



# Disney's Magical Express

Guests may take advantage of Disney's Magical Express Service and receive complimentary round trip transportation from the Orlando International Airport (MCO). No need to worry about baggage claim as your luggage will be delivered directly to your resort room. (The Walt Disney World Swan and Dolphin Hotel, the hotels on or near Hotel Plaza Boulevard and Shades of Green are **not** included.)

Note: All Passengers for DME must be added into your room reservation with GET Travel in order to participate in the program. Maximum occupancy limits apply per room type. (Example: If your room only sleeps 4, you cannot book 5 people on Magical Express)

**IMPORTANT:** Guests must be 16 or older to travel unaccompanied on Disney's Magical Express.

## 1. **Book a Magical Express reservation**

Guests must submit their rooming lists and flight information for everyone in the room to GET Travel on or before **December 26, 2011** to be eligible for the full benefits of this service. To do so, please log into your account online and follow the directions listed under "Disney's Magical Express". All riders must be listed on your reservations, including children under 3.

### 1. **Guests receive their luggage tags**

Approximately one week prior to arrival, you will receive an Airport Transportation Booklet containing general information and special luggage tags to attach to luggage prior to departure. If the booking is made within 10 days, there is no guarantee the booklet will be mailed in time.

If Guests do not receive their Airport Transportation Booklet, Guests will still be able to utilize the service, just not the luggage delivery portion of it. Upon arrival at Orlando International Airport and you have luggage tags, proceed directly to the Disney Welcome Center (B Side, Level 1). If you did not receive luggage tags, collect your own luggage upon arrival, and bring it with you on the motor coach. This luggage is responsibility of the guest and will not be delivered to the guest room.

2. Once you arrive at Orlando International Airport, please proceed directly to the **Disney Welcome Center** (B side, Level 1). You do not need to claim your luggage. Disney will obtain your information, collect your luggage and deliver it to your room at your Resort hotel. At the **Disney Welcome Center**, you will be asked for your airline baggage claim checks and a brief description of your luggage. You will also be asked to confirm your return flight information if you are using **Disney's Magical Express** Service for transportation back to Orlando International Airport at the end of your stay.
3. If you choose to collect your own luggage upon arrival, you can bring it with you on the motor coach. This luggage is responsibility of the guest and will not be delivered to the guest room.

## 2. **Carry-on bags**

Please pack any valuables, medications or anything needed immediately upon arrival into Orlando in a carry-on bag. If you are carrying-on all of your luggage, you can bring it with you on the motor coach. Carry-on luggage is responsibility of the guest and will not be delivered to the guest room.

## 3. **Arrival at Orlando International Airport**

The Disney Welcome Center is in the Main Terminal Building of Orlando International Airport on the B side on Level 1. The hours are 6:00 a.m. to 11:00 p.m., Disney is happy to extend those hours if you have booked Disney's Magical Express Service and your flight is scheduled to arrive after 11:00 p.m. If you arrive on the A side of Orlando International Airport, proceed to the B side before taking the elevator or escalator down to Level 1 of the Main Terminal Building

There will be Disney representatives located on Level 2 (Baggage Claim) on both the A and B sides of Orlando International Airport if you need directions to the Disney Welcome Center

Luggage delivery service is only available for arrivals to Orlando International Airport between the hours of 5 am and 10pm. If you are arriving before or after this timeframe you will need to take your luggage to the Welcome Center for Disney's Magical Express. You and the luggage will be transported on the bus.

**4. Transportation to the Resort**

The approximate travel time from the Orlando International Airport to your resort is 45-75 minutes. The motor coaches may make up to five (5) stops before arriving at your Resort hotel.

**5. Luggage delivery to the resort**

It may take up to three (3) hours or more after you check in to your Resort hotel for your luggage to be delivered to your room. You do not need to be in your room to receive your luggage. Please pack any valuables, medications or anything you need immediately upon your arrival in Orlando in a carry-on bag.

**6. Returning home**

The day before you check out, you will receive a Transportation Notice advising you of your motor coach pick-up time and giving you other general information. Your motor coach pick-up time will be approximately three (3) hours prior to your flight departure time from Orlando International Airport. You are responsible for bringing your luggage to the motor coach pick-up location.

1. If your airline flight changes, please contact Disney's Magical Express at 1-866-599-0951 with the new flight information.
2. Each guest must have a Magical Express reservation and cannot change their pick-up location to another resort or your pick-up time to a later departure.

**7. Resort Airline Check-In Service**

Upon departure, all resort guests may take advantage of Disney's complimentary Resort Airline Check-In service for participating airlines. They can check their luggage and receive airline boarding passes at their Disney Resort hotel so there is no need to check-in at the airport. At this time, the service is available for guests flying domestically on these airlines: Southwest, American, AirTran, Continental, JetBlue, Delta, Alaska, Northwest, US Airways, and United. Additional airlines may be added at a later date.

8. If your flight is eligible, your boarding pass will be delivered to your room on the morning of your departure. Otherwise, you may pick-up your boarding pass at the Resort Airline Check-In Desk no less than 3 hours prior to your flight. Guests with a flight departure before 8am must check in at the airport. Some guests may be required to check in at the airport and will be unable to use this service. You must check in at the Resort Airline Check-In Desk located in the lobby of select Walt Disney World Resort hotels up to 12 hours prior to your flight departure time (but no less than three hours prior) during operating hours. A valid government issued photo ID and Key to the World Card (your hotel room key) are required to participate. Resort Airline Check-In Service operates seven days a week, from 5:00 a.m. to 1:00 p.m. If you cannot check-in during these operating hours, you will need to check in directly with your airline upon arrival at Orlando International Airport.

**9. Baggage Fees**

Guests who need to pay their luggage fees for AirTran, Southwest Alaska, American, Continental, Delta, JetBlue, Northwest, and US Airways will need to call Baggage Airline Guest Services at 407-284-1231 between 7:00 am and 11:00 pm prior to checking in at the Resort Airline Check-In desk. Otherwise, Guests must check in at the airport.

**10. Luggage Weight**

For all airlines, each piece of luggage must be 50 pounds or less to use the Resort Airline Check-In service and it must comply with the airlines size dimension baggage policy. Overweight and oversized luggage cannot be accepted at the Resort Airline Check-In desks.

**11. Multiple Bags**

Guests can use the service as long as they contact Baggage Airline Guest Services at (407) 284-1231 to pay the airline's excess luggage fees in advance of checking in at the Resort Airline Check-In desk. Guests with multiple bags also have the option to check additional pieces through their airline's ticket counters at Orlando International Airport. Excess luggage fees cannot be collected at the Resort Airline Check-In desk. The excess luggage fees vary by airline. Guests should inquire directly with their respective airline for applicable fees

Guests must pay with a credit card for excess luggage fees. MasterCard, Visa, and American Express are accepted. The Resort Airline Check-In desks are unable to collect excess luggage fees on behalf of an airline.

Guests may contact Baggage Airline Guest Services at (407) 284-1231, seven days a week between the hours of 7:00 a.m. and 11:00 p.m.

**Please note: Information is subject to change at any time. Additional information about this service will be provided in your transportation notices from Walt Disney World direct.**

*IMPORTANT: Guests must be 16 or older to travel unaccompanied on Disney's Magical Express. Infants: Infants (under 3) also need to be registered by name to be able to utilize Disney's Magical Express. Physically Handicapped: Physically handicapped guests require advance notification to utilize Disney's Magical Express and need to indicate if a handicapped accessible Disney Magical Express Bus is required on your reservation. In addition, please indicate what, if any, special equipment is necessary.*