



# Second Class at Disney: Subcontracted Restaurant Workers at Disney Springs

When guests at Walt Disney World interact with Cast Members, they can be confident these Disney employees have good jobs, benefits, and the rights and protections of a union contract.

When guests at Disney Springs restaurants interact with employees, they might assume that the employees work for Disney - it's right there in the name. In fact, many of them are NOT Disney employees. They are employees of the subcontractors who operate 56 of the restaurants, bars, and other food service venues in Disney Springs.

Many of these Disney Springs restaurant workers do not receive important benefits, including health insurance, paid vacation time and paid sick days. We conducted a survey of 69 workers of Disney subcontractors at 18 locations at Disney Springs. At these 18 locations, there are approximately 960 workers total.<sup>1</sup> The workers we surveyed worked at one of the following locations:

- Chef Art Smith's Homecomin'
- Enzo's Hideaway
- Gideon's Bakehouse
- Haagen-Dazs
- Jaleo
- Maria and Enzo's
- Morimoto Asia
- Paradiso 37
- Pizza Ponte
- Rainforest Café
- STK Steakhouse
- Summer House on the Lake
- The Boathouse
- The Edison
- Vivoli il Gelato
- Wetzel's Pretzels
- Wine Bar George
- Yesake



"We have to uphold Disney standards without Disney benefits."

-Taryn Zima, The Edison

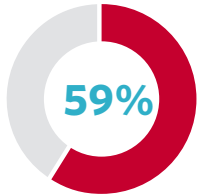


"I'm a cook at Morimoto. If I had the same job at Disney, I would make \$5.10 more per hour. I am struggling to pay rent."

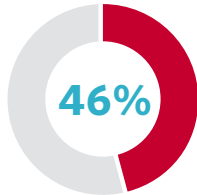
-Sabrina Redditt, Morimoto Asia

## Key Finding: Second-Class Job Standards for Employees of Disney Springs Subcontracted Restaurants

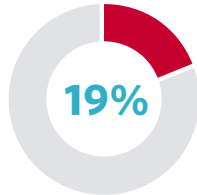
Of the workers we surveyed:



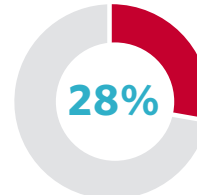
59% work part time



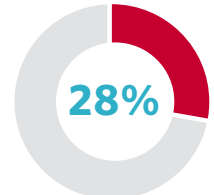
46% have no health insurance



Only 19% of respondents have health insurance through their job with a Disney subcontractor

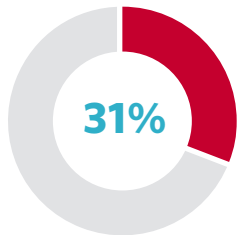


28% receive paid sick time

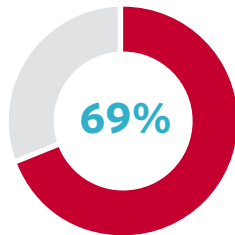


28% receive paid vacation time

By contrast, the over 18,000 direct employees of Disney represented by UNITE HERE Local 737 have much higher employment standards<sup>2</sup>:



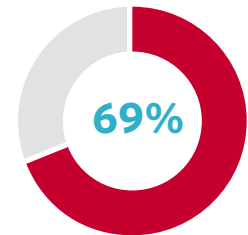
31% work part-time



69% are full-time and are eligible for Union-negotiated health insurance

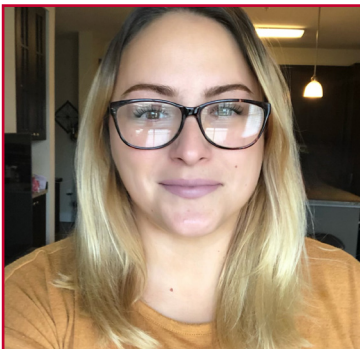


100% receive paid sick time



69% receive paid vacation time

*The data used for these graphs comes from the surveys collected.  
It does not represent all employees of all Disney Springs outsourced restaurants.*



“I would like to work full time, but my company has not offered it to me. How can you survive in Orlando on a part time job?”

-Lauren Hewitt, Maria & Enzo's

## Disney Springs: Mostly NOT Disney

As a guest, you should know which business you are patronizing. Subcontracted workers at Disney Springs are speaking out. No more second class at Disney Springs!

Most food service locations at Disney Springs are NOT operated by Disney.

### Non-Disney Locations:

- 4 Rivers Cantina Barbacoa Food Truck
- AMC® Disney Springs 24 Dine-In Theatres
- The Basket at Wine Bar George
- Blaze Fast-Fire'd Pizza
- The BOATHOUSE
- Chef Art Smith's Homecomin'
- Chicken Guy!
- City Works Eatery & Pour House
- Coca-Cola Store Rooftop Beverage Bar
- Cookes of Dublin
- Earl Of Sandwich
- The Edison
- eet by Maneet Chauhan
- Enzo's Hideaway
- Erin McKenna's Bakery NYC
- Everglazed Donuts & Cold Brew
- The Front Porch at House of Blues
- Ghirardelli Soda Fountain and Chocolate Shop
- Gideon's Bakehouse
- Häagen-Dazs Kiosk at Disney Springs West Side
- House of Blues Restaurant & Bar
- Jaleo by José Andrés
- Joffrey's Coffee & Tea Company® at The Landing at Disney Springs
- Joffrey's Handcrafted Smoothies at Disney Springs Marketplace
- Lava Lounge at Rainforest Cafe
- MacGUFFINS
- Maria & Enzo's Ristorante
- Morimoto Asia
- Morimoto Asia Street Food
- Paddlefish
- Paradiso 37, Taste of the Americas
- Pepe by José Andrés
- Pizza Ponte
- Planet Hollywood
- The Polite Pig
- Raglan Road™ Irish Pub and Restaurant
- Rainforest Cafe® at Disney Springs Marketplace
- Salt & Straw
- The Smokehouse at House of Blues
- Splitsville Dining Room
- Sprinkles
- STARBUCKS® at Disney Springs Marketplace
- STARBUCKS® at Disney Springs West Side
- Stargazers Bar
- STK® Steakhouse
- Summer House on the Lake
- Sunshine Churros at Disney Springs Marketplace
- Sunshine Churros at Disney Springs West Side
- Terralina Crafted Italian
- T-REX™
- Vivoli il Gelato
- Wetzel's Pretzels Kiosk at Disney Springs Marketplace
- Wetzel's Pretzels Kiosk at Disney Springs West Side
- Wine Bar George - A Restaurant & Bar
- Wolfgang Puck Bar & Grill
- YeSake Kiosk

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### Disney Locations:

- Amorette's Patisserie
- B.B. Wolf's Sausage Co.
- The Daily Poutine
- Disney Food Trucks
- D-Luxe Burger
- Dockside Margaritas
- The Ganachery
- Jock Lindsey's Hangar Bar
- Marketplace Snacks
- Swirls on the Water



“I wish we were treated the same as Disney employees, especially because customers see us as Disney employees.”

-Natalia Harris, The Edison

## Endnotes

- 1 Estimated as 70 employees per full service restaurant, 20 employees per kiosk.
- 2 These figures were calculated using data from the July 2024 bargaining unit list provided by Disney to UNITE HERE Local 737 as well as the collective bargaining agreements between Disney and the Service Trades Council Union ([uniteherelocal737.org/contracts](https://uniteherelocal737.org/contracts)).

