



# 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](mailto:dancetheworld@wcv.com) to your contacts to be sure that you do not miss any important information!

## **Can I request a connecting/adjoining room?**

We can place a request for connecting/adjoining rooms with the resort, however this is a request and Disney does not guarantee it. 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](mailto:dancetheworld@wcv.com).

## **Does my infant need to pay the package price?**

Participants under the age of three (3) years old do not need to purchase a Park Hopper® Ticket/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 participants over the age of 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 the age of 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 us to book a maximum of a 7-night stay for our guests. If you would like to book an additional night past the maximum 7-nights, you can book directly with the resort. If you call to book the additional night, do not tell them that you have an existing reservation or they will refer you back to us. Once you have received your reservation number for Dance The World, you 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 Disney Park Hopper® Ticket per person. If you would like to enjoy more days in the park, please email [dancetheworld@wcv.com](mailto:dancetheworld@wcv.com) for options and pricing.

## **What is included in Disney's Water Park Fun & More Option?**

The total number of Water Park visits will equal the number of days on your Park Hopper® Ticket. For example, if you have a 4-Day Disney Park Hopper® Ticket, you have 4 visits to any of the following locations: Disney's Blizzard Beach Water Park, Disney's Typhoon Lagoon Water Park, Disney's Oak Trail Golf Course - FootGolf, and ESPN Wide World of Sports Complex.

### **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. If modifications cannot be made online, please email [dancetheworld@wcv.com](mailto:dancetheworld@wcv.com) with your changes. If canceling a traveler, the cancellation policy will apply.

### **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, you 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!

### **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 by October or November.

### **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 a black jazz shoe or sneaker.

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

All Dance The World package participants receive an EXCLUSIVE VIP ALL ACCESS WRISTBAND, which includes entrance to Stage Show Performances and the option to purchase the Gala Dinner Event. These events are closed to the public and wristbands are required for entrance. Family or friends that are Florida residents and/or military members do not need to purchase the VIP All Access Wristband for the Stage Show Performance. They will need to present a valid ID at the door to be admitted into the venue. Family or friends that are Florida residents and/or military members still need to purchase tickets to the Gala.

### **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 Event Day One, if not extending your stay.

### **When should I depart?**

If you did not extend your stay, we recommend booking a late flight (after 5PM) in the event that we need to reschedule a performance on Event Day Five due to inclement weather.

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

The check-in time is after 4:00 PM and the 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 January 1, 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. For more information, please visit <https://swandolphin.com/feedback/transportation/>.

## **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, you 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.

## **When will I receive my studio's itinerary?**

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

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

You 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.

## **Do I need to make a Theme Park Reservation?**

To enter a theme park, you will need a park reservation and valid admission for that park, for each day. After entering your first park, you can park hop after 2:00pm and at this time a park reservation is not required after your first park. Given the limited availability of park reservations, it is recommended that you make your theme park reservations immediately after receiving ticket numbers. Ticket numbers will be available 60 days prior to travel.

## **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 our 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 magic bands 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/plan/my-disney-experience/bands-cards/>.

## **Where can I rent a wheelchair/scooter?**

Wheelchairs and scooters 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.