

2021
DISNEY HEROES VS. VILLAINS
DIGITAL PIN EXPERIENCE



PACKAGE OPTIONS
& FREQUENTLY
ASKED QUESTIONS

DIGITAL PIN EXPERIENCE PACKAGE OPTIONS

Guests wishing to attend the Disney Heroes vs. Villains Digital Pin Experience can select one of the following event packages. Please note that due to the online nature of this year's event and shipping limitations, the event is only open to United States residents who are 18 years of age and above. For additional event details, please view the event FAQs.

LEGENDARY PACKAGE

This package is \$99.99 per Guest and includes the following:

- Admission to the Disney Heroes vs. Villains Digital Pin Experience on December 4, 2021 via personal computer, tablet or mobile device
- Opportunity to participate in the Random Selection Process to purchase event pins prior to the December 4, 2021 event
- Opportunity to bid on a pin design experience
- Opportunity to preview upcoming pin releases
- Limited Edition Commemorative Gifts
 - 3-Piece Pin Set, consisting of the Disney Heroes vs. Villains pin holder, Sorcerer Mickey slider pin and Chernabog slider pin (valued at \$49.99)
 - Lanyard with Credential (valued at \$19.99)
- Video content on various topics, including the Disney Artist and Merchandiser Panel
- Downloadable art to commemorate the event
- Guest interaction features



EPIC PACKAGE

This package is \$199.99 per Guest and includes the following:

- All items in the Legendary Package
- Priority in the Random Selection Process to purchase event pins prior to the December 4, 2021 event (please see event FAQs or additional information)
- Additional Limited Edition Commemorative Gifts
 - Limited Edition Pin (valued at \$39.99)
 - Two (2) Disney Heroes vs. Villains Epic Showdown Mystery Pin Boxes (Item #46 in the Product Catalog) (valued at \$49.98)



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, which may include content that you post and your name if you make it visible, and use those photos and videos for marketing purposes. Please note that due to the online nature of this year's event and shipping limitations, the event is only open to residents of the United States who are 18 years of age and above.

No items included with an event package may be 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 Heroes vs. Villains Digital Pin Experience. There will be NO REFUNDS OR EXCHANGES on event merchandise. Individuals eligible for merchandise discounts at Walt Disney World® may receive their standard theme park merchandise discount. Additional seasonal, promotional or other discounts or offers will not apply. Other restrictions apply. Unless otherwise stated, all elements of this event will occur or be available only on December 4, 2021. All information is subject to change including but not limited to dates, times, artwork, release dates, edition sizes and retail prices. If you have any questions regarding this event, please contact Disney Events via email at Events@DisneyDestinations.com.

FREQUENTLY ASKED QUESTIONS

DIGITAL PIN EXPERIENCE FAQs



What can I expect at the Digital Pin Experience?

Once on the website, Guests will discover ongoing content and activities throughout the day and are welcome to log on and log off at their convenience. We plan to release new content throughout the day on December 4 and Guests can access it on the website as it is released. If Guests are unable to be online when content is released, it will be available in an on-demand format on the event website for a limited amount of time after December 4 to give registered Guests an opportunity to experience the event content when it's convenient for them. An event itinerary will be posted prior to the event, so please check back for more details.



How do I access the Digital Pin Experience?

After Guests register for the Digital Pin Experience, they will be provided with a unique link to access the event website. Once guests are able to log in, guests will access the website using their personal device (computer, tablet, or mobile device). Internet access will be required to participate in the event. Please check with your internet provider and/or wireless service carrier for information on possible data usage charges or other fees.



Are there recommendations or minimum requirements to participate in the Digital Pin Experience?

You will need a personal device (computer, tablet or mobile device) and Internet access. We recommend Google Chrome or Microsoft Edge for the best experience, however Safari and Firefox should also work. Recommended internet speed is at least 2 MBPS download/upload and most home networks meet or exceed this. For mobile devices, cellular data, including 3G, should be sufficient. Please check with your internet provider and/or wireless service carrier for information on possible data usage charges or other fees.



What happens if I have trouble accessing the event website or using the website features during the event?

Leading up to and during the event, registered Guests will have access to select technical support on the event website. We will email you a technical support link along with instructions on how to log in to the site. Once on the event website, Guests can also click the "Need Help" button for assistance. Please note that we are not responsible if you are unable to participate in the Digital Pin Experience for any reason.



What is the Digital Pin Experience content?

Digital Pin Experience content includes, but is not limited to, videos on various topics of interest to the Disney pin fan, interviews with special Guests and downloadable art files.



What prevents a non-registered Guest from going to the Digital Pin Experience website and joining the event?

Only registered event Guests will receive unique login information to use on the event website. Please do not share login information, as multiple users will not be able to access the event with the same login information.



Will I only be able to login to the site one time?

No, registered event Guests may log in and out of the site as frequently as they wish using their unique login information. Please do not share login information, as multiple users will not be able to access the event with the same login information.

DIGITAL PIN EXPERIENCE FAQs CONTINUED



Does every member of my household need to purchase a package?

Only registered event Guests will receive login information to use on the event website. Each registered event Guest will only be allowed one (1) submission for the merchandise RSP and will receive one (1) set of Limited Edition Commemorative Gifts, as outlined in the package descriptions. If multiple individuals of the same household want to participate in the merchandise RSP and receive Commemorative Gifts, each individual must register separately. Please note that due to the online nature of this year's event, the event is only open to Guests who are 18 years of age and above.



Can my family member and I register with the same email address?

No. Due to the virtual nature of this experience, each registered Guest must have a different email address to generate a unique login link.



Will other Guests be able to view my personal information during the event?

Guests may choose what personal information they share after they log in to the event site. You should not disclose any information during the event that you do not want to be seen by other participants.



What if I miss a scheduled video or content release?

Event content and videos will be available in an on-demand format on the event website for a limited amount of time after December 4 to give registered Guests an opportunity to experience the event content when it's convenient for them. Please check back for more details closer to the event.



Will the Digital Pin Experience website only work on December 4?

Although the official Digital Pin Experience date is December 4, the website will be available a few days prior to December 4 so that registered Guests can familiarize themselves with the features. In addition, content will be available for a limited amount of time after December 4 to give registered Guests an opportunity to experience the event content when it's convenient for them. Please check back for more details closer to the event.



How will I get my Limited Edition Commemorative Gifts?

Commemorative Gifts will be shipped along with the Guest's merchandise order (if any) to the U.S. address the Guest designates at the time of registration. Please note that due to shipping limitations, we are unable to ship to PO, APO or FPO Boxes. If a Guest does not have a merchandise order, we will still ship their Commemorative Gifts. In addition, due to the value of the items, ALL shipments will be sent "Signature Required", so Guests should please plan accordingly when choosing the shipping address to prevent it from being sent back to us. There will not be an option for in-person pickup.



Will there still be RSP merchandise sold as part of this year's Digital Pin Experience?

Yes! We will operate our Random Selection process (RSP) for event merchandise as we do every year. Guests may provide their RSP choices until October 3. See below for FAQs about the RSP process and timeline. Please note that there will be a few restrictions and parameters associated with purchases and returns due to the virtual nature of the event.

DIGITAL PIN EXPERIENCE FAQs CONTINUED



I don't want to purchase event merchandise. Can I just register for the event and not provide a shipping address?

Unfortunately, no. Because every event attendee receives Limited Edition Commemorative Gifts as part of their event package, we will need to send you a shipment, even if you don't purchase event merchandise. Therefore, to register for the Digital Pin Experience, ALL Guests MUST provide a shipping address (we are not able to accept PO, APO or FPO Boxes).



What is the timeline for the Merchandise Random Selection Process?

Please see below for important dates and deadlines. Please note that all dates are subject to change without notice.

- September 8 – First day to submit Merchandise RSP preferences
- October 3 – Last day for Guests to submit Merchandise RSP preferences
- October 14- Merchandise RSP Results emailed to Guests
- October 19- Last day for Merchandise RSP item cancellations
- October 21- RSP Merchandise is charged to Guest credit cards
- December 4- Disney Heroes vs. Villains Digital Pin Experience



Is the RSP merchandise discount eligible?

Yes, individuals eligible for merchandise discounts at the *Walt Disney World*® Resort may receive their standard theme park merchandise discount on the RSP merchandise. Additional seasonal, promotional or other discounts or offers will not apply. Subject to change without notice. Please note that *Walt Disney World*® Resort does not accept *Disneyland*® Resort discounts. Verification will be required to receive the discount.



Can I purchase additional merchandise during the Digital Pin Experience?

No. Unlike last year, there will not be an online store during the Digital Pin Experience. The Event team will be offering any items cancelled by the October 19 deadline to the next Guest in line, with a goal of redistributing all cancelled items prior to orders being final.



Will there be an opportunity to purchase the RSP merchandise after the Digital Pin Experience?

In the event there is any merchandise remaining after all event attendee orders have been filled, the remaining product will be made available for purchase at the *Walt Disney World*® Resort, after December 4.



How will I get my merchandise?

Merchandise orders will be shipped to the U.S. address the Guest designates during registration. Please note that due to shipping limitations, we are unable to ship to PO, APO or FPO Boxes. All merchandise orders (excluding the Commemorative Gifts included in your event package) are plus shipping. Due to the value of the items, ALL shipments will be sent "Signature Required," so Guests should please plan accordingly when choosing the shipping address to prevent it from being sent back to us. There will not be an option for in-person pickup.



Can I ship my merchandise to multiple addresses?

No. Due to the volume of shipments that will need to be processed, we will only be making one shipment per registered Guest.

DIGITAL PIN EXPERIENCE FAQs CONTINUED



How do I know that my pins will be shipped safely?

We are taking precautions to carefully package each order in an attempt to prevent damage to the merchandise.



When will I receive my merchandise?

We will be shipping all RSP merchandise at the end of October, once the orders are finalized. Please allow 3-4 weeks for delivery.



Can you ship my merchandise order with another Guest's order if we're shipping to the same address?

No, we are unable to combine merchandise orders. Each registered event Guest will receive their own shipment.



What if I decide that I don't want some of my merchandise after I receive it?

Due to the unique nature of this year's event, we cannot accept returns or exchanges after the merchandise has been shipped. The last day to cancel items from your RSP order will be October 19. Additionally, because the event is virtual, there will be no "trade out" opportunity for Guests. Please choose items accordingly.



What is the Pin Design Experience?

Registered event Guests will have the opportunity to bid on an experience to participate in the creative design process of a single pin for next year's Pin Event via a one hour virtual meeting with a Disney Cast Member. A minimum starting bid will be given and Guests will be able to enter the amount they are willing to pay for the experience. The one (1) registered event Guest with the highest bid will be the winner and the virtual experience will take place via Zoom (or its substantial equivalent) after December 4, 2021 at a date and time designated by Disney. *Please refer to the Pin Design Experience Terms & Conditions for additional important information.*



How do I participate in the bidding for the Pin Design Experience?

After a Guest has purchased their event package, they will have the opportunity to bid on the Pin Design Experience, if they choose (subject to the Pin Design Experience Terms & Conditions). Please note that all bids are final and the winning bidder is obligated to purchase the experience.



If I decide not to attend the Disney Heroes vs. Villains Digital Pin Experience or cannot attend on December 4, can I get a refund for my event package?

No, packages are non-refundable, non-transferable and will be forfeited if not used in conjunction with the Digital Pin Experience. Registered Guests will be given an opportunity to enjoy event content for a limited time after the event date. In addition, registered event Guests will still receive their Commemorative Gifts and RSP merchandise (if any), which are elements of the event package.

REGISTRATION FAQS



How will registration for the Digital Pin Experience work?

The registration link will direct Guests to first log in to their Disney Account. Guests will then be placed in a virtual waiting room where they will be able to view their place in line and receive live updates on package availability.

Note: Do not refresh the page while inside the virtual waiting room or you will lose your place in line. Each guest must use their own Disney Account log in to enter the virtual waiting room. If you do not yet have a Disney account, please visit [<https://disneyworld.disney.go.com/login?appRedirect=%2F>] to create one.



Can I purchase an event package for another adult using my Disney Account log in?

No. Each adult must have their own Disney Account and must log in to that account to be placed in the virtual waiting room to then purchase an event package.



Why do I have to log in using my Disney Account to purchase an event package?

We frequently update our processes to create efficiencies for our Guests and Cast Members. We're pleased that we are now able to utilize your Disney Account for the Digital Pin Experience.



Can I enter the virtual waiting room before registration opens?

A virtual waiting room will open at approximately 12:00PM Eastern time on Wednesday, September 8, one hour prior to event registration going live. Guests can join the virtual waiting room by clicking on the registration link and are welcome to join at any point within approximately an hour of registration time.



Will entering the virtual waiting room earlier better my chances of getting a good place in the virtual queue?

No, when the virtual waiting room opens, Guests will be placed in our virtual queue in random order, regardless of how early they joined the virtual waiting room. All those who enter after registration begins, will be placed in 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 to 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 will lose your place in the virtual queue.



Once I'm put in the queue, am I guaranteed to be able to purchase a package?

Due to high demand, entry into the virtual queue or registration form does not guarantee event registration.



Will packages be sold in pairs this year?

No. Since this is not an in-person event, they will not be sold in pairs. Each Guest wishing to participate in the Digital Pin Experience will need to register separately.

RANDOM SELECTION PROCESS FAQs



What does RSP mean?

RSP stands for “Random Selection Process,” a computer program designed to award limited edition product to event Guests based on their preferences. A minimum of three RSPs 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, and then randomizes the Guest list. Next, it will match up a random Guest with a 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 start matching them to the remaining pieces. The process continues through preference 3, 4 and so on until it either runs out of Guest 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 process continues for each item in the catalog and the RSP is complete when it either runs out of Guest 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 labeled “1st Choice” (using the drop-down box shown below), then the item they want second in the field labeled “2nd choice,” and so on.

The 2nd and 3rd RSP rounds are run simply to give Guests the opportunity to purchase multiples of the SAME item. If Guests do not wish to have multiples of any item, there is no need to fill out the 2nd or 3rd RSP form at all. Guests should list items in the 2nd or 3rd RSP’s ONLY if they wish to purchase additional quantities of the same item. Guests can only request up to a quantity of 3 for a single item (1 per RSP round).

1st Choice	45. Pick a Side Spinner
2nd Choice	47. Coin Spinner
3rd Choice	49. Playing Cards
4th Choice	53. Villains Lair
5th Choice	51. Sculpted Busts
6th Choice	44. Sleeping Beauty
7th Choice	
8th Choice	
9th Choice	

RANDOM SELECTION PROCESS FAQs CONTINUED



How should I fill out my preference sheet?

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 of the 1st round. Remember also to take into account 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 2 of that item.



Can I list the same item more than once in a single RSP round?

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 October 3 to make changes to your RSP preferences. After October 3, your preferences are locked and cannot be changed. If you do need to make an adjustment prior to the RSP deadline, please do so by following the link in your confirmation email and updating the RSP form.

RANDOM SELECTION PROCESS FAQs CONTINUED



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 at Events@DisneyDestinations.com or via phone at 407-827-7600 to have items removed. Note that the last day to cancel an order for any item is **October 19**, at which time **all sales are final** and no refunds or exchanges will be offered.



What happens to product that I've removed from my order?

After the RSP results are emailed on or about October 14, any items you remove from your order will be offered to the next Guest in the RSP line until we finalize orders for shipment. It is important to remove items as soon as possible to give others the opportunity to purchase items they may not have been awarded initially.



RSPs for the Epic Package run first, so what exactly does that mean?

The RSPs will be run in this order:

- 1st RSP – Epic Package
- 1st RSP – Legendary Package
- 2nd RSP – Epic Package
- 2nd RSP – Legendary Package
- 3rd RSP – Epic Package
- 3rd RSP – Legendary Package