

## Walt Disney World Online Booking Engine Enhancements Frequently Asked Questions

### 1. What browsers are compatible with the enhanced booking engine?

For a better experience, we recommend using the latest version of the following browsers: Internet Explorer 11+ , Firefox, Chrome, Safari, Edge, Mobile Safari

Opening multiple booking windows at one time may interrupt your booking experience, therefore we recommend launching one booking window at a time. For more tips, please visit.

<https://disneyworld.disney.go.com/faq/technicalhelp/recommended-browser/>

### 2. Can I hold a reservation without a deposit (courtesy hold)?

Yes, the following hold options are allowed for packages and room-only based on the check-in date:

Check-in Date	Maximum Hold Period
Today + (1-14)	N/A
Today + (15-30)	Hold until Midnight EST
Today + 31	Hold for 1 day
Today + 32	Hold for 2 days
Today + (33 or more)	Hold for 3 days

No holds are permitted for Star Wars Galactic Starcruiser.

### 3. Can I share my DisneyTravelAgents.com user names and password with other Agents in my Agency?

No, all users accessing DisneyTravelAgents.com, and specifically the **Walt Disney World** online booking engine require unique user names and passwords to ensure a confirmed reservation. Sharing user names may result in an empty cart.

### 4. Can I use the room rates page to provide a quote for my Client?

No, please use the cart page when providing a quote for your Client to ensure that all components are reflected in the price.

## 5. Am I able to make online modifications?

Online modifications are available for many common modification scenarios. After retrieving your reservation, the website will advise what components you may modify online.

To modify an existing room and ticket package or room-only reservation, please retrieve your reservation, then select 'Modify Reservation'. Review the links against each of the components to review what can be changed, added or removed. Please note not all reservation components may be modified online and change fees may apply.

## 6. What types of modifications can I make online versus over the phone?

You can modify a package reservation to another package reservation, and you can modify a room reservation to another room reservation.

You can make package modifications online up to 1 day before arrival, with some exceptions. For example, you cannot modify dates or party mix online for reservations that include ground transportation, insurance or additional add-ons booked via the Disney Reservation Center.

When modifying a reservation online, the booking engine will advise which components can be updated and which will require a phone call.

## 7. Can I upgrade an existing room-only reservation to a package online?

You cannot upgrade an existing a room-only reservation to a package reservation online. You will need to call 800-327-2996 to make this change. However, if you have already booked your Clients a room-only reservation, you can cancel that reservation only. Then, you can book a new room and ticket package reservation online. Please note not all room-only reservations can be canceled online and cancellation fees may apply.

## 8. Can I cancel reservations online?

You can cancel package reservations up to 1 day before arrival online. Please note, you will need to call to cancel reservations that include certain components, including ground transportation or Travel Protection Plan. Please note that cancellation fees may apply.

You can cancel room-only reservations up to 1 day before arrival online. Please note that cancellation fees may apply.

## 9. If I cancel a Resort reservation will any activities (such as dining reservations) also cancel?

No. Please visit [MyDisneyExperience](#) to cancel activities.