

Castle of Miracles



Area	Important Info
Volunteer Requirements	<ul style="list-style-type: none"> Volunteers must be 16 yrs. or older.
Family Requirements	<ul style="list-style-type: none"> Guests must be 16 yrs. or older to be unaccompanied by parents. If the children are 15 and younger, children need to have parent/guardian with them at all times.
Star Fairy	<ul style="list-style-type: none"> Magic Markers are located next to the Star Fairy in a cup. The Star Fairy will take the star and hang it up that evening. The next day, the family will receive their passport at their villa. If the family is... <ul style="list-style-type: none"> Checking out that day, the passport will be mailed to them at home. Checking out the next day, the passport will be delivered to Guest Services. The family will receive it in their checkout packet. Checking out later in the week, the passport will be delivered to their villa. If you have a Welcome Back family, greet them and call 4234.
Magic Mirror	<ul style="list-style-type: none"> Encourage children to look through the looking glass mirror.
Wishing Well	<ul style="list-style-type: none"> Extra pennies are located in the Pillow Room. Please ensure the children are only tossing one penny at a time.
Jolly Hollow	<ul style="list-style-type: none"> This is a play area for the children. Please let Entertainment know if the sounds are not working.
Pillow Tree	<ul style="list-style-type: none"> The Pillow Room contains all of the pillows, as well as the chute where the pillows are dropped into the tree. Hermes is much like a story book and has chapters, much like a DVD. He may get stuck on a screen or freeze up. If this happens, there is a wireless keyboard located on the puppet stage behind the curtain. Take the keyboard and touch the space bar one time. That will jump the program to the next chapter and all should be well. If this doesn't work, walk away and make up a creative story while getting the family their pillows. Then call Entertainment at 4234 and they will assist you.
Star Tower	<ul style="list-style-type: none"> The Star Fairy portal is located on the puppet stage behind the curtain. To use the portal, select the "Jump" icon, then select "Star Tower Show". Input either the villa number or last name of the child. Press "Show Star". It will show the picture of the star prior to being hung, the picture of where the star was hung in the galaxy, and tell you which galaxy it is located in.

Tom Foolery	<ul style="list-style-type: none"> • Tom Foolery is the jester puppet located above the Carousel window. He is only operated at certain times by staff members and trained volunteers.
Phone/Emergency #'s/Contact Entertainment	<ul style="list-style-type: none"> • The phone is located near the window. • In case of emergency please dial 9-911. The Manager On Duty will be down to assist once 9-911 is dialed from a house telephone. • If you need anything while in the castle, dial 0 and ask for Entertainment. • First Aid Kit is located in the pillow room.
Family Interaction Tips	<p>Do's of Affection:</p> <ul style="list-style-type: none"> • Patting children on the head, back or shoulder • Side hugs • Fist bumps and high fives • Sitting close • Holding hands while walking (young children) • Verbal praise or recognition
Restrooms	<ul style="list-style-type: none"> • Please check restrooms for cleanliness during your shift. Dial '0' if they need attention. • Water cooler is available to everyone who enters the castle. If more cups are needed please call entertainment.
Birthday Box	<ul style="list-style-type: none"> • Children will come into the castle with their birthday certificates. • The key for the box is located in the Pillow Room. • Gather everyone in the castle to sing Happy Birthday! • Allow the child to open all boxes and pick one toy to keep as a present.
Welcome Back Families	<ul style="list-style-type: none"> • If a Welcome Back family visits the Castle to find a star or ride the Carousel, dial '0' and someone will be come to assist as soon as possible.
Village Newsletter	<ul style="list-style-type: none"> • Most questions can be answered by looking at the village newsletter. This is located next to the front door of the Castle.
Cleaning Procedure for 4 th Shift	<ul style="list-style-type: none"> • Please use provided antiseptic wipes to wipe down any and all surfaces, including the bins the toys are stored in, sharpies, and the magic mirror. Make sure to wear gloves while using wipes.

Thank you for Volunteering!