



the **VACATIONEER**

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*The Engineers of your next Magical Vacation*

Disney Traveler Handbook



# Welcome!

Thank you so much for trusting me to come alongside you in this process. I'm so glad you've chosen to become a part of The Vacationeer family! I am officially committed to the utmost magic and success for you and your vacation. It is truly an honor to get to know you and come alongside you in this process. Your trust and confidence mean everything to me, so please take a few minutes to read through this packet of information that will empower both of us to have an incredible, seamless experience working together! Consider this your handbook on how we'll collaborate to create your dream vacation. In this document, you'll find the details on how to get in touch, give me feedback, and maximize your vacation planning experience. We're officially in this together, and I'm thrilled to be on your team!!

- Emily



FUN FACTS ABOUT *Emily*

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Get to know your travel

# Advisor



Family: Married to Tyler and mom to James and Elodie



Fun Facts: fluent in French, Hufflepuff, have a Master's degree



Favorite travels: France, Italy, Mexico, Puerto Rico,



Travel Wish List: U.K., Peru, South Africa



Next Trip: Japan and China (Disney!)





# THE DESIGN & BOOKING *process*

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### Step 1: Inquire

Once you're ready to start planning, I will collect some information from you. I will need to know the names of everyone traveling in your party, along with any other parties you will be traveling with. I will need the ages of all children, the days you want to check in and out of the hotel and how many days you would like to spend in the parks. (I suggest at least 4 days, one in each park.

### Step 2: Budgeting

Next, I will need to know your estimated budget. Disney World prices vary greatly depending on resort and ticket options. There are value, moderate and deluxe hotels. With your budget in mind, I can create a vacation plan that will work for you.

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THE DESIGN  
*process*

02

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### Step 3: Quote Options

Now it's my time to get to work matching the feedback you've given me to the right experience and resort for you! I will present you with different options that match your budget and your family.

### Step 4: Tweak & Revise

After you take time to review your quote options, we will make necessary adjustments based on your personal preferences and lock in your official plan!

### **Step 5: Book Your Vacation**

When you are ready to book, email or call for the next steps. For vacation packages, there is a \$200 deposit due at the time of booking. Your final payment will be due 30 days before you arrive. Right after booking, you will need to download the My Disney Experience App so we can manage your vacation

### **Step 6: Special Details**

After you are booked, it is time to start planning the details of your trip. We will need to make park reservations, and any dining reservations you are looking for and discuss possible add on magical experiences. This is the time to ask all your questions about the ins and outs of Disney and when I share all my Disney knowledge.

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THE BOOKING  
*process*

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### **Step 7: Final Preparations**

Two weeks before you leave, I'll send you off with individualized touring plans. I'll also send helpful reminders, recommendations, and travel tips, along with information for your online check-in.

### **Step 8: Depart for your vacation!**

The time has finally come! Once you arrive at your resort, you will find Disney Cast Members everywhere eager to help you with anything you need. I will also be working behind the scenes to make sure your trip is magical.



# WORKING TOGETHER *essentials*

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# COMMUNICATION

## How

After our initial discovery call or meeting, communication during your trip planning process will be mainly through email. If you would like to discuss your trip to any extent by phone, I am more than happy to do so. To ensure my attention is focused completely on you and your vacation, please preschedule calls when possible by booking it through my calendar [here](#). (Also, I understand completely if an urgent concern comes up, so exceptions will be made, of course!)

## Email

We will communicate primarily through email. Your emails are always important to me and I will always answer them as promptly as possible. I prioritize emails by current travelers first followed by confirmed travelers. Please refrain from text messaging questions or information in the planning process. Keeping our communication completely through email and phone calls helps keep a running history of our conversations and ensures nothing slips through the cracks.

## Office Hours

My office hours are Monday-Friday from 8:00am - 3:00pm CST. I will make pre-scheduled evening phone calls if you want to discuss something over the phone. However, if you are traveling, I am available around the clock for you.

# KEYS TO SUCCESS

*Perfecting your trip is my goal, and it is most easily achieved by focusing on three key elements.*

## Honesty

Your honesty and feedback throughout the entire process ensures we are creating the perfect vacation for you. I can only know you as well as you allow me to know you, so please, let's be fast friends!

## Specificity

The more specific you can be about yourself and your desires for your vacation, the better chance I have to get it right for you.

## Trust

Trust is essential to any relationship, and ours is no exception! Even though we will certainly be collaborating, your trust in my knowledge, experience, and expertise is what allows me to create meaningful, magical vacations specific to each of my clients. There is no point in both of us doing the same work, so please allow me to do what I've been trained and hired by you to do!



# FREQUENTLY ASKED *questions*

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## Q: WHEN WILL I RECEIVE MY TRAVEL DOCUMENTS?

A: You will receive your vacation confirmation from Disney World immediately after booking. All other helpful documents will be sent via email. These e-documents can be accessed on your smartphone at all times on your trip and shared with loved ones who want to know your itinerary as well. When the time comes, I will send you instructions on how to utilize them to the fullest. You will receive everything from me two weeks before your trip.

## Q: HOW DO I MAKE PAYMENTS?

A: Once we confirm your itinerary and you are ready to make a deposit, I will send over a secure credit card authorization form through The Vacationeer. Your credit card isn't charged immediately upon authorization, but what this does is give me all of the information I need as well as permission to make charges on your behalf. Your information is then saved. Disney requires trips booked through a travel agency have all payment made by the travel agent. Whenever you are ready to make a payment, let me know and I will make it for you.

## Q: DO YOU BOOK AIRBNBS?

A: No, I am not able to book with Airbnb for my clients. Because of Airbnbs protection policy for their owners, the person staying at the home must be the one who books. I am able to book an onsite Disney hotel, an offsite hotel in the Orlando area or a Universal hotel for the length of your stay.

## Q: WHAT IS THE MY DISNEY EXPERIENCE APP?

A: My Disney Experience is an app you will want to download on your phone. We will link your park tickets and hotel stay to your app. From the start screen, you'll be able to see where everything is located and also check your dining options, the wait times for each attraction, the locations for character meet-and-greets, hotels, bathrooms, spas, and stores. You'll use the app for mobile ordering, virtual boarding passes and entry into the parks and your hotel room.

## Q: WHAT KIND OF PARK TICKETS DO I NEED?

A: Base tickets will give you entry into one park per day. Park Hopper tickets allow you to "hop" to multiple parks in one day. Park Hopper Plus (or Water Park and Sports) allows you access to Disney's 2 water parks and many athletic activities. There are four Disney parks. Many families choose four day park tickets to spend at least one full day at each park.

## Q: HOW DO I BOOK DINING RESERVATIONS?

A: Dining Reservations become available 60 days before the first day of your trip. I will send you a restaurant guide so you can decide if there are any reservations you would like. I also like to schedule a phone call to go over specifics with you. Then I will get up early on your reservation day and do my best to get everything you want! You can always log on to your My Disney Experience App to make, modify or cancel dining reservations.

## Q: WILL YOU MAKE ME A TOURING PLAN?

A: Yes! I specialize in creating touring plans that are individualized to meet the needs of you and your family. I will ask you a few personal questions about your preferences and create a touring plan just for you! You will receive this about 2-4 weeks before your trip.

## Q: WHAT IF I CANCEL MY TRIP?

A: For cancellations made 30 days or more prior to your arrival, amounts paid, minus travel protection plan costs will be refunded. For cancellations made 2 days to 29 days prior to your arrival, amounts paid, minus travel protection plan costs and a \$200 cancellation fee will be refunded. For cancellations 1 day or less prior to arrival, the full price is non refundable. Changes can be made to any reservation. If changes are made 30 days or less to arrival, there may be a \$50 change fee. Read about the travel protection plan [here](#).



HEALTH & SAFETY *measures*

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## SECURITY CHECKS

Before you enter a park, you will have to pass a touchless security screening. Security officers may go through your bag, and you may be asked to remove certain items. You can make this process go smoother by taking out any metal objects like keys and umbrellas, and electronics ahead of time.

## SOCIAL DISTANCING

At the parks, you will see a lot of social distance markers on the ground; plexiglass installed on rides, line queues, and counters; and lines will appear much longer because guests must stand 6' apart. These are changing almost daily, so what is listed here may not be what you see on your trip.

## HAND SANITIZER

You will see hand sanitizer stations all over Disney parks and resorts. You can also look up closest hand sanitizer locations within the My Disney Experience app.

## MASKS

Masks are no longer required in most outdoor areas. All guests ages 2+ must wear a mask at while in line for a ride, while on a ride, or while indoors. Your mask must cover your nose and mouth.

## TEMPERATURE CHECKS

Temperature checks have been removed from the park entrances.

Double check current CDC Guidelines ([cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)), Disney's health and safety measures ([disneyworld.disney.go](https://disneyworld.disney.go)), and state travel advisories ([travel.state.gov](https://travel.state.gov)) before your trip. Stay informed and stay safe.

# DISNEY'S CHANGES & *restrictions*

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## FAST PASSES

FastPass+ was a feature of Disney that you could use to reserve access to shorter FastPass+ line queues at attractions and entertainment at their parks. You were allowed 3 FastPasses at a time, and could add more as you use them up throughout the day. FastPass+ is currently suspended until further notice.

## EXTRA MAGIC HOURS

This option was available to guests of participating Disney resorts and hotels. Extra time at the parks could be enjoyed before or after regular park hours. This option is currently suspended but Disney is planning on rolling out an “Early Theme Park Entry” perk for select hotel guests later this year for their 50th Anniversary.

## DISNEY DINING PLANS

Disney Dining Plans were an option available to guests of Disney resorts and hotels. It allowed guests to prepay for a certain number of meals and snacks at Disney, which was then distributed as dining points. Disney Dining Plans are not offered to guests for 2021 and is suspended until further notice.

## ENTERTAINMENT

What about the shows, parades, fireworks, and characters? Some modified performances are back. Socially distanced characters meet-and-greets are available throughout the parks and during character dining. Small, frequent cavalcades have replaced parades. Fireworks, and up close character meet-and-greets won't return until further notice.



[www.emilythevacationer.com](http://www.emilythevacationer.com) | [@emilythevacationer](https://www.instagram.com/emilythevacationer)