

# Disney Destinations Commission Research Information

## **Walt Disney World® Resort**

Please allow 10-14 business days from the guest checkout until you receive the commission check. For recorded information about this process, please call the Walt Disney World Commission Research automated instructional line at 407-828-5147.

Please provide **ALL** of the following information and send inquiries as indicated below

- Agency IATA/CLIA number
- Reservation number
- Guest first and last name
- Dates of travel
- Resort where the guest was booked
- Agency phone, fax and email address for correspondence
- A copy of the reservation confirmation if available

## **Walt Disney Travel Company Package (Walt Disney World Resort)**

- Commission is paid 7-10 days after check out
- 8 digit numeric reservation number
- Send an email to [WDW.DRC.REFUNDS@disney.com](mailto:WDW.DRC.REFUNDS@disney.com)
- The accounting office will contact you within 3-4 business days after the email is received

## **Walt Disney World Room Only**

The reservation number you were given at the time of booking may not be the same number that appears on the check remittance or ACH email notification for your commission payment. Please attempt to match the check with the guest's name and travel dates prior to submitting a commission inquiry.

- Commission is paid after check out
- 12 digit numeric reservation number
- Send email to [WDW.DRC.Commission.Research@disney.com](mailto:WDW.DRC.Commission.Research@disney.com) or fax to (407)828-5203.
- The accounting office will contact you within 7-10 business days after the email or fax is received.
- 10% (based on room rate excluding tax) is paid on individual room bookings. This office cannot calculate specific commission amounts prior to check out.

## **Walt Disney World Ticket Order**

- Commission is paid after ticket is mailed or picked up at Will Call
- 11 or 12 alpha numeric confirmation number (4 alpha characters followed by 8 numeric characters).
- Send email to [WDW.DRC.Commission.Research@disney.com](mailto:WDW.DRC.Commission.Research@disney.com) or fax to (407)828-5203.
- The accounting office will contact you within 7-10 business days after the email or fax is received.

## **Walt Disney World VIP Tours**

The reservation number you were given at the time of booking may not be the same number that appears on the check remittance or ACH email notification for your commission payment. Please attempt to match the check with the guest's name and travel dates prior to submitting a commission inquiry.

- Send email to [WDW.DRC.Commission.Research@disney.com](mailto:WDW.DRC.Commission.Research@disney.com) or fax to (407)828-5203.
- The accounting office will contact you within 7-10 business days after the email or fax is received.
- 10% is paid on 7-hour Disney Private VIP Tours. This office cannot calculate specific commission amounts prior to check out.

## ***Disneyland® Resort***

### **Walt Disney Travel Company Package (Disneyland® Resort)**

- 8 digit numeric reservation numbers
- Send an e-mail to [DLR.WDTC.Commission.Inquiry@disney.com](mailto:DLR.WDTC.Commission.Inquiry@disney.com). The accounting office will contact you within 7-10 business days after the e-mail is received.
- If needed, you can contact Walt Disney Travel Company California reservations at 800-854-3104 for additional assistance.

### **Disneyland Room Only**

- 12 digit numeric reservation number
- Send an e-mail to [DLR.Invoice.Questions@disney.com](mailto:DLR.Invoice.Questions@disney.com).
- The accounting office will contact you within 7-10 business days after the fax is received.

### **Disneyland Ticket Only**

- Confirmation numbers begin with DOL
- Commission is paid when ticket is mailed or picked up at will call.
- For help researching a ticket order that has already been shipped or picked up at will call, please send an email to [DLRCommissionInquiries@disneyonline.com](mailto:DLRCommissionInquiries@disneyonline.com). Include your IATA/CLIA number, DOL confirmation number and ticket type(s).

## ***Disney Cruise Line®***

Contact Disney Cruise Line reservations at 800-511-1333. A reservation agent will submit the information to Cash Operations for research. A reservations supervisor or an accounting associate will contact you within 7-10 business days.

## ***Aulani, A Disney Resort & Spa, Ko Olina, Hawaii***

### **Aulani Room Only**

Fax information to 407- 828-5203 or send an email inquiry to [WDW.DRC.COMMISSION.RESEARCH@disney.com](mailto:WDW.DRC.COMMISSION.RESEARCH@disney.com)

### **Aulani Packages**

Fax information to 407-828-3933 or send an email inquiry to [WDW.DRC.REFUNDS@disney.com](mailto:WDW.DRC.REFUNDS@disney.com)

## ***Adventures by Disney®***

Contact Adventures by Disney Travel Services reservations directly at 1-877-728-7282. A reservation agent will submit the information to the commission research department. A commission research agent will contact you within 7-10 business days.