

2022-2023 Disney Clients



NEW DISNEY CLIENT WELCOME HANDBOOK

WWW.ADVENTURESWITHAMOUSEPROSMARNEY.COM



Welcome! I'm so happy you're here!

Thank you so much for trusting me to come alongside you in the process of planning your dream Disney vacation! I'm so glad you've chosen to become a part of the MousePros Travel family! I am officially committed to the utmost delight and success for you and your vacation. It is truly an honor to get to know you and come alongside you in this process.

Your trust and confidence mean everything to me, so please take a few minutes to read through this packet of information that will empower both of us to have an incredible, seamless experience working together! Consider this your handbook on how we'll collaborate to create your dream vacation. In this document, you'll find the details on how to get in touch, give me feedback, and maximize your vacation planning experience. We're officially in this together, and I'm thrilled to be on your team!

Marney

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"If you can dream it,
you can do it."

-Walt Disney



— ABOUT MARNEY —

Get to know Your Travel Advisor

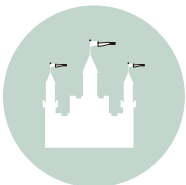


FAMILY/SELF

Married to Paul and Step Mom to Aaron (13), Mom to fubabies Moose, Clover, Remy & Theo

FUN FACTS

Jeep lover, Beekeeper, Gardener, Disney Enthusiast, and obsessed with all things Coastal!



NUMBER OF TRIPS TO DISNEY

Too many to count!

FAVORITE DISNEY ATTRACTION

Peter Pan & Soarin





THE PLANNING PROCESS

Planning Timeline

01

INQUIRE

Once you're ready to start planning, fill out the Quote form found on my website, we'll set up a time to get to know each other via phone, FaceTime, Skype or Zoom. This will allow me to get to know you on a personal level and I can have a clear understanding of how to best serve and come alongside you. This allows me to start putting together a quote that fits your budget and your needs.

02

SAVE YOUR SPOT

Once you are ready to move forward and begin planning your vacation, I will start the planning process. As soon as this is completed, you are officially a part of the Adventures With A Mouse - MousePros Marney and your vacation is added to my calendar

03

TRIP RESEARCH & PROPOSALS

Now it's my time to get to work matching the feedback you've given me to the right experience and destination for you! I use my expertise and work with destination partners to present your customized itinerary to you.

04

TWEAK & REVISE

After you take time to review your proposal, we will make necessary adjustments based on your personal preferences and lock in your official plan! You will need to put a deposit down on your trip and can make payments up to 30 days in advance of your trip.

Final Steps Timeline

05

BOOK YOUR VACATION

Pop the bubbly! Your deposit is made and your vacation is officially in motion! I will be there for you step by step from now until you return. All that's left for you to do is get the countdown started!

06

SPECIAL DETAILS (3-6 MONTHS PRIOR TO TRIP)

Leading up to your travels, I will send material and information about navigating the parks, a touring plan for the day, how to make the most of the Disney Genie app, stroller recommendations, and my own personal travel hacks (like buying character merch prior to leaving!).

07

FINAL PREPARATIONS

Two weeks before you leave, I'll send you off with hard or electronic copies of every document you may need. This includes your custom itinerary and reservation confirmations. We will also connect for a quick phone call prior to leaving to ensure any last minute questions are answered.

08

DEPART FOR YOUR VACATION

When you board the plane, you will board with the full confidence that you have someone back home who has your back. My job isn't done until you are home, and I will be working behind the scenes of your vacation monitoring your travels and making sure that everything is going great!



— WORKING TOGETHER —

How We'll COMMUNICATE



How

After our initial discovery call or meeting, communication during your trip planning process will be mainly through email. If you would like to discuss your trip to any extent by phone, I am more than happy to do so. To ensure my attention is focused completely on you and your vacation, please preschedule calls when possible by booking it through me.



Adventures With A

Mouse We will communicate primarily through WhatsApp, Facebook Messenger, and email. Your emails are always important to me and I will always answer them as promptly as possible. I prioritize emails by current travelers first followed by confirmed travelers. Keeping our communication through, messenger, email and phone calls helps keep a running history of our conversations and ensures nothing slips through the cracks.



Office Hours

My office hours are Monday-Sunday from 8:00 am-9:00 pm EST. However, if you are traveling, I am available around the clock for you.

KEYS TO SUCCESS

Perfecting your trip is my goal, and it is most easily achieved by focusing on three key elements.



HONESTY

Your honesty and feedback throughout the entire process ensures we are creating the perfect vacation for you. I can only know you as well as you allow me to know you, so please, let's be fast friends!

SPECIFICITY

The more specific you can be about yourself and your desires for your vacation, the better chance I have to get it right for you.



TRUST

Trust is essential to any relationship, and ours is no exception! Even though we will certainly be collaborating, your trust in my knowledge, experience, and expertise is what allows me to create meaningful, delightful vacations specific to each of my clients. There is no point in both of us doing the same work, so please allow me to do what I've been trained and hired by you to do!



FAQ'S

FREQUENTLY ASKED QUESTIONS

Q:

When will I receive my travel documents?

A: The most convenient option for your documents will be my electronic itineraries and hard copies. These e-documents can be accessed on your smartphone at all times on your trip and shared with loved ones who want to know your itinerary as well. You will be sent an email that allows you to create a log in to Travel eSolutions Portal.

Q:

How do I make payments?

A: Once we confirm your itinerary and you are ready to make a deposit, I will send over a secure credit card authorization form and invoice through Travel eSolutions. Your credit card isn't charged immediately upon authorization, but what this does is give me all of the information I need as well as permission to make charges on your behalf. Your information is then saved, so you can easily communicate when additional vacation payments can be made..

Q:

Do you book AirBnbs?

A: No, I am not able to book with Airbnb for my clients. Disney has curated a world-renowned experience that is best enjoyed by staying at one of their very own properties. With unique perks that are offered exclusively to their hotel guests, and because of the proximity, convenience, and guarantee of excellence that is associated with their hotels, at this time I only create Vacation Packages that include a stay at their properties. For these reasons and the lack of ability to properly vet and vouch for an Airbnb property, I do not include booking Airbnbs as a service.

Q:

What if I need to cancel my trip?

A: In today's travel climate, I understand how important flexibility and the option to cancel your trip has become. Part of my job as your travel advisor is to educate you about your trip's cancellation policy. The tour guides, hotels, properties, and experiences I curate for my clients often have their own unique set of cancellation policies, so I will include all cancellation details clearly in your trip proposal. If you select Disney's Travel Protection, I will email you the policies and all links for the travel protection documents.

FREQUENTLY ASKED QUESTIONS

Q:

What if Covid restrictions change?

This has been ever evolving. Click the link for the most up to date Walt Disney World policies.
<https://disneyworld.disney.go.com/experience-updates/>

Q:

Do you promise the cheapest price?

A: My job is to find you the best value on vacation, although not necessarily the lowest cost. Pricing, while very important, is only one of many factors I consider when putting together the best package. I take my clients' budgets very seriously and treat them with the same respect I would want my own vacation budget treated, but ultimately I keep your best interest in mind and make my travel recommendations with all relevant factors considered. Also, I am unable to provide line-item pricing, as your package consists of many components.

Q:

Can I make changes to my trip?

A: Yes, absolutely! After you've looked everything over, you and I can talk through any changes that you would like to make. I offer complimentary changes to your itinerary.

Q:

How can I reach you?

A: After our initial consultation call, the best way for us to communicate is through Facebook messenger, email, or WhatsApp. If you have something more urgent to discuss, we can find a time to schedule a phone call. Of course, while traveling, you will have my personal contact information so that I'm only a phone call away to help should a need arise.



Thank You!

I hope you've found this Welcome Handbook helpful. I'm so excited to begin this journey with you, and hope to become your travel agent for life!

Marney

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