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Frequently Asked Questions

Hurricane Policy

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Hurricane Policy

This section describes the 2010 Hurricane Policy for Walt Disney Travel Company Magic Your Way packages and most room-only reservations booked directly with Disney at the Walt Disney World Resort, Disney's Vero Beach Resort and Disney's Hilton Head Island Resort.

[When does this temporary policy become effective?](#)[What can I do if a hurricane warning is issued?](#)[Will I be responsible for any cancellation or change fees or other amounts?](#)[What if I prefer to reschedule my vacation to a different date because of a hurricane warning? Will I be able to get my same accommodations?](#)[I received a special offer when I booked my vacation. If I reschedule will I get the same special offer?](#)[If I want to cancel or reschedule my vacation, what should I do with my airline tickets?](#)[I did not book my package through the Walt Disney Travel Company. Does this policy apply to my package too?](#)[I have a sports or group package. Does this policy apply to my package?](#)**When does this temporary policy become effective?**

The temporary policy is effective in the event a hurricane warning is issued no more than 7 days before your scheduled arrival date by the National Hurricane Center for the Orlando area or for your place of residence. It is also effective in the event a hurricane warning is issued for the Vero Beach area or Hilton Head Island area for Guests traveling to those destinations.

[Back to Question List](#)**What can I do if a hurricane warning is issued?**

If a hurricane warning is issued by the National Hurricane Center for the Orlando area or for your place of residence no more than 7 days before your scheduled arrival date, you may call in advance to reschedule or cancel your Walt Disney Travel Company Magic Your Way vacation package and most room only reservations (booked directly with Disney) without any cancellation or change fees imposed by Disney. This policy also applies to [Disney's Vero Beach Resort](#) or [Disney's Hilton Head Island Resort](#) in the event a hurricane warning is issued for those destinations.

[Back to Question List](#)**Will I be responsible for any cancellation or change fees or other amounts?**

If you have products and services provided by third-party suppliers included in your vacation-such as airlines, hotels, car rental agencies or vacation insurance companies-you will continue to be responsible for any non-refundable payments, as well as cancellation or change fees assessed by those suppliers. The policy does not apply to certain special events or dining experiences.

[Back to Question List](#)**What if I prefer to reschedule my vacation to a different date because of a hurricane warning? Will I be able to get my same accommodations?**

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Vacation Package Booking
(407) 939-7675

Resort Room-Only Bookings
(407) 939-7429

Technical Support Desk
(407) 939-7765

Tickets
(407) 939-1289

Dining Reservations
(407) WDW-DINE
(407) 939-3463

For all other questions:
U.S. Guest Information
(407) 939-6244

Canada Guest Information
(407)939-6244

United Kingdom Reservations
0870 24 24 900 from the UK
(407) 939-7718 from Florida

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