, the restaurants in the Polynesian Village Hotel provide island foods and international cuisine in new and exciting ways.

\* PAPEETE BAY VERANDAH

Our guests will find themselves transported back to the French Colonial era in this elegantly designed restaurant. They will be surrounded by peaked ceilings, elaborate colonial furniture, and large ceiling fans as they enjoy Polynesian dining at its finest. The menu will feature tropical and continental food as well as flaming desserts and imported island coffee. Aesthetic murals adorn the walls to add to our guests' dining pleasure.

\* TAMBU LOUNGE

Located on the Bay View Terrace, the Tambu Lounge provides exotic drinks and imported beer from Hawaii, Tahiti, and the Philippines. Tambu literally means a native meeting place...and so it shall be!

\* CORAL ISLE COFFEE SHOP

Serving breakfast at any hour and featuring Hawaiian-grown coffee, the Coral Isle Coffee Shop offers our guests casual, family dining.

\* CAPTAIN COOK'S HIDEAWAY

Captain Cook's Hideaway serves Polynesian specialty drinks to our guests in a very cozy atmosphere.

\* BAREFOOT SNACK BAR

Poolside snacks and beverages are served from 10:00 a.m. to 6:00 p.m.

\* ROOM SERVICE

Food with an international flavor is provided to our guests through room service from 6:00 a.m. to 2:00 a.m.

## SOUTH SEAS SHOPPING

\* ROBINSON CRUSOE, ESQ.

This men's store will feature sportswear and beachwear in addition to its basic men's lines.

\* THE POLYNESIAN PRINCESS

Located on the Bay View Terrace level, this women's shop will feature Polynesian women's sportswear and swimwear. A full range of specialty items will also be available.

\* TRADER JACK'S GROG SHOP

The liquor and gourmet shop within the Polynesian Hotel will feature fruit drinks and Polynesian snacks as well as an array of staple liquors and beverages.

\* VILLAGE DRUGS AND SUNDRIES

Located adjacent to Trader Jack's is the drugstore, which offers gifts, souvenirs, fresh flowers, a candy shop, film and camera accessories, and men's and women's toiletries.

\* NEWS FROM CIVILIZATION

Located on a square overlooking a Polynesian-themed reflecting pool is the newsstand, which offers newspapers, magazines, and a broad selection of souvenirs and tobacco products.

## VI

### SPECIAL GUEST SERVICES

The Polynesian Village Hotel guest has a wide variety of services available to him. One of the most innovative is the use of our centralized computer reservations system. When a guest arrives at Walt Disney World's Main Entrance Complex and has made prior reservations, all that the guest need do is give the welcoming host or hostess his name. This information is relayed to the front desk of the Polynesian, where all guest registration documents have been pre-printed and are awaiting the guest's arrival. After giving his name, the guest then drives to the hotel, where he is personally greeted, quickly registered, and then guided to his room by a reception host or hostess. At the same time the guest registers, a folio is automatically set up, thus avoiding confusion in the billing process when it's time for check-out.

If a guest arrives at the Main Entrance Complex and does not have a previous reservation, the reception host or hostess is able to quickly tell the guest what accommodations are available, either at Walt Disney World's Resorts, or when completed, at the Motor Inn Plaza on Preview Boulevard. This instant information is provided by the computer, and after making his choice, the guest may follow the same check-in procedure as a pre-registered guest.

In addition to these instant lodging services, the computer will be able to make recreation activities reservations, dining reservations, reserve golf start times, review entertainment activity, and even make car rentals...all in a few seconds.

Once the guest has arrived at the Polynesian Village, he is truly transported back to a more leisurely, less automated time. Automobile traffic is practically non-existent, in keeping with the Disney dream of divorcing our guests from reality. Transportation is never a problem, though, for our guests have three modes from which to choose: the silent, all-electric Monorail, gay, open-air trams, or water-borne launches. This transportation system allows the guests easy access to the Magic Kingdom, to the Contemporary Resort Hotel, to the Tri-Circle D Ranch, or to anywhere the guest would like to go.

In the lobby, near the reception area, ticket booths have been provided for the guests so that they may obtain Magic Kingdom books, and tickets for the various recreational activities.

For the guests' convenience the Polynesian Village offers six-days-a-week valet service. Walt Disney World's own laundry, located in the North Service Area, provides same-day service.

If our guests have pets, kennel facilities are available at the Kal-Kan Kennel, located at the Main Entrance Complex. The charge is \$.50 a day, which includes a Kal-Kan meal.

Should our guests require service for their automobiles at some time during their stay with us, the Gulf Car Care Center, located at the entrance to Walt Disney World, is equipped to change the oil, fix a flat, give a tune-up, fill the gas tank, or make minor repairs.

## VII

### GUEST ACTIVITIES AND RECREATION

Guests at the Polynesian Village have the opportunity to participate in countless activities utilizing the best in equipment and facilities.

#### FACILITIES

##### RECREATIONAL RECEPTIONIST

The recreational receptionist is located in the main lobby across from the registration desk. This hostess offers information to the guests regarding recreation programs and also sells recreation and Magic Kingdom ticket books.

The recreation desk will serve as the headquarters for package programs and special-interest programs. All reservations for watercraft, camp grounds, golf courses, and central reservations for dining and entertainment are made from this desk.

##### EQUIPMENT

The Equipment Check-Out Facility is located near the marina.

Catamaran Corner, near the marina area, provides all types of watercraft for the guests' use in the Seven Seas Lagoon

and Bay Lake. Outrigger canoes, Sunfish sailboats, Capris, Bob-A-Rounds, catamarans, and paddle wheel boats are all available on a rental basis along with instructions on how to operate each type of craft.

## PROGRAMS

### TENNIS

There are four lighted courts, together with a pro shop; these courts are located at the Contemporary Resort Hotel. Tournaments and professional instruction will be available as well as open play.

### CYCLERY

Bicycles are available at the Equipment Facility near the marina. Two types of programs are offered on five miles of bicycle paths, non-structured riding and structured tour programs. Prices for these programs are \$1 per hour for a single bike and \$2 per hour for a tandem.

### CHILDREN AND YOUTH PACKAGE PROGRAMS

The Children Program, six to nine years of age, and the Youth Program, ten to thirteen years of age, will have two-hour and four-hour programs, with the four-hour program including lunch. The cost is \$1 per hour.

The Mouseketeer's Village Clubhouse, which is the children's nursery at the Polynesian, will feature puppet shows and Disney animated cartoons.

#### INCLEMENT WEATHER PROGRAM

This program will provide activities for the hotel guest when outdoor recreational activities are not available because of inclement weather conditions.

The program will offer a variety of educational, social, and recreational programs designed for the various ages and interests of the Walt Disney World Guests. Programs will consist of specialized classes that include lectures, demonstrations, exhibits, clinics, and motion pictures.

#### AFTER-HOURS PROGRAM

The beginning of the night festivities at the Polynesian is heralded by a Torchlight Ceremony complete with drums and Polynesian runners. A series of special events are planned on a regular basis to insure the hotel guest of another unique recreational experience during the evening hours, such as beach-side luaus.