



Disney's Magical Express is a complimentary service that includes round-trip motor coach transportation and baggage handling between Orlando International Airport and **Walt Disney World®** Resort for guests of **Walt Disney World®**.

How it works:

- Several weeks prior to arrival, registered guests will receive an Airport Transportation Booklet containing general information and special barcoded luggage tags which need to be attached to the guest's luggage before departure.
- Upon arrival at Orlando International Airport, guests should head to the Disney Welcome Center in Terminal B.
- At the Welcome Center, a Disney representative will ask the guest how many bags they checked with the airline and will also confirm their outbound flight information if they are utilizing *Disney's Magical Express* for transportation back to the airport from their **Walt Disney World®** Resort.
- After checking in at the Disney Welcome Center, guests will then depart for their Disney Resort in a complimentary motor coach while the guests' luggage goes straight from the plane to the guests' room.
- At the end of the **Walt Disney World®** stay, enjoy the same convenience of *Disney's Magical Express* service from the **Walt Disney World®** Resort to the Orlando International Airport. Guests are responsible for bringing their luggage to the motor coach pick-up location so that their luggage will be transported with them to the airport on the motor coach.

All **Walt Disney World®** owned and operated resorts offer *Disney's Magical Express* for guests arriving at Orlando International Airport with the exception of *Disney's Vero Beach* Resort, *Disney's Hilton Head Island* Resort, **Walt Disney World®** Swan and Dolphin, Shades of Green and *Downtown Disney Area* Resorts. *Disney's Magical Express* is not available for guests arriving at other Central Florida airports.

*Please note: Effective March 30, 2009, *Disney's Magical Express* will no longer offer luggage delivery service for arrivals to the Orlando International Airport after 10 p.m. Please see "Airport Arrival, Transportation and Disney Welcome Center" for additional information.

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Frequently Asked Questions

General Information:

Q. What is *Disney's Magical Express*?

A. *Disney's Magical Express* is a service that features complimentary guest shuttle and luggage delivery direct from Orlando International Airport to the guest's Disney Resort hotel room – and back to the airport. This service is available for guests flying on all airlines serviced by the Orlando International Airport.

The complimentary service includes round-trip motor coach transportation and baggage handling between Orlando International Airport and **Walt Disney World®** Resort, as well as an expedited airline check-in process, Resort Airline Check-In. The Resort Airline Check-In service allows guests to check-in for their airline right at their Disney Resort. The Resort Airline Check-In service is available for domestic flights on AirTran, Alaska, American, Continental, Delta, JetBlue, Northwest, US Airways and United.

Q. What is the cost of *Disney's Magical Express*?

A. *Disney's Magical Express* is a complimentary benefit offered to guests staying at select Disney Resort hotels.

Disney Resort hotels not serviced by *Disney's Magical Express* are: *Disney's Vero Beach* Resort, *Disney's Hilton Head Island* Resort, **Walt Disney World®** Swan and Dolphin, Shades of Green and *Downtown Disney* Area Resorts. *Disney's Magical Express* is not available for guests arriving at other Central Florida airports.

Reservation Process:

Q. How are reservations made for *Disney's Magical Express*?

A. Guests are not automatically signed up for *Disney's Magical Express* upon making a reservation at a Disney Resort hotel. After a reservation at a Disney Resort hotel has been made, you may sign up for *Disney's Magical Express* by contacting Anthony Travel or by visiting AnthonyTravel.com. To ensure seamless service, please make the *Disney's Magical Express* reservation at least 30 days in advance of your arrival date.

Q. What information do I need when registering for *Disney's Magical Express*?

A. When registering for *Disney's Magical Express*, please have available all flight information including the airline carrier(s), flight number(s), date(s) of arrival and departure flight(s) as well as the name of the Disney Resort hotel. If traveling in a group, each traveler will require a separate *Disney's Magical Express* reservation.

Q. When I make my reservation for *Disney's Magical Express*, will I receive anything from Walt Disney World®?

A. Yes. *Disney's Magical Express* will mail an Airport Transportation Booklet and one luggage tag per person to guest or group leader located in the United States or Canada. This is in response to the changes in airline travel. If traveling in a group, tags must be distributed to the individual group members. *Please note:* These tags are separate from the tags that the airline will attach to the luggage to indicate arrival destination.

If additional *Disney's Magical Express* luggage tags are needed, please call (866) 599-0951 to request additional tags be sent.

Q. When will I receive my Airport Transportation Booklet?

A. You will receive an Airport Transportation Booklet approximately two weeks prior to departure.



Q. What if I did not receive my Airport Transportation Booklet prior to leaving home?

A. If you did not receive your booklet before leaving, once you arrive at Orlando International Airport, please proceed directly to the Disney Welcome Center in Terminal B. You do not need to claim your luggage. Disney will obtain your information, collect your luggage and deliver it to your room at your Disney Resort hotel. At the Disney Welcome Center, you will be asked for your airline baggage claims check(s) and brief descriptions of your luggage. You will also be asked to confirm your return flight information if you are using *Disney's Magical Express* for transportation back to Orlando International Airport at the end of your stay. *Please note:* You may also pick up your luggage from baggage claim and place it on the *Disney's Magical Express* when loading.

Q. What if I change my airline flight(s)?

A. Before arrival in Orlando, if you signed up for *Disney's Magical Express* and you change your flight information; please contact Anthony Travel as soon as the new flight itinerary is available so that Anthony Travel may notify *Disney's Magical Express* of the itinerary change. If the flight is changed by the airline, *Disney's Magical Express* will automatically be notified of the change from the airline.

If your departure flight has changed, please refer to the instructions provided in the Resort Arrival Brochure that will be provided to you by the Disney Resort hotel front desk at check-in at the Disney Resort hotel. For additional assistance, please visit the Disney Resort hotel front desk.

Q. Can I reserve a "luggage-only" transfer?

A. No. To utilize *Disney's Magical Express*, you must participate in both the motor coach transportation and the luggage transfer service.

Q. Can I reserve *Disney's Magical Express* when I get to the Orlando International Airport?

A. No. You must make reservations for *Disney's Magical Express* prior to arrival in Orlando to use the service. We recommend submitting your flight information at least 30 days prior to arrival.

Q. Can I schedule *Disney's Magical Express* return transportation to the Orlando International Airport while at my Disney Resort hotel?

A. Yes. You can reserve return transportation to the airport by calling *Disney's Magical Express* Guest Services. Each Disney Resort hotel front desk will provide you with a phone number to call. Please see the Disney Resort hotel front desk for this phone number.

Q. Are car seats allowed on the motor coaches?

A. No. Car seats are not permitted on the motor coaches; they must be stowed underneath the motor coach. Children can either sit on an adult's lap or occupy a seat by themselves.

Q. Can I travel with a crated animal and use *Disney's Magical Express*?

A. Service animals are permitted to travel on the motor coach with their owner; unfortunately, no other pets are permitted to travel on the motor coach. If you wish to travel with a pet, please make other transportation arrangements.

Q. If I check my luggage, should I bring anything with me on the plane?

A. Yes. We strongly encourage all guests to bring a carry on with essentials such as medications, valuables and other items you may need within a few hours of arrival.



Airport Arrival, Transportation and Disney Welcome Center:

Q. What are the hours of operation and location of the Disney Welcome Center?

A. 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 a.m. to 11 p.m., but are extended to meet the flights of all guests who have reserved *Disney's Magical Express*. The Disney Welcome Center will also closely monitor arrival information for flights that may be delayed.

For guests who arrive through Gates 1-29 and 60-99, *Disney's Magical Express* Cast will be located in baggage claim on Level 2 from 8 a.m. to 11 a.m. and 8 p.m. to 1:30 a.m. For guests arriving between 11 a.m. and 8 p.m., the Orlando International Airport Information desks will provide directional assistance. The major airlines that use these gates are: AirTran, American, Continental, and Delta.

For guests who arrive through Gates 30-59 and 100-129, *Disney's Magical Express* Cast will be located in baggage claim on Level 2 from 8 a.m. to 1:30 a.m. The major airlines that use these gates are: JetBlue, Southwest, United, and US Airways.

Q. Where do I go if I arrive on the A side of Orlando International Airport?

A. Proceed to the B side before taking the elevator or escalator down to Level 1 of the Main Terminal Building.

Q. Will there be signs at Orlando International Airport directing me to the Disney Welcome Center?

A. No. There will be *Disney's Magical Express* Cast member 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.

Q. Can I reserve *Disney's Magical Express* when I get to the Orlando International Airport?

A. No. You must make reservations for *Disney's Magical Express* prior to arrival in Orlando to use the service. We recommend submitting your flight information at least 30 days prior to arrival.

Q. Can I set up a *Disney's Magical Express* motor coach dedicated for individual groups?

A. No. All guests using *Disney's Magical Express* will board the motor coaches in a "mix-in" process with other guests. *Please note:* If a member of the group requires a motor coach that can accommodate wheel chairs, please indicate this at the time the reservation is made.

Q. What if I miss my flight? Where will my luggage go?

A. If you check your luggage in time to make your originally scheduled flight, your bags are likely to make it to Orlando International Airport as scheduled, even if you miss your flight. A *Disney's Magical Express* Cast member will pull the bags from the airplane and wait for you to arrive before sending them on to your Disney Resort hotel.

Q. What happens if the flight is scheduled to arrive before 10 p.m., but is delayed past 10 p.m.?

A. The service is available for flights arriving from 5 a.m. until 10 p.m. These Guests will be advised to claim their luggage at baggage claim and take it with them on the *Disney's Magical Express* motor coach to their resort.

Q. How will Guests who arrive after 10 p.m. know to claim their luggage?

A. Information will be provided in the *Disney's Magical Express* Airport Transportation Booklet Guests receive prior to arrival. Additionally, Cast Members located on level 2 in the baggage



claim area will ask Guests which flight they arrived on and advise them if they need to claim their bags or not.

Q. What happens if the flight lands right at 10 p.m.?

A. The Disney's Magical Express luggage service ends at 10 p.m. These Guests may proceed directly to the Disney's Magical Express Welcome Center or they may claim their luggage if it was not tagged with Disney's Magical Express yellow luggage tags.

Q. What happens if a Guest arrives at the Disney's Magical Express Welcome Center after 10 p.m. and does not claim their bags?

A. We encourage Guests to claim their luggage at baggage claim and take it with them on the Disney's Magical Express motor coach to their resort. However, if Guests choose to wait in the Welcome Center, they could be delayed up to an hour while their luggage is retrieved.

Q. What happens if a Guest does not want to wait for their luggage to be retrieved?

A. Their luggage will be collected by Disney and delivered to their resort when the luggage delivery service resumes the next morning, some time after 8 a.m.

Q. Will Bell Services or Luggage Delivery assistance be available at the resort to assist with luggage delivery from the motor coach to the Guest's room?

A. Yes, Bell Services and Luggage Delivery assistance will be available upon request.

Q. Are Guests with flights that arrive prior to 10 p.m. required to participate in the luggage delivery service?

A. No, Guests utilizing Disney's Magical Express are not required to use the luggage delivery portion of the service. If Guests do not want to participate in the luggage delivery service, they simply do not tag their luggage with the yellow tags.

Q. What happens if a Guest arrives on a flight prior to 10 p.m., but their luggage has been delayed and does not arrive until after 10 p.m.?

A. Their luggage will be collected by Disney and delivered to their resort when the luggage delivery service resumes the next morning. Guests should not expect their luggage to be delivered to their resort until some time after 8 a.m., the next day.

Q. Will the Disney's Magical Express Luggage Base Office (LBO) have the same operating hours?

A. Yes, the LBO will be open from 6:30 a.m. to 11:30 p.m. For issues that arise after 11:30 p.m., Cast may contact the duty phone for assistance as they do today.

Departure from Orlando International Airport and Luggage Handling:

Q. Where is the pickup location for *Disney's Magical Express* at Orlando International Airport?

A. Motor coach pickup is located outside the doors of the Disney Welcome Center located on the B side on Level 1. Guests must check in at the Disney Welcome Center before boarding the motor coach.

Q. What is the travel time from Orlando International Airport to my Disney Resort hotel?

A. Travel time is approximately 45-75 minutes. The motor coaches may make up to three stops before arriving at your Disney Resort hotel.



Q. When will my luggage be delivered to my Disney Resort hotel room?

A. It may take up to four hours after you check-in to your Disney Resort hotel for your luggage to be delivered to your room. You do not need to be in your room at the time of delivery. It is suggested to pack any valuables, medications or anything that may be immediately needed upon arrival in Orlando in a carry-on bag.

Q. Are Bell Service gratuities included for luggage delivery to my Disney Resort hotel room?

A. Yes, but only for inbound service if *Disney's Magical Express* handles your pre-tagged luggage. If you carry on your luggage to the motor coach, gratuities are not included. Upon departure, gratuities are not included if you elect to use Bell Services for luggage assistance.

Departure from Walt Disney World® Resort and Resort Airline Check-In Service:

Q. On my day of departure, how will I know what time a *Disney's Magical Express* motor coach will pick me up at my Disney Resort hotel to return to Orlando International Airport?

A. 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 will be approximately three 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.

Q. What is Resort Airline Check-In Service?

A. Resort Airline Check-In Service is a benefit offered to you if you are staying at a select Disney Resort hotel and departing on participating airlines from Orlando International Airport. You can check your luggage and receive your airline boarding pass right at your Disney Resort hotel and will not need to check in at Orlando International Airport. At this time, the service is only available if you are flying domestically on the following airlines: Alaska Airlines, AirTran, American Airlines, Continental, Delta Airlines, JetBlue, Northwest, US Airways and United.

Q. How does Resort Airline Check-In Service work?

A. You must check in at the Resort Airline Check-In Desk located in the lobby of select Disney Resort hotels up to 12 hours prior to your flight departure time (but no less than four hours prior) during operating hours. A valid government issued photo ID and your hotel room key are required to participate.

Q. Is there a cost for Resort Airline Check-In Service?

A. Resort Airline Check-In Service is a complimentary benefit offered to you if you are staying at a select Disney Resort hotel.

Q. Which Disney Resorts offer Resort Airline Check-In Service?

A. Resort Airline Check-In Service is offered at select Disney Resort hotels. Resort Airline Check-In Service is also not available at *Disney's Hilton Head Island Resort* or *Disney's Vero Beach Resort*.

Q. What are the hours of operation and location for Resort Airline Check-In Service?

A. Resort Airline Check-In Service operates seven days a week, from 5 a.m. to 1 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. The dedicated check-in desk will be located in or near the lobby or outside the Disney Resort hotel entrance.

Q. Does Walt Disney World® operate the Resort Airline Check-In Service?

A. No. A Transportation Security Administration (TSA) representative operates the service on behalf of the participating airlines.



Q. How far in advance of the scheduled flight time do I need to check-in using the Resort Airline Check-In service?

A. You must check in no less than four hours prior to your scheduled flight departure time.

Q. Do I have to use *Disney's Magical Express* to participate in the Resort Airline Check-In Service?

A. No. The Resort Airline Check-In Service is available to guests staying at select Disney Resort hotels who are flying domestically on participating airlines departing from Orlando International Airport. You may take any transportation from your Disney Resort hotel to Orlando International Airport.

Q. If I am departing for an international destination, can I use Resort Airline Check-In Service?

A. No. At this time, the service is only available if you are flying domestically (including Puerto Rico). If you are flying internationally, you will need to check in directly with your airline at Orlando International Airport.

Q. How will Resort Airline Check-In Service be affected by the new baggage fees?

A. Resort Airline Check-In will accept one bag per passenger for guests who fly Alaska Airlines and JetBlue. Guests with multiple bags on these airlines will have the option to check additional pieces through their airlines' ticket counters at Orlando International Airport or they may call Baggage Airline Guest Services at (407) 284-1231 to pay their airline's checked luggage fees in advance of checking in at the Resort Airline Check-In desk.

Guests flying on AirTran*, American Airlines, Continental, Delta*, Northwest and US Airways who wish to check bags through Resort Airline Check-In will need to call Baggage Airline Guest Services to pay their airline checked luggage fees in advance of checking in at the Resort Airline Check-In desk. Otherwise, Guests will need to check-in at the airport.

United Airlines has not assessed excess baggage fees for Resort Airline Check-In Service and are not subject to bag fees at this time.

For all airlines, luggage must be 50 pounds or less in order to use the service and it must comply with their airline's size dimension baggage policy. Overweight and oversized luggage cannot be accepted at the Resort Airline Check-In desks.

Please note: These fees are subject to change without notice per airline policy.

Q. What other luggage requirements must be met in order to use Resort Airline Check-In Service?

A. 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 airline's size dimension baggage policy. Overweight and oversized luggage cannot be accepted at the Resort Airline Check-In Service desks.

Q. Can I participate in Resort Airline Check-In Service if I have multiple bags?

A. Yes. You can use the service as long as you 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 Service desk.

Guests with multiple bags also have the option to check additional pieces through their airlines' ticket counters at Orlando International Airport. Excess luggage fees cannot be collected at the Resort Airline Check-In Service desk.



Q. Am I limited to the number of bags checked at my Disney Resort versus checking in directly at the airport?

A. No. The same restrictions apply as long as the applicable luggage fees are paid in advance of check-in at the Resort Airline Check-In desk.

Q. What are the airlines' excess luggage fees?

A. The excess luggage fees vary by airline. Guests should inquire directly with their respective airline for applicable fees.

Q. If I have checked luggage fees, how should I proceed?

A. Guests should call Baggage Airline Guest Services at (407) 284-1231 to pay their airline's applicable luggage fees. Guests will need to pay their airline luggage fees prior to checking in at the Resort Airline Check-In desk. Airline luggage fees cannot be collected at the Resort Airline Check-In desk.

Q. What forms of payment are accepted by Baggage Airline Guest Services for excess luggage fees?

A. Guests must pay with a credit card: MasterCard, Visa, Discover and American Express are accepted.

Q. How will the Resort Airline Check-In desk know that the applicable luggage fees have been paid?

A. The payment transaction is recorded in the system used to check-in guests at the desk.

Q. What are the Baggage Airline Guest Services operating hours?

A. Guests may contact Baggage Airline Guest Services at (407) 284-1231, seven days a week between the hours of 5 a.m. and 11 p.m.

Q. Is there a cut-off time for paying the airline luggage fees?

A. No. The applicable airline luggage fees can be paid any time prior to check-in at the Resort Airline Check-In desk.

Q. Is there a phone charge when I call Baggage Airline Guest Services from my Disney Resort hotel room?

A. There is no phone charge.

Q. Which airlines are not charging luggage fees with Resort Airline Check-In Service?

A. The excess luggage fees vary by airline. Guests should inquire directly with their respective airline for applicable fees.

Q. Can I pay my airline luggage fees at the Resort Airline Check-In Service?

A. No. If your airline requires an additional luggage fee, please call Baggage Airline Guest Services at (407) 284-1231 between 7 a.m. and 11 p.m. prior to checking in at the Resort Airline Check-In Service desk.

Q. If I am not using Resort Airline Check-In, can I call Baggage Airline Guest Services to pay my luggage fees in advance of checking in at the airport?

A. No. Only guests utilizing the Resort Airline Check-In service may call to pay their applicable airline luggage fees in advance.



Q. If I use Resort Airline Check-In Service, how does the Transportation Security Administration (TSA) contact me if questions arise during the luggage screening process at the airport?

A. The TSA will contact you via your air carrier.

Q. What do I do with my luggage if I'm not using the Resort Airline Check-In Service?

A. Please take your luggage with you on the *Disney's Magical Express* motor coach or other transportation you have arranged to return to Orlando International Airport.

Q. Where are the *Disney's Magical Express* motor coach drop-off locations at Orlando International Airport?

A. There are motor coach drop-off locations on both the A and B sides of Orlando International Airport (Gates 1-29, 30-59, 60-99 and 100-129).

International Travelers:

Q. As an international traveler, do I have to claim my luggage?

A. If the Orlando International Airport is your first point of entry into the United States, you will follow the U.S. Customs & Border Protection process and claim your luggage upon disembarking the airplane. Once you have completed this process, you will give your luggage back to the airport officials and proceed to the Disney Welcome Center located in the Main Terminal Building on the B side on Level 1. Your luggage will be transferred to the Baggage Claim area where you may either take it with you on the motor coach or have *Disney's Magical Express* collect it and deliver it to your room. If you have already completed the U.S. Customs & Border Protection process in another U.S. city, you will proceed directly to the Disney Welcome Center and *Disney* will claim your luggage.

Q. On my day of departure, how will I know what time a *Disney's Magical Express* motor coach will pick me up at my Disney Resort hotel to return to Orlando International Airport?

A. 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 four 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.

Q. If I am departing for an international destination, can I still utilize Resort Airline Check-In Service?

A. At this time, the service is only available if you are flying domestically (including Puerto Rico). If you are flying internationally, you will need to check in directly with your airline at Orlando International Airport.

Disability Assistance:

Q. Will the *Disney's Magical Express* motor coaches accommodate wheelchairs?

A. Yes. However, please indicate when you make your reservation that you will be traveling with a wheelchair.

Q. Will *Disney's Magical Express* provide wheelchairs at Orlando International Airport upon arrival?

A. No. If you need wheelchair assistance upon arrival at Orlando International Airport, you will need to arrange this directly with your airline.



Q. Can I travel with a service animal and use *Disney's Magical Express*?

A. Yes. Service animals are permitted to travel on the motor coach with their owner; unfortunately, no other pets are permitted to travel on the motor coach. If you wish to travel with a pet, you will need to make other transportation arrangements.

Helpful Links:

[Disney's Magical Express Transportation](#)

[Orlando International Airport](#)

[Orlando International Airport Map](#)

[Complimentary Walt Disney World® Resort Transportation](#)