

## Disney's Magical Express for Groups Using Call-in Reservations - Planner Information

Your guests may take advantage of Disney's Magical Express Service and receive complimentary round trip transportation from the Orlando International Airport. No need to worry about baggage claim as their luggage will be delivered directly to their resort room. Here's how the Disney's Magical Express Service works:

**1. Book a Magical Express reservation.** A Magical Express reservation is required to use the service. We recommend guests book reservations at least 30 days prior to arrival. Guests need to provide:

- Name of each person in room
- Address for U.S. & Canada residents (we mail a Airport Transportation Booklet including luggage tags to this address)
- Airline and flight number arriving into and departing from Orlando International Airport

There are several booking methods:

- Call 407-827-6777 to book their Magical Express reservation
- Complete and fax the attached form to 407-824-1980
- Complete the online form on [www.disneyconventionears.com](http://www.disneyconventionears.com)

**2. Guests receive their Transportation Booklet.** Approximately one week prior to arrival, U.S. & Canada residents will receive an Airport Transportation Booklet containing general information and special luggage tag to attach to their luggage prior to departure. For bookings made within 10 days, we can't guarantee that 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. Upon arrival at Orlando International Airport, proceed directly to the Disney Welcome Center on the B Side, Level 1.

- Guests do not need to claim their luggage. Disney will gather all of information and claim checks and collect the luggage for the guest and then deliver it to their Resort guest room. Luggage is picked up between 5am-10pm.
- If the guest chooses to collect their luggage upon arrival, they can bring it with them on the motor coach. This luggage is responsibility of the guest and will not be delivered to the guest room.

**3. Carry-on bags.** Please advise your guests to pack any valuables, medications or anything needed immediately upon arrival into Orlando in a carry-on bag. The guest will take their carrying-on luggage with them on to the motor coach. Carry-on luggage is the responsibility of the guest and will not be delivered to the guest room.

**4. Arrival at Orlando International Airport.** Upon arrival, proceed to the Main Terminal and then to the Disney Welcome Center which is located on the B Side, Level 1. Guests may follow the airport signs to Ground Transportation. At the Disney Welcome Center, guests will confirm the number of bags checked and outbound flight information before boarding a complimentary motor coach to their resort.

5. **Transportation to the Resort.** The motor coach may make up to 3 stops before arriving at your resort. Length of time on the motor coach will vary. You can expect to travel between 40 and 70 minutes.

6. **Luggage delivery to the resort.** Luggage with Magical Express tags will be claimed at the airport and delivered to the guest's room. Luggage may take up to 3-4 hours after guest check-in to be delivered. Guests do not need to be in the room to receive their luggage. Luggage is picked up between 5am-10pm.

7. **Returning home.** Guests will receive a Transportation Notice in their room the day prior to check-out advising of their motor coach pick-up time along with other general information. The motor coach pick-up time should be approximately 3 hours prior to your flight departure time for domestic flights and 4 hours prior for international flights.

- If your airline flight changes, please call 1-866-599-0951 with the new flight information.
- 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.

#### 8. **Resort Airline Check-in Service.**

Upon departure, you may take advantage of Disney's complimentary Resort Airline Check-In Service for participating airlines. You can check your luggage and receive your airline boarding pass at your Disney resort so there is no need to check-in at the airport. The operating hours are 5:00 am to 1:00 pm daily and you need to check-in at least 3 hours prior to your flight departure time. At this time, the service is available for guests flying domestically on: AirTran, Alaska, American, Continental, Delta, jetBlue, Northwest, US Airways and United. \*To pay airline luggage fees, guests should call Baggage Airline Guest Services at 407-284-1231 prior to checking in with Resort Airline Check-In. Fees vary by airline. Guests flying with United are exempt from these fees.

#### Brochure

<http://www.ichcc.org/Congress%202010%20Full%20%20Flyer.pdf>

#### Disney Resort Information

<http://www.disneyurl.com/AssnCertLifeCarePlanners>

#### Secure Pay Online Payment System

<http://www.ichcc.org/Secure%20Pay%20Page.htm>