

DISNEYLAND BOOKING PROCESS CHECKLIST

EverSail Travel • Agent Training & Workflow Reference

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Use this checklist to guide clients proactively through booking, reservation windows, final payment, pre-trip preparation, and post-vacation follow-up.

1. Book the Reservation & Send the Vacation Guide

When: your client is ready to book

- Book the client's Disneyland vacation in DTA, then send the appropriate vacation guide.
- Collect guest first and last names, titles, ages, billing address, client phone number, and Disneyland App email address.
- Confirm whether the client wants vacation protection at booking.
- Collect credit card information needed for the deposit.

2. Watch for New Promotions & Apply Eligible Savings

When: anytime between booking and the travel date

- Watch for Disney promotions communicated to travel advisors.
- If an offer applies: retrieve the reservation in DTA → modify the reservation → apply the eligible promotion → complete checkout to secure the new pricing.

- Notify the client promptly and explain the savings.
 - If an existing reservation requires a phone call to apply the offer, contact the appropriate advisor support/agency line and complete the promotion update.
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3. Make Theme Park Reservations for Your Client

When: when required, between booking and the park day

- Confirm the client has the correct ticket type and understands any required theme park reservation process.
 - For tickets booked only and within the applicable reservation window, make the required park reservations when you book.
 - Use the client's Disneyland account information as needed to complete reservations on the Disneyland website.
 - Go to Disneyland → sign in → My Disneyland → Theme Park Reservations, then follow the prompts.
 - Double-check the final park dates against the client's itinerary.
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4. Make Dining & Enchanting Extras Reservations

When: 60 days before each reservation date

- Obtain the client's Disneyland App login information ahead of the booking window.
- Make table-service dining and eligible Enchanting Extras reservations through the Disneyland App.
- Reservations generally open at 6:00 AM Pacific Time, 60 days before each reservation date.
- Reservations open by date rather than all at once for the full length of stay, so keep each reservation date on your follow-up calendar.

EverSail Agent Tip: Add each park-reservation, dining, promotion, payment, and Lightning Lane deadline to your follow-up calendar as soon as the vacation is booked.

5. Process the Client's Final Payment

When: 30 days before check-in for vacation packages

- Reach out about 10 days before the final-payment deadline to gather payment information.
- Send a follow-up by text or email if you do not hear back.

- Retrieve the reservation in DTA and process the final payment.
 - After payment, confirm the reservation is fully paid and note any remaining client action items.
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6. Remind Clients About MagicBand+

When: at least 12 days before check-in

- If the client wants MagicBand+, remind them to purchase/order it in time.
 - This is a convenient reminder to include when processing final payment.
 - Confirm the client understands that MagicBand+ is optional and separate from basic park admission.
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7. Prepare Clients for Lightning Lane Planning

When: about 10 days before check-in

- Review the client's Lightning Lane options and remind them when they become eligible to purchase or reserve based on their ticket and trip.
 - If they pre-purchased Lightning Lane Multi Pass, explain how to use it in the parks and share your recommended strategy.
 - If they plan to purchase Lightning Lane options after entering the park, explain where and how to do so.
 - Share the EverSail Lightning Lane guide or approved training resource.
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8. Final Consultation & Post-Vacation Follow-Up

When: final consultation about 7 days before check-in; follow up on check-out day

- **Final consultation:** Connect by phone, text, or email; answer last-minute questions and confirm the client feels prepared.
- Remind clients that their tickets/reservation information should appear in their Disneyland account/app according to the applicable delivery process.
- **After the trip:** Check in with the client, ask about their experience, and share the EverSail Google review link.
- Ask what they would like to experience next and continue the client relationship.

EverSail Travel Standard: Guide clients proactively through booking, reservation windows, final payment, pre-trip preparation, and post-vacation follow-up.