

Disneyland Resort Online Booking Engine Enhancements
Frequently Asked Questions

1. What browsers are compatible with the 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://disneyland.disney.go.com/faq/technical-help/recommended-browser/>

2. Will I be able to book *Disneyland* Resort Special Offers online?

Yes, *Disneyland* Resort Special Offers will automatically be presented to you if your selected travel details meet the Special Offers criteria and there is availability.

3. Will I be able to book a Good Neighbor Hotel online?

Yes, Good Neighbor Hotel packages will be available to book online.

4. Will I be able to make modifications online?

No, online modifications for the *Disneyland* Resort are not available at this time.

5. Will a courtesy hold option be available?

Yes, a courtesy hold option may be available for travel outside 30 days for *Walt Disney Travel Company* packages,

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

Please use the cart page when providing a quote for your Client to ensure that all components are reflected in the price

7. 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 online booking engines require unique user names and passwords to ensure a confirmed reservation. Sharing user names may result in an empty cart.