

Disney Handbook



Smooth Winds Travel®
Making travel smooth as a breeze

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DisneyTravelAgents.com

DisneyTravelAgents.com (DTA) is a huge website packed with lots of information and clickable links. It is the site you will use to book Walt Disney World and other Disney Destination locations. Take time to become familiar with the site and all its features. The site has a search function if you are looking for specific information. If you cannot find the information you are looking for, you can call DTA or ask your team leader. Please remember that this website is for professional use only. Never send your guests, family, or friends to this site. Note: if you are planning a Disney vacation for your own family, you will book on this site and treat it just like you treat a guest's booking.

Check DropBox for a step-by-step tutorial on using DisneyTravelAgents.com

Troubleshooting DTA

From time to time, DTA.com may not work properly. When this happens try switching the web browser you are using or clearing your browser history. Often you will find it is best to call DTA directly when things aren't running smoothly.

My Disney Tools

This is a valuable section that will help you build your SWT business:

- Disney Site Builder – Create your personal mini-sites and e-brochures.
- Disney Travel Professional Facebook Page – Good source of information to share on Facebook.
- YouTube – Great source of videos to share on social media or provide links in quotes, etc.
- Disney Site Builder – Offers a library of email content, including new promotions created by Disney that can be customized with your call to action (step by step instructions on how to set these up is provided).
- Disneycopyright.com – **This section is for agency use only**, not for use by individuals.
- Disney Collateral Store – Order posters, brochures, flyers, etc. (free of charge)
- Disney Print Connection – Personalize postcards, flyers, and more with your contact information (free of charge). Maximum order is 1,000 (unless a larger amount is requested through the office, minimum order is 50).
- Disney Resorts Reference Guide – This is a wonderful resource about the Disney resorts. Also found in [DropBox](#)
- Disney e-brochure – Duplicate of Disney site builder section

Agent Central

- Available Benefits – Please be aware that these benefits are not available to you until you have earned your CLIA card. Please refer to your contract for details about this.
- Reservation Center – You can enter your bookings, easily retrieve reservations, and keep track of things like if your guests have customized their Magic Bands.

Confirmations and Receipts

- To print or save a PDF of a confirmation – First retrieve the reservation. At the top right, you will see a print icon. Select this and then select “client copy” (so the commission doesn’t show), select save as PDF. This works best when using Chrome as your browser.
- When forwarding confirmations or receipts to guests, make sure you are forwarding the GUEST COPY and not the agent copy which shows commission.
- Confirmations should be sent for all new bookings and reservation changes.
- Receipts should be sent via email for all deposits, partial payments, and final payments.

Types of Payments Accepted

- VISA, MasterCard, Discover, American Express
- Disney Gift Cards – Have your guest scratch off silver security area to reveal last 4 digits, for a total of 16 digits.
- If guests have a large number of gift cards, encourage them to combine the cards at www.disneygiftcard.com
- Be sure to tell your guest that they should keep the gift cards. If they must cancel for any reason, the balance will go back on the gift card(s).
- Disney Rewards Redemption Card – Your guest must provide number. There is a separate section under payments for reward dollars.
- * Make sure you send payment authorization through your Tern booking page so that your client can enter their CC information into a secure portal as this will also include terms and conditions authorizing you to use your client’s cc and give a bit more protection to you.

Independent Contractors should NEVER accept cash or check payments from guests!

Modifications

- Most simple modifications can be made online, including adding promotions, resort change, and ticket and dining options.
- You must call to add Memory Maker or Magical Express, to make name changes, and when the confirmation states “call to change”.
- Changes to the lead guest ARE NOT permitted and therefore cannot be done online or by phone.

Tips for Booking Walt Disney World

Tips for Quoting

- Remember to use Disney terminology when interacting with guests. Always say “guest” instead of “client” and “cast member” instead of “employee” or “agent”.
- Ask questions upon initial contact to gather more information or gain time before sending quote.
- Focus on packages, not itineraries or details. Many times, guests are anxious to jump ahead in the planning process and want to talk about itinerary planning before they have booked a package. Politely explain that planning a Walt Disney World Vacation is a process and that it is important to get their room, park tickets, and dining package in place and linked to their My Disney Experience account before you begin to discuss the details of their daily itinerary.
- Use e-brochures, Resort, Travel Insurance, Memory Maker, and Dining Plan PDFs.
- If a guest doesn't know where they want to stay or have not provided a budget, quote ONE resort from each resort category.
- Don't give more than THREE resort options unless specifically requested by the guest. It can easily get overwhelming.
- Don't offer a value resort first unless the guest has specifically asked for one.
- If you don't know the number of ticket days, start with length of stay tickets.
- Be sure you let people know that for as little as \$200.00 they can reserve their trip.
- Check all the offers. Sometimes standard price will be lower than the offer available due to the room category.
- We are able to book select off-property hotels offered through DTA as “WDW More Great Accommodations”. It is always best to book a Disney owned resorts because the perks for other hotels may not always be the same. Be careful NOT to promise your guest anything. Please check with DTA or that specific hotel to see what extras are included.
- Be sure to ask if your guest wants travel insurance (it is commissionable).
- Be sure to offer Memory Maker, which is currently \$189.00 if purchased in advance, and \$199.00 if purchased in the park. Memory Maker is non-commissionable.
- If you have given the quote over the phone, follow up with an email recapping the quote and your conversation.
- If you haven't heard back from the guest 2-3 days after sending the initial quote, follow up by phone or email.
- Guests will often ask for a breakdown of prices. You will need to explain to them that Disney prices vacations as packages and that we are provided with exactly what they see on the confirmations that we send them. Keep in mind that we are brokering a product for Disney and that we should convey their pricing the way it is conveyed to us. Avoid coming up with your own breakdown by pricing package components separately as they don't always add up correctly which could cause you to relay false information to your guests and create unnecessary problems.

Courtesy Holds

- If a guest is not ready to book, place quotes on a three-day courtesy hold. You will need the names of those traveling, along with ages of the children at the time of travel to create a hold. We cannot guarantee pricing or availability without a confirmation number provided with the hold.

For reservations that are between 14-30 days out, you can place a 24 hour hold by calling DTA only. It cannot be done online.

Calling DTA

When you call DTA, make it a habit to write down the date, time, and the name of the cast member you spoke with for future reference.

Ticketless Packages

A ticketless package is a room reservation with a dining plan that does not require tickets. Passholder room discount with a dining plan ticketless package can be booked on DTA.com, all others must be booked by calling DTA.

* When entering Room ONLY packages you will enter the Travel Plan # not confirmation into Tern.

Military Rates/Discounts

- Military rates/discounts have been renewed yearly for many years, typically in August or September for the following year.
- You must call DTA for military quotes and booking.
- Discount military tickets must be purchased from a military base or Shades of Green by the military guest. The guest must take the tickets and their military ID to be activated at Guest Services before first use. All guests must be present when activating tickets.
- Dining plans can be added to military room rates. (When available again)
- At the present time, three rooms per military guest can be booked at the military rate. Please check with DTA if your military guest needs to book multiple rooms.
- Eligible military are active, career retired, or permanently disabled veterans with a DAV-PRM designation. Military ID MUST be presented at check-in.
- We DO NOT book Shades of Green.
- The most reliable site for reference is www.MilitaryDisneyTips.com, but you should ALWAYS confirm with DTA before passing information along to your guest.

Unique Offer Codes

From time to time a guest will receive a unique offer code (formerly referred to as a pin code). To use a unique offer code, you must have the guest's mailing address, email address, and phone number. You can quote using a unique offer code by clicking on the "Featured Offers Tab" on DTA.com and scrolling to the bottom or by calling DTA.

Disney Vacation Club (DVC)

We DO NOT book DVC or deal with DVC points in any way.

Annual Passes

We cannot sell annual passes. However, you can suggest that your guests add a 10-day park hopper plus to their package and advise them to upgrade their tickets to annual passes at any ticket window or guest services location. The amount already paid for the 10-day ticket will be applied towards the Annual Pass. The guests will need to complete the upgrade before all 10-days have been used on the original ticket. This allows your guest to book a package and allows you to save your sale.

Connecting Rooms

- Connecting rooms can ONLY be guaranteed when there are one or two adults and the children (17 and younger) exceed the maximum room occupancy (example: family with two adults and four children staying in standard rooms at a value resort). This type of booking MUST be done by calling DTA. For these types of reservations, you will be given ONE confirmation number and a single \$200 deposit will be required.
- In other situations, such as two families traveling together, connecting rooms can be requested, but are not guaranteed. Disney does a good job of honoring these requests. These reservations will be given separate reservations numbers and require a \$200 deposit for each room booked. You must call DTA to add this type of request and ask for a travel
- Advise guests who are requesting connecting rooms NOT to do online check-in. When guests complete online check-in, room assignments are computer-generated, and the computer does not read notes contained in the reservation. Your guests are more likely to get connecting rooms when checking in at the front desk and having a cast member assign their rooms.

Packages

- Walt Disney World vacation packages require a \$200 deposit.
- Final payment is due 30 days prior to check-in.
- We cannot book packages with one day park tickets.
- No commission is paid on one- and two-day park tickets, even a two-day ticket is part of a package.
- If travel insurance is included with a package it must be paid for at the time of deposit or when it is added. Insurance can be added at any time up to the final payment date.

Room Only Reservations

- The deposit amount is the first night, plus tax.
- Final payment is due at check-in. You can make additional payments for your guest if they ask but will need to call payment in.

Payments

- All deposits and payments on packages must be made by you on behalf of your guest.
- Guests can make as many payments as they would like on both room only reservations and packages between their deposit and final payment.
- Disney requires a minimum of \$20.00 per payment.
- Send your guest an email receipt each time a payment is made toward their vacation.
- When making a payment for your guest, do not choose the option of leaving their

credit card on file for future use. Your guest is able to link their credit card through their My Disney Experience account if they choose, but we should not make that choice for the guest.

Advanced Dining Reservations

A service you can offer to your guests is to make their Advanced Dining Reservations.

- Send them a reminder a few days prior to the 60 days before they check in to remind them.
- Ask for a list of the restaurants they want to go to, along with the preferred date and time.
- You must call DTA to make their reservations. You can do this beginning at 7:00am, when the DTA phone line opens. Do NOT use their My Disney Experience account.
- Have their resort confirmation number, email address, mailing address, and credit card information ready as you will be asked for this information.
- Guest celebrations and food allergies can be noted on their dining reservations.
- Write down all confirmation numbers, dates, and times and send to your guest. They should automatically link to your guest's accounts, but if they don't, they can use the confirmation numbers to link manually.
- Your guests can also make their reservations on their own using their My Disney Experience account beginning at 6:00am. They may be interested in doing this to get some of the harder reservations such as Cinderella's Royal Table and Be Our Guest.
- * SWT always suggest you train your client on how to book their own reservations because they will be able to book sooner than you are calling in and then they also know what to do in the parks if needed.

My Disney Experience

Exclusive to guests traveling to Walt Disney World Resort

- It is our agency's policy NOT to go into a guest's account.
- Send "How to Start Your MDE" to the guest immediately after every new booking
- If you have guests that are traveling with more than one family who want to maintain separate My Disney Experience accounts, have them call the Help Desk at 407-939-4357 to be sure their accounts are linked properly. Another option is to suggest that the guests link all reservations to ONE My Disney Experience account.
- We do NOT have the ability to provide tech support for MDE. If you have a guest contact you for MDE related issues, please advise them that you do not have access to their account and direct them to call 407-939-4357.

Disney's Transportation

- Currently SWT recommends using Mears Transportation or Away we Go.
- You must have guests flight information and the guest's email & phone #.
- Entering information online generates a confirmation email that can be forwarded to guests.
- If your guest does not have their QR code, they can their email & transportation can

pull up their reservation.

- All guests will need to retrieve their own checked luggage from baggage claim.

Promotions

- When booking guests under a promotion, be sure to check all offers. Sometimes a room discount offers a better price than another discount because of the room cost, and the percentage of discount being offered.
- Don't promise guests anything. If Disney has offered a certain discount or promotion in the past, it doesn't mean they will offer it again, or that the terms and conditions will be the same.
- Promotions have limited availability. Even if your guest's reservation has the right options, it does not automatically mean the promotion will be available.
- Be ready when new promotions are released. Have your current bookings in order and ready to modify first thing in the morning before moving on to new bookings.

Booking Extras for Guests

Stroller and Scooter Rentals – Use Disney's preferred vendors

- ScooterBug: (800) 726-8284 (1st choice)

Special Ticket Events

Be sure to check in DTA commissions for the up to date commission percentage

- Mickey's Not So Scary Halloween Party and Mickey's Very Merry Christmas Party
- These tickets CANNOT be added to a guest's package; they are separately purchased tickets.
- Tickets must be paid in full at the time of purchase, are non-refundable, and non-transferrable.

Golf Cart Rentals

- For stays at Fort Wilderness Cabins or Campgrounds, golf carts can be reserved 180 days ahead of time.
- Golf cart rentals do sell out and reservations are suggested. Call the Bike Barn at 407-824-2742 to reserve.

Tours

- Not all tours are commissionable.
- At the current time VIP tours are commissionable. Please check when booking tours for your guest.

- Tours require theme park admission which is NOT included in the price of the tour.
- Call 407-939-8687 for information and to reserve tours.

Bibbidi Bobbidi Boutique (BBB)

- Located at both Magic Kingdom inside Cinderella's Castle
- You can reserve BBB by calling DTA and choose dining or by calling the Enchanting Extras phone line at 407-939-7529.
- These reservations are non-commissionable.

Other Extras

- There are many other non-commissionable extras that can be booked to enhance your guest's Walt Disney World Vacation including, but not limited to: golf, fireworks cruises, spa appointments, in-room celebrations, and birthday cakes. Please call Disney's Enchanting Extras at 407-939-7529 for more information. Also see TERN templates for information.

Guests with Disabilities

Disney World offers many services for guests with disabilities. Information about these services can be found in TERN and DTA.

Booking Tips about Specific Resorts

- Little Mermaid rooms at Art of Animation have always been excluded from promotions and Port Orleans French Quarter is rarely included in promotions. It is best NOT to suggest these resorts unless a guest specifically asks for them, or they meet a specific need.
- Pop Century – This is a good resort to quote first if asked for a value resort. Explain that Pop Century does not share a bus with another resort like the three All Star resorts do and the convenience of the sky liner. Large tour groups, sports teams, and cheerleaders tend to stay at the All-Star Resorts. Another good selling feature for Pop Century is that you can walk to AOA from Pop Century and eat at that food court. It is probably the best food court of any of the Values and great transportation option having the skyliner.
- Caribbean Beach and Port Orleans Riverside – Both of these moderate resorts have rooms that sleep up to five. The bed for the fifth person is a wall fold-down bed that is smaller than a twin, not suitable for an adult. These are the least expensive options for a family of five.
- Wilderness Lodge – This is a good lead in for a Deluxe resort. Standard rooms sleep up to four adults. It also offers a deluxe club level room that sleeps up to six guests. This is a great option for larger families who want a deluxe resort but doesn't want to book two rooms.

Check list for Disney World Vacations & other destinations

*Send booking confirmation email immediately

- Send How to Start Your My Disney Experience email immediately following confirmation found in TERN templates
- Record sale in TERN, create “new client” if needed
- Create a file for your guest
- Send dining information (65 days)
- Send dining reminder for reservations at 60 days
- Send information about Lightning Lanes
- Send transportation information
- Send final payment reminder prior to 30 days
- Process final payment
- Send final payment receipt
- Send a “Have a Magical Trip!” email
- Send Welcome Home email (found in TERN)
- Send hand-written thank you card

Tips for Booking Disneyland

Below are very simple guidelines for booking Disneyland. If you are booking Disneyland for the first time, we recommend that you call in the reservations and consult with your team if you are unfamiliar or have questions. Remember that there is a training module on SWT DropBox for Disneyland.

Disneyland

- Travel documents, including park tickets will be emailed to your guest 3 days before check in.
- Dining plans are not offered for Disneyland packages, but you can add character dining (check DTA for options). Your guests will receive vouchers with their travel documents that can be redeemed at designated character meals.
- Dining reservations can be made 60 days in advance for Disneyland.
- If making Disneyland Dining reservations for your guest, call 714-781-3463
- For Disneyland Vacations, we can book Good Neighbor Hotels offered through DTA. Please do so with caution. It is always best to book one of the three Disney-owned resorts at Disneyland, unless a guest is requesting a specific Good Neighbor Hotel, as these hotels can be of varying quality.
- Disneyland offers many services for guests with disabilities. Information about these services can be found [HERE](#). Please use this as a reference to share information with your guest, rather than directing the guest to this web page.
- Disneyland DOES NOT offer complimentary ground transportation. Disneyland offers several different options for ground transportation depending on the airport the guest is using. Available options will be shown on DTA during the booking process once an airport has been chosen.

Tips for Booking Disney Cruise Line

Below are some tips for booking Disney Cruise Line. If you are booking DCL for the first time, you MUST call DTA. You will not be included on the list of agents on the DCL booking page on DTA until you call the first time. As a reminder, there is a training module on SWT Drobox for booking DCL.

Disney Cruise Line

- The term stateroom is used rather than cabin
- In most cases, the deposit is 20% of the cruise fare, not including port fees and taxes. It is best to only provide the deposit amount from the official DCL confirmation.
- Final payment date is determined by various factors for each booking. Provide the date from DCL's official confirmation.
- Staterooms can be chosen for your guest and confirmed at the time of booking.
- You can choose main or second seating for your guests evening dining. If their chosen option is not available, you can call and ask to for them to be put on the wait list.
- If more than one family is traveling together it is easiest to call DTA to book and find staterooms that are together. You can also request that families be seated together for dining.
- Disney cruises are capacity controlled, even by children's ages. You must have the exact age of all children when booking. If there is already the maximum number of children of a certain age for a Youth Club, you will not be able to book your guest on that cruise.
- Disney requires full legal name and birthdate as it appears on passport/birth certificate.
- DCL almost always sails with full ships therefore they rarely offer discounts or promotions. As a result, cruise fares will typically rise as it gets closer to the sailing date.
- Guests are not required to have a passport for closed looped cruises (those starting and ending at a U.S. port). It is best, however, to encourage guests to travel WITH a passport. If something were to happen at a port of call outside the U.S. and they are not able to leave with the ship, they will need a passport to return to the U.S.
- Pre- and post-cruise hotel stays – For cruises sailing out of Port Canaveral we encourage you to suggest pre and post night stays at the Walt Disney World Resort. For all other ports, please refer to DCL on DTA or contact DCL by phone. It is always best to offer options that are preferred partners of DCL rather than suggestions you may have seen on Disney Fan Sites, blogs, or recommendations from others.
- Make your guests aware that DCL offers an onboard rebooking incentive. Ask that they put your name as their travel agent. The deposit is only \$250 and they do not have to pick a specific date, but sailing must take place within 24 months to maintain benefits. They should inquire at the Future Cruise Sales Desk for more details, including blackout dates. Cannot be combined with any other offer/discount. Not valid on VGT, OGT, or IGT stateroom categories with restrictions.
- Both onboard rebooking's and transfers pay a flat 10% commission on the pre-tax/port fees sale.
- Scooter Rentals – Contact DCL for preferred vendors for the specific port your guest is sailing from. Special Needs at Sea is recommended if that is one of the options.
- Disney Cruise Line offers many services for guests with disabilities. Information about

these services can be found HERE. Please use this as a reference to share information with your guest, rather than directing the guest to this web page.

Please go to our SWT Drop Box where you can download these form or graphic.

Lead/Guest Reference Sheet – Used for gathering information from potential guests about their proposed trip, includes area for final reservation details and customizable area for a checklist.

Disney/SWT Booking Transfer Form – See Dropbox

Smooth Winds Travel Logo – See Dropbox

TERN -

Disney Destinations - www.disneytravelagents.com

Royal Caribbean Cruise Line - www.Cruisingpower.com

Vax Vacation Access - <http://www.vaxvacationaccess.com>

Chubb – Chubb.com

Carnival Cruise Line - www.goccl.com

Travel Leaders Network Agent Profiler -
<https://agentprofiler.travelleaders.com/registration.aspx?asi=851466>

Disney Agency Locator Site

www.authorizeddisneyvacationplanners.com

SWT Booking Transfer Form – visit DropBox

Resort Reference Guide -
<http://www.disneybrochure.com/DisneyResortsReferenceGuide/index.php>

Disneytravelagents.com Step-By-Step Booking Guide - Visit Dropbox

Disney Military Tips - www.MilitaryDisneyTips.com



Guest with Disabilities at Disney World - <https://disneyworld.disney.go.com/guest-services/guests-with-disabilities/>

Scooterbug - <http://www.scooterbug.com>

Kingdom Strollers - <https://www.kingdomstrollers.com>

Guest with Disabilities at Disneyland

<https://disneyland.disney.go.com/guest-services/guests-with-disabilities/>

Guest with Disabilities on Disney Cruise Line -
<https://disneycruise.disney.go.com/guest-services/guests-with-disabilities/>

DCL Guest Special Needs request - <https://disneycruise.disney.go.com/special-services-information-form/>

DisneyGiftCard.com - <https://www.disneygiftcard.com>



Disney Automated emails to clients

Suggested dates to schedule

All these emails should be done as soon as you enter the booking into TESS. Add the automation email to your primary client(s)

These will all be entered as traveling & click booked & active



Upon Booking	Your going to
65 days before travel	Disney Dining
62 day before travel	Enchanted Extras
60 days before travel	Dining Day
55 days before travel	DAS setup if needed
33 days before travel	Final payment & Magic bands
25 days before travel	Lightning Lane information
10 days before travel	Virtual Q
7 days before travel	Time to book Lightning Lane
5 days before travel	Quick Service Dining
1 day before travel	Have a great trip
1 days after travel	SWT Welcome Home
2 days after travel	Bounce Back Offer (get them while still excited to book the next trip)

If you do a travel packet for your clients before they leave check DropBox - Information there are forms you can print out to include.

Packing List

Disney Did You Know

Memory Maker Triple

Park Maps – you provide

Copy of their booking from DTA (NO COMMISSION)

Transportation Confirmation

Business Card

- Don't forget to ask your client to tag you in any photos they share on social media.
- Send a hand written Thank You note after you client travel.