

Disney Wish – Frequently Asked Questions

BOOKING

Q: What time do *Disney Cruise Line* Call Center phone lines open? What time do online bookings begin?

A: Bookings that are made by phone are scheduled to open at 8:00 a.m. (ET). Online bookings will be available by 8:00 a.m. (ET).

Q: How can I confirm the number of qualified cruises my Client has sailed with *Disney Cruise Line* so I know when they're eligible to book?

A: Your Client can check their number of qualified cruises by visiting <https://disneycruise.disney.go.com/why-cruise-disney/castaway-club/>

Q: When reservations open how far out can a Client book?

A: Bookings are available June-September 2022.

Q: Are there unique Terms and Conditions for the Maiden Voyage?

A: Yes, due to the anticipated demand for the Maiden Voyage there will be some unique Terms and Conditions for this sailing only:

- A 20%, non-refundable deposit must be paid by 11:59 p.m. (ET) the day of booking.
- Even though the Maiden Voyage will be five nights, final payment will follow the existing policy for sailings of six nights or more: final payment for suites and concierge staterooms is due 150 days prior to departure; for all other stateroom categories, final payment is due 120 days prior.
- The cancellation-fee schedule, however, will follow the policy for 1- to 5-night sailings. This means a 50% cancellation fee 44-30 days out; a 75% cancellation fee 29-15 days out, and a 100% cancellation fee 14 days or fewer from departure.
- No date changes will be allowed – Clients must cancel and rebook.
- For early bookings, the *Castaway Club* member must remain on the reservation.
- There are no discounts, and Clients may not use future cruise credit or onboard offers as payment for this sailing.

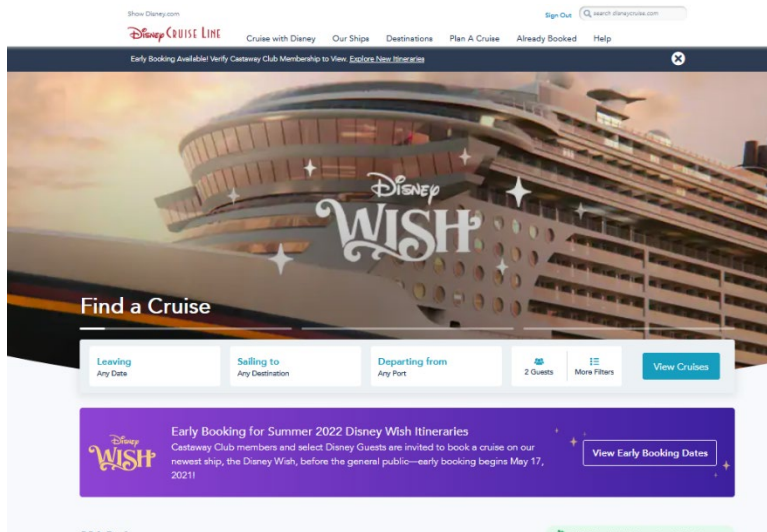
This information is also on your Disney Travel Agents website for your reference.

Q: How many staterooms can a Platinum *Castaway Club* member book? Can they book two for the family or are they limited to one until the general window opens?

A: During early booking, Platinum *Castaway Club* members may book one stateroom per member.

Q: When online bookings open on May 20 for Platinum *Castaway Club* members, how do I make an early booking reservation?

A: After logging in and navigating to the Cruise List landing page, click on the blue banner and input your Client's *Castaway Club* information in order to validate their eligibility to book on that day. Once eligibility is confirmed you can begin to search for a *Disney Wish* sailing by clicking on the purple banner or using "More Filters" to search for the *Disney Wish*.



STATEROOMS

Q: Do the staterooms on the *Disney Wish* include split bathrooms?

A: The split bath is a feature of all Deluxe Staterooms on the *Disney Wish*.

Q: Are there Deluxe Inside Staterooms on the *Disney Wish*?

A: All inside staterooms are Standard Inside Staterooms.

Q: Where can I find information on accessible staterooms?

A: Information on accessible staterooms is available on the deck plans found on your Disney Travel Agents website.

Q: Will there be Magical Portholes in the Inside Staterooms?

A: The *Disney Wish* is a uniquely designed ship and does not feature Magical Portholes in Inside Staterooms. 90% of staterooms on the *Disney Wish* have an ocean view.

SALES TOOLS

Q: Are the marketing and social media assets already available on DisneyCopyright.com?

A: Yes, assets are available on DisneyCopyright.com and postcards on Disney Print Connection.

Q: Will a deck plan with the square footage of staterooms be available before bookings open?

A: There is an interactive deck plan on your Disney Travel Agents website.