



Frequently Asked Questions

How will event details and updates be communicated?

Event details and updates will be emailed to all billing parties throughout the next several months leading up to the event. Add dancetheworld@wcv.com to your contacts to be sure that you do not miss any important emails!

What if I need to make a change to my reservation?

Some changes and/or add-ons can be made directly on your Trip Management Portal account and must be completed prior to the final payment date. All changes are subject to availability at time of inquiry and are not guaranteed. For any modifications that cannot be made online, please email dancetheworld@wcv.com with your changes. If canceling a traveler, the cancellation policy will apply.

Can I request a connecting/adjoining room?

We can request connecting/adjoining rooms with the resort, however, Disney does not guarantee the request. When booking your trip, note in the special request field that you would like an adjoining room and the room leader's name of the room you would like to connect to. If you would like to add this request after you have booked your trip, please email dancetheworld@wcv.com.

Does my infant need to pay the package price?

Participants under three (3) years old do not need to purchase a *Park Hopper®* Ticket and do not count towards the occupancy of the room and therefore are not charged. For fire safety reasons, please include your infant's name and date of birth in the special request field when booking.

I have a family of five (5) or more, but the resort only has pricing up to four (4) in a room. What are my options?

Disney allows a maximum of four (4) adults at most of their resorts due to fire code. If you have a family of five (5) or more over three (3) years old, you will need to book two rooms. You could also share a room with another family in the studio to reduce the cost of your second room! Participants under three (3) do not count towards the occupancy of the room.

What are the room accommodations?

All rooms booked for the event are standard rooms, most with two queen sized beds. If you booked as a single or a double occupancy room, you may be booked in a king-sized room. If you are booking a single or a double occupancy room and would like two beds, please note that in the special request field. We are unable to upgrade the rooms to a different room category.

Can I add more than 7 nights to my reservation?

Disney allows a maximum of a 7-night stay for our guests. If you would like to book an additional night past the maximum 7-nights, guests can book directly with the resort at their rate. If you wish to book an additional night directly with the resort, do so separately without mentioning your existing reservation, as Disney may refer you back to us. Once you have received your reservation number for Dance The World, guests can call the resort to request to link both reservations and request to stay in the same room for the duration of your stay. The resort will do their best to accommodate your requests.

Can I add more than six (6) days on my Disney *Park Hopper®* Ticket?

Disney allows us to purchase a maximum of a 6-Day *Park Hopper®* Ticket per person.

What is included with my Disney *Park Hopper*® Ticket with Water Park Fun & More?

With the 4-Day *Park Hopper*® Ticket, you have admission for 4-days to *Magic Kingdom*® Park, *EPCOT*®, *Disney's Hollywood Studios*®, and *Disney's Animal Kingdom*® Theme Park. In addition to the four (4) theme park days, the 4-Day *Park Hopper*® Ticket also includes four (4) Water Park Fun & More visits. These visits are separate from your *Park Hopper*® days and do not reduce the number of days available for theme park entry.

The Water Park Fun & More visits include the following locations:

- *Disney's Blizzard Beach* Water Park
- *Disney's Typhoon Lagoon* Water Park
- One (1) round of FootGolf at Disney's Oak Trail Golf Course – available every Wednesday, Saturday, and Sunday after 2:30PM, subject to availability
- One (1) round of miniature golf at either *Disney's Fantasia Gardens* Miniature Golf Course or *Disney's Winter Summerland* Miniature Golf Course. Round must start before 4:00PM. Only one (1) Water Park Fun & More visit may be used at either such Golf Course on any one day. Accordingly, if a Water Park Fun & More visit is used at either such Golf Course on any day, another Water Park Fun & More visit may not be used at that same Golf Course or at the other Golf Course on that same day.

Each time you enter one of these locations, it counts as one visit. If you visit two of these listed locations in a single day, that will count as two visits. The total number of Water Park Fun & More visits matches the number of days on your *Park Hopper*® Ticket. For example, if you upgrade to a 5-Day *Park Hopper*® Ticket, you would have five (5) Water Park Fun & More visits.

When can I use my Disney *Park Hopper*® Ticket?

Tickets can be used on non-consecutive days within the below date ranges. *Park Hopper*® Tickets will be valid for the following dates:

4-Day *Park Hopper*® Ticket | June 26 - July 3 | 8 days

5-Day *Park Hopper*® Ticket | June 26 - July 4 | 9 days

6-Day *Park Hopper*® Ticket | June 26 - July 5 | 10 days

Does the Gala Celebration sell out?

Yes, the Gala Celebration typically sells out, so we recommend booking your tickets early! If the event is sold out, we do offer a waitlist. To be added, please email dancetheworld@wcv.com.

When is the last day to make any changes to my reservation?

The last day to make changes to your reservation is the final payment date. Changes after this date cannot be made, including adding/removing ticket days or adjusting your dates of stay.

When can I make payments on my account?

Deposits need to be paid by the due dates outlined on your flyer and invoice, however, guests can make payments at any time! We suggest making smaller payments over the coming weeks and months to lessen your final payment amount.

Can I use a Disney gift card to pay for my trip?

We are not able to accept Disney gift cards as payments towards your trip as we are a third-party travel agency. Disney gift cards can be used during the event at the *Walt Disney World*® Resort!

When do I need to arrive?

In order to allow maximum time for scheduled events and park time, we recommend booking an early flight on the first event day, Sunday June 28, if not extending your stay.

When should I depart?

The last event day, Thursday July 2, is a departure day; there are no scheduled events.

What are the Disney Resort hotel check-in and check-out times?

Check-in time is after 4:00 PM and check-out time is 11:00 AM. Your resort will store your luggage during the day if needed.

How do I get from the airport to my resort?

As of 2022, Disney's Magical Express is no longer being offered. For more information regarding transportation to/from your Disney Resort, please visit <https://disneyworld.disney.go.com/faq/transportation/airport-transportation/>.

Do I have to pay to park at my resort?

Parking fees will apply for overnight parking at the Walt Disney World Swan and Dolphin Resort . For more information, please visit <https://swandolphin.com/feedback/transportation/>. Other Disney resorts offer complimentary self-parking.

When will I receive my studio's itinerary?

Studio itineraries will be available approximately 60 days prior to travel.

When will I receive my ticket and reservation numbers?

Final travel documents are sent to dance studios approximately 60 days prior to travel, which will include Resort Reservation numbers and *Park Hopper*® Ticket numbers. Once you receive these numbers, guests can link them to your My Disney Experience account. More information on how to link these numbers will be provided by email and in your final travel documents packet.

Can I add a Disney Dining Plan to my reservation?

Unfortunately we nor Disney are able to add Disney Dining Plans to event packages.

When can I make a dining reservation and do I need a resort reservation number to do so?

Guests can begin booking dining reservations 60 days prior to your arrival date. Please visit Disney's website at <http://disneyworld.disney.go.com/reservations/dining>. You do not need a reservation number to make a dining reservation.

What is Disney Genie?

Disney Genie is a complimentary and convenient new digital service designed to create your best Disney day. This new technology guides you through the theme parks with tips that can help you reduce time in lines, discover magic around every corner and take the guesswork out of "what's next." This service is offered directly through My Disney Experience. For more information, please visit <https://disneyworld.disney.go.com/genie>.

What is a Lightning Lane?

A Lightning Lane entrance is a new queue available at select attractions and experiences in the theme parks that guests can purchase to save time in line. For more information, please visit <https://disneyworld.disney.go.com/genie/lightning-lane/>.

Are MagicBands included with my package?

MagicBands are no longer included with Disney packages, however, they can still be purchased/used during your stay. For more information, please visit <https://disneyworld.disney.go.com/guest-services/magicband-plus/>.

Is access to the stage show performance included in my package?

The stage show performance is exclusively for Dance The World package participants only and is not open to the public. All Dance The World package participants will receive a wristband for entrance to the stage show performance in their final travel documents. Admission for non-package participants will be available for purchase on the day of the event ONLY if capacity allows. Florida residents and/or military members (military member plus a spouse and children) may gain admission by presenting valid ID at the door, if capacity allows. We highly recommend family and friends book the Dance The World package if they wish to attend the stage show performances!

What do performers need to submit?

All performers will need to submit a copy of a birth certificate, passport, or school document to confirm their age for performances and a Disney waiver will need to be filled out for each performer. More information will be emailed to parents before final payment.

Do male performers receive a pair of the Ruby Red Shoes?

Performance shoes are not included in the male performer package. Male performers will receive a deduction of \$35 from the performer rate on their invoice and should wear an all-black sneaker for the parade.

Where can I rent a wheelchair/scooter?

Wheelchair and scooter rentals are available in the parks, but availability can be limited for scooters and they cannot be transferred out of the park you rent them in. If you would like to rent a scooter or wheelchair for your entire stay, please contact Walker Mobility at 888-726-6837.