

## General Information

### What is Online Check-In?

*Online Check-In* is a service available to Guests at select *Walt Disney World*® Resort hotels and Disney Vacation Club resorts. It allows the individual to provide their Resort hotel with specific information necessary as part of the check-in process. By answering a few questions prior to your arrival, you will eliminate these steps as part of your arrival and introduction to the Resort hotel.

### What are the benefits of *Online Check-In Service*?

Guests who participate in *Online Check-In Service* may spend reduced registration time upon arrival at their resort hotel. Select Guests who participate in *Online Check-In Service* will have an opportunity to apply for the *Disney Rewards*® Visa Card® while utilizing the online service.

### What information will be requested when I use the *Online Check-In Service*?

The information includes: a credit card for incidental charges, arrival time, departure time, Guest names, room requests (note: room requests are subject to availability), address, and on-site phone number.

### If I have questions when completing *Online Check-In Service*, who should I contact?

For all inquiries related to booked travel dates, room categories, party mix, or resort specific questions, please contact your original booking agent. For example, if you booked through a travel agent, please contact your travel agent. If you booked directly through the Disney Reservation Center, please contact the Disney Reservation Center or go online to [www.disneyworld.com](http://www.disneyworld.com).

If you have questions about *Online Check-In Service* website and booked directly through the Disney Reservation Center or through a travel agent, please call 407-828-7128.

For Disney Cruise Line Guests, if you have questions about *Online Check-In Service* website, please call 1-866-784-1606.

For Disney Vacation Club Members, if you have questions about *Online Check-In Service* website, please call 1-800-800-9800.

### Will my room be assigned as a part of the *Online Check-In Service*?

Participation in the *Online Check-In Service* does not provide room selection or assignment.

### If I participate in *Online Check-In Service*, will that guarantee that my room will be ready upon my arrival at the resort hotel?

Rooms will continue to be available at standard check-in time.

### What is [mydisneyreservation.com](http://mydisneyreservation.com)?

[Mydisneyreservation.com](http://mydisneyreservation.com) is a website for those Guests who booked through a third party wholesaler or travel agency (e.g., did not book directly either through the Disney Reservation Center or [disneyworld.com](http://disneyworld.com)) to access *Online Check-In Service* and review itinerary information in preparation for their stay. NOTE: [mydisneyreservation.com](http://mydisneyreservation.com) is NOT the complete URL necessary to access a reservation. A Guest must have additional information specific to their booking. For example, a wedding group Guest would use [mydisneyreservation.com/weddings](http://mydisneyreservation.com/weddings). Guests should refer back to their travel documents for the appropriate URL.

## When is it available?

### **When can I use *Online Check-In*?**

*Online Check-In Service* is available to select *Walt Disney World*® Resort hotels and Disney Vacation Club resorts within 10 days of their vacation arrival date. Different lead time restrictions exist for Disney Cruise Line Guests. These Guests should visit the [www.DisneyCruiseLine.com](http://www.DisneyCruiseLine.com) for details.

### **Will I be able to participate in *Online Check-In Service* regardless of the time of my arrival at my resort hotel?**

Yes. At all times of the day, your arrival experience will be simplified when utilizing *Online Check-In Service*. Guests can look for signage to direct them to the designated *Online Check-In Service* area in the Resort hotel lobby.

### **Can I participate in *Online Check-In Service* on same day of arrival?**

Yes, if Guests have access to a computer prior to arriving at the resort hotel. *Online Check-In Service* is available beginning 10 days prior to arrival and up to and including arrival date. For Disney Cruise Line Guests, *Online Check-In Service* is available beginning 45 days prior to arrival up to and including arrival date.

## Where is it available?

### **What resort hotels offer *Online Check-In Service*?**

*Online Check-In Service* is available at select *Walt Disney World*® Resort hotels and Disney Vacation Club resorts.

### **Is Disneyland® Resort offering *Online Check-In Service*?**

Not at this time. *Online Check-In Service* is available at select *Walt Disney World*® Resort hotels and Disney Vacation Club resorts.

## Who can use it?

### **Who can use *Online Check-In*?**

*Online Check-In Service* is available at select *Walt Disney World*® Resort hotels and Disney Vacation Club resorts. *Online Check-In* may be completed by any adult member of a traveling party and/or an adult representative of the party. This includes any booking agent acting on behalf of a client.

### **Will Group and Convention Guests be able to participate in *Online Check-In Service*?**

Group and Convention Guests should check with their meeting planner for availability and the appropriate URL

### **Will Club Level Guests be able to participate in *Online Check-In Service*?**

Yes. *Online Check-In Service* is available for Guests staying at select *Walt Disney World*® Resort hotels and Disney Vacation Club resorts regardless of room type.

### **Will Disney Vacation Club Members be able to participate in *Online Check-In Service* when using Vacation Points and Cash Reservations?**

Yes, Disney Vacation Club Members will be able to participate in *Online Check-In Service*. *Online Check-In Service* is available at select *Walt Disney World*® Resort hotels and Disney Vacation Club resorts.

## What to do upon arrival

### **When I arrive at the resort hotel, where do I go?**

Signage directs Guests to designated Online Check-In Service areas in the resort hotel lobby.

### **If I participated in Online Check-In Service, what do I need to present when I arrive at my resort hotel?**

Guests who used *Online Check-In Service* prior to their arrival will need to present valid photo identification at the designated *Online Check-In Service* area in the resort hotel lobby.

### **What information will I receive when I arrive at my resort hotel?**

Your welcome folder includes information regarding your resort hotel, your room keys, and information about the Walt Disney World® Resort.

## Changes to a reservation

### **Am I able to make changes to my reservation via *Online Check-In Service*?**

*Online Check-In Service* will only be able to confirm and collect information necessary for arrival. Changes to reservations must be completed in the same manner as the original booking method (i.e. if a Guest booked originally through a travel agent, modifications should be made through the travel agent).

### **If I already completed *Online Check-In Service* and then made a modification to my reservation, do I need to go back to *Online Check-In Service* website to update my information?**

Yes. To ensure no delays upon arrival, modifications to upcoming reservations must be re-confirmed through *Online Check-In Service* website.

## Disney Rewards Visa-Card

### **If I have questions about the *Disney Rewards*® Visa Card® application process while participating in *Online Check-In Service*, who should I contact?**

Guests may call Chase at 1-800-300-8575 with any questions.

### **Why do I not see the option to apply for the *Disney Rewards*® Visa Card® while participating in *Online Check-In Service*?**

Depending on your place of residence and how your reservation was booked, you may not see the option to apply for the *Disney Rewards*® Visa Card®. Guests may call Chase at 1-800-300-8575 with any questions.