**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 versions of your Web browser. We recommend an assortment of different options, including Internet Explorer, Mozilla Firefox, Google Chrome or Safari. If you are using Internet Explorer 9 or Safari 5 – or an earlier version of either – we recommend that you upgrade to a Web browser that is able to provide a better and more secure online experience.

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/technical-help/recommended-browser/](https://disneyworld.disney.go.com/faq/technical-help/recommended-browser/)

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

Yes, you are able to hold a room reservation or a package reservation that does not include air for up to 3 days outside final payment due date. For packages and room reservations booked within the final payment due date, you are able to hold a package reservation for one day. Package reservations that do not include air may offer a one day hold within 15-30 days of arrival and room only reservations may offer a one day hold within 15-30 days of arrival.

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 visit DisneyTravelAgents.com and select “Retrieve Reservation” from the side menu. Click on “Walt Disney World® Resort” to view/modify your Client’s reservation online. Then, follow the steps to modify. 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 cannot make any package modifications online with 30 days of arrival and some components cannot be modified online outside 30 days. For example, you cannot modify dates or party mix online for reservations that include air, ground transportation, insurance or Memory Maker.

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 outside of 30 days of arrival online. Please note, you will need to call to cancel reservations that include certain components, including air, ground transportation or insurance.

You can cancel room-only reservations online up to the day of check-in, as long as your reservation has not been checked in. Please note that cancellation fees may apply.