



Frequently Asked Questions

How will event details and updates be communicated?

Event details and updates will be emailed to all billing parties throughout the next several months leading up to the event. Add dtwparis@wcv.com to your contacts to be sure that you do not miss any important emails!

Do I need a passport to travel to Disneyland® Paris?

Unless a citizen of France, ALL TRAVELERS, regardless of age, must have a valid passport to enter France. Passports should be valid at least six months past your date of travel.

What if I need to make a change to my reservation?

Changes must be completed prior to the final payment date and can be made directly on your Trip Management Portal account by logging into your account, selecting your event, then clicking on the *Manage My Trip* button. All changes are subject to availability at time of inquiry and are not guaranteed. For any modifications that cannot be made online, please email dtwparis@wcv.com with your changes. If canceling a traveler, the cancellation policy will apply.

When is the last day to make any changes to my reservation?

The last day to make changes to your reservation is the final payment date of March 1, 2027.

When can I make payments on my account?

Deposits need to be paid by the due dates outlined on your flyer and invoice, however, guests can make additional payments at any time! We suggest making smaller payments over the coming weeks and months to lessen your final payment amount.

Can I use a Disney gift card to pay for my trip?

We are not able to accept Disney gift cards as payments towards your trip as we are a third-party travel agency. Disney gift cards can be used during the event at Disneyland® Paris!

What are the room accommodations?

All rooms booked for the event are standard rooms, most with two double beds. If you booked as a single or a double occupancy room, you may be booked in a king-sized room. If you are booking a single or a double occupancy room and would like two beds, please note that in the special request field. We and the hotel are unable to upgrade the rooms to a different room category.

Can I request a connecting/adjoining room?

We can request connecting/adjoining rooms with the hotel, however, Disney does not guarantee the request. When booking your trip, note in the special request field that you would like an adjoining room and the room leader's name of the room you would like to connect to. If you would like to add this request after you have booked your trip, please email dtwparis@wcv.com. We also recommend reminding the hotel of this request at check-in.

I have a family of five (5) or more, but the hotel only has pricing up to four (4) in a room. What are my options?

Disney allows a maximum of four (4) adults at most of their hotels due to fire code. If you have a family of five (5) or more over two (2) years old, you will need to book two rooms. You could also share a room with another family in the studio to reduce the cost of your second room! Participants two (2) years old and under do not count towards the occupancy of the room.

Does my infant need to pay the package price?

Participants two (2) years old and under do not need to purchase a *Park Hopper*® Ticket and do not count towards the occupancy of the room and therefore are not charged. For fire safety reasons, please include your infant's name and date of birth in the special request field when booking.

Do rooms have fridges?

Disney New York Hotel - The Art of Marvel is the only hotel in *Disneyland*® Paris that has fridges in the rooms. In the other Disney hotels, if guests need to store medications or other items that require refrigeration, they can store them in a refrigerator at the hotel reception desk.

Can I add more than 4 nights to my reservation?

Disney allows a maximum of a 4-night stay for our guests. If you would like to book an additional night past the maximum 4-nights, guests can book directly with the hotel at their rates. If you wish to book an additional night directly with the hotel, do so separately without mentioning your existing reservation as Disney may refer you back to us. When you arrive at the hotel for check-in, guests can let the hotel know they have two reservations and request to stay in the same room for the duration of your stay. The hotel will do their best to accommodate your request.

Can I add more than five (5) days on my Disney *Park Hopper*® Ticket?

Disney allows us to purchase a maximum of a 5-Day *Park Hopper*® Ticket per person.

What is included with my Disney *Park Hopper*® Ticket?

With the 5-Day *Park Hopper*® Ticket, you have admission for 5-days to *Disneyland*® Park and Disney Adventure World from July 15-19, 2027.

Is breakfast included with my stay?

Guests will receive one breakfast voucher per person, per night at hotel check-in, for a total of four (4) breakfast vouchers per person during the stay. Breakfast vouchers can be used at the buffet at your hotel for a wide variety of sweet or savory items and drinks.

Can I add a Disney Dining Plan to my reservation?

Unfortunately we nor Disney are able to add Disney Dining Plans to event packages.

When will I receive my studio's itinerary?

Studio itineraries will be available approximately 60 days prior to travel.

When will I receive my tickets and hotel confirmation numbers?

When traveling as part of a group event, *Disneyland*® Paris does not issue individual hotel confirmation numbers per family. Park tickets and breakfast vouchers will be provided at hotel reception when you check in for your stay.

When can I make a dining reservation and do I need a resort reservation number to do so?

When traveling as part of a group event, *Disneyland*® Paris does not issue individual hotel confirmation numbers per family. Guests do not need a hotel reservation number to make dining reservations. Dining reservations open 60 days in advance for the general public. Quick-service and snack locations do not require reservations.

When do I need to arrive?

Rehearsal will be late afternoon/early evening of Thursday July 15. We recommend arriving as early as possible.

When should I depart?

The last event day, Monday July 19, is a departure day; there are no scheduled events.

What are the Disney Hotel check-in and check-out times?

Check-in time is after 3:00 PM and check-out time is 11:00 AM. Your hotel will store your luggage during the day if needed.

How do I get from the airport to my hotel?

TGV Train: The TGV high-speed train is the fastest way to reach *Disneyland*® Paris. It takes about 10–12 minutes from the airport to Marne-la-Vallée/Chessy station, which is located at the park entrance. Tickets can be purchased in advance online or at the airport station. Once you arrive at the *Disneyland*® Paris train stop, you can walk to your hotel or use a *Disneyland*® Paris shuttle bus.

Magical Shuttle: The Magical Shuttle offers direct bus service from CDG to *Disneyland*® Paris hotels with a travel time of approximately 45–60 minutes. Reservations are recommended to guarantee your spot. For more information, please visit: <https://magicalshuttle.co.uk/>

Taxi / Ride-Share: Taxis and ride-share services are available at the airport and typically take 40–60 minutes depending on traffic. This option is convenient for families or groups traveling with heavy luggage.

How do I get from my hotel to the parks?

All Disney hotels are within walking distance of the parks! *Disneyland*® Paris also offers a free shuttle service between the Disney hotels and the train station located near the park entrances. Shuttles run approximately every 15–20 minutes from the designated stops.

What is included with the Train Ticket?

All participants receive a one (1) day pass for July 18, 2027 for the Paris train/metro system to travel from *Disneyland*® Paris into the city, as well as explore other major attractions around Paris throughout the day!

What is Premier Access?

Premier Access is a convenient digital service that lets you skip the regular standby line at select attractions in *Disneyland*® Paris. Guests can purchase access per ride or for multiple attractions, choosing a return time to enjoy more of the park with less waiting. To purchase Disney Premier Access, guests must be physically inside one of the parks. First, activate your park ticket by scanning it at the entrance of a park. After entering the park, add your ticket to your MyDisney account in the *Disneyland*® Paris app. Once your ticket is linked in the app, you will be able to purchase Disney Premier Access. For more information, please visit: <https://www.disneylandparis.com/en-usd/attractions/disney-premier-access>

What do performers need to submit?

A waiver will need to be filled out for each performer. More information will be emailed to parents before final payment.

Do male performers receive a pair of the Ruby Red Shoes?

Performance shoes are not included in the male performer package. Male performers will receive a deduction of \$35 from the performer rate on their invoice and should wear an all-black sneaker for the parade.

Where can I rent a wheelchair/scooter?

Wheelchair and scooter rentals are available in the parks, but availability can be limited for scooters and they cannot be transferred out of the park you rent them in. If you would like to rent a scooter or wheelchair for your entire stay, you can rent through AXSOL RENT: <https://www.axsol-rent.com/partners/mobility-visit-disneyland-paris-wheel-the-world/>