



DCL offers incredible experiences that you will not find anywhere else. Through the wonder that is Disney, guests are transported in a journey of charm and fantasy. Departures and itineraries may vary each year. It is necessary to provide visas and documentation required according to the regulations of each country, at the time of travel

Availability and Cabin Categories:

When a date or category of cabin is not displayed on the web is because it is not available. For connecting cabins, it is suggested to offer higher categories (with balconies or suites) which are usually guaranteed with assigned cabin number (and not "guarantee" = GTY). It is very important that the agency keeps in mind that the availability is constantly changing. When the cabins are **confirmed in GTY** (Guarantee), they will always have a cabin in the reserved category or higher than the one paid. When GTY confirmations are provided, the cabin number will be assigned at the last moment. When it comes to reservations of several cabins (families, groups, etc) **it is not possible to guarantee that the cabins are located near each other or on the same floor.** If the web does not show results when searching a cabin with capacity for 4 or 5 passengers, it means that there is no inventory available with that capacity; therefore, is necessary to select 2 cabins (1 Double (DBL) + 1 Triple (TRPL), leaving always minimum 1 Adult in each cabin.

Request and Forms of Payment:

The date and time when the payment needs to be made are determined by DCL when the reservation is confirmed. DCL can request partial payment (deposit) or the total amount (depending on the cruise date). The amount of the deposit varies but can be estimated to be approximately 25% of the total amount. The time provided to send confirmation with payment is very limited; therefore, we recommend that the agency take the passenger's deposit in order to have the payment required by DCL on the specified date; this way the cabin is guaranteed; otherwise it will be cancelled. Credit card payments are accepted without any extra charges, it can be the passenger's card or the agency's. In this case, the amount payable will not exceed the price published by DCL on its website; and it is necessary to complete the **Authorization Form A1** which can be found on our website.

Reservations:

The following information is required at the time of reconfirming a cruise reservation, If you don't send this information we can NOT make the reservation as the system does not allow it. There are no special policies for groups; requests that include multiple cabins will be processed as individual reservations.

- ✦ Full Name as it appears on the passport
- ✦ Birth dates of adults and children with their ages
- ✦ Nationality

To send the automatic cruise request, the agency must go to our website www.americanexecutive.net and complete the form that is displayed in the **Disney/Disney Cruise Line** tab as indicated in the image on the right. Once the form has been sent, AEI will confirm the cabin and send via email the detail of the NET price to pay and the payment deadlines. (The passenger's first and last name must match the details of his / her passport)



Very Important:

- ✦ Itineraries are subject to change without notice
- ✦ **Women who have started their 24th pregnancy week and infants less than 12 weeks of age cannot travel in DCL for safety issues**
- ✦ Documents are not required at the time of boarding, only passports are essential. However, some passengers request them, in that case the **Form A2** that can be found on our website must be completed, following the guidelines required by DCL; otherwise the documentation cannot be send
- ✦ Documents can only be requested once the total payment has been made, and it is recommended to make the request at that moment to ensure that the delivery takes place on time. **DCL ** DOES NOT ** send the documents if there is less than 21 days for the date of departure**

Check In On-Line:

It is recommended that passengers register on DCL's website www.disneycruiseline.com before boarding. When registering online, the guest can enter personal information, including their passport number and credit card. This process will allow the guest to accelerate the check-in process at the terminal. Once registered, it is possible to make reservations for activities on board and at the different ports, register the children in the youth activities and to reserve restaurants for adults that have limited availability

Change Policy:

NO NAME changes for the main reservation holder are allowed

Special Charges American Executive International (AEI):

- ✦ \$50 charge per person for any name change made within 30 business days prior to the departure date
- ✦ \$65 charge per person when a date change is made within 75 business days prior to the departure date
- ✦ \$100 charge per reservation and cabin if a reservation is canceled when it already has a deposit applied or if it has been totally paid. This charge is MANDATORY and applies independently to DCL policies and penalties

Cancellation Policy Disney Cruise Line (DCL):

Cancellations may be made by telephone or in writing. Changes to the vacation commencement date or changes of Guest names will be considered cancellations. For cancellations, amounts paid, minus cancellation fees and other amounts owed, will be promptly refunded. No refunds will be made in the event of interruption or cancellation by the Guest after vacation commencement date. All appropriate refunds will be made directly to the Guest's credit card account or through the Guest's Travel Agent if the reservation is made through a Travel Agent. Disney Cruise Line is not responsible for the receipt of refund monies by Guests from their Travel Agents. All travel documents including airline tickets must be returned before refund processing can begin. Certain Travel Agents may withhold an agency cancellation fee. Disney Cruise Line reserves the right to restrict any changes to a reservation. All changes are subject to availability. Please note that changes made to overall party size may result in a change to the route. For your peace of mind, we recommend the purchase of the Disney Cruise Line Vacation Protection Plan, which is administered by Aon Affinity and underwritten by Arch Insurance Company. You can purchase your protection plan going to disneycruise.disney.com/contracts-terms-safety/vacation-protection-plan. Premiums for the Disney Cruise Line Vacation Protection Plan must be paid by the final payment date, and the Disney Cruise Line Vacation Protection Plan is not effective until final vacation payment is made.

Cruises 1 to 5 Nights <i>(Excluding Suites and Concierge Staterooms)</i>		Cruises of 6 Nights or More <i>(Excluding Suites and Concierge Staterooms)</i>		All Sailings <i>(Suite and Concierge Staterooms)</i>	
Days Prior to Start Vacation Date	Fee Amount	Days Prior to Start Vacation Date	Fee Amount	Days Prior to Start Vacation Date	Fee Amount
89 - 45 days	Deposit per Guest	119 - 56 days	Deposit per Guest	90 days or more	Deposit per Guest
44 - 30 days	50% of price per Guest	55 - 30 days	50% of price per Guest	89 - 56 days	50% of price per Guest
29 - 15 days	75% of price per Guest	29 - 15 days	75% of price per Guest	55 - 30 days	75% of price per Guest
14 days or less	100% of price per Guest	14 days or less	100% of price per Guest	29 days or less	100% of price per Guest