



Cruising concierge on a Mouse Boat is out of this world! Listed below are some of the amazing perks that make cruising concierge so special!

Shoreside Concierge Service:

When you reserve a concierge stateroom, and pay the cruise fare in full you will be able to engage the shoreside concierge services offered exclusively to Disney Cruise Line's Concierge cruisers. Concierge shoreside will assist with special requests, from before your arrival until after you debark from the ship. Shoreside Concierge also provides personalized assistance in helping you plan every cruise detail, including: Port Adventures; adult dining; spa treatments; nursery stay reservations; Castaway Cay Cabana requests; Dining room seating preference requests; special ticketing opportunities, special occasions and celebration planning.

Any and all shipboard and port excursions, including a Castaway Cay Cabana can be requested through DCL Shoreside by an email beginning 125 days at 12:01am prior to your sail date. Then once the 120 days occurs, the concierge team books requests from the emails sent to them starting five days earlier by the time stamp order that Shoreside received them. To reach DCL Shoreside, the toll-free number is 1-866-784-1654 and the hours of operation are Monday through Sunday, 8:30 a.m. to 5:30 their email to send the request 125 days out is: dcl.concierge.services@disneycruise.com.

Perks on Embarkation Day:

No specific port arrival time. Concierge cruisers can arrive at the Port whenever they like (so long as it is after the terminal opens for new passengers and before the all aboard time) to check-in. There's a separate area in the Disney terminal for concierge cruisers to check-in, and relax before boarding.

Once you are welcomed on board, concierge cruisers receive a personal escort to the twelfth floor (Disney Dream and Disney Fantasy) or the tenth floor (Disney Wonder and Disney Magic), where they are welcomed into the Concierge Lounge by a Concierge Cast Member. While you are in the concierge lounge, your party will be able to relax even more with lunch, sodas/juices for the kids and alcoholic beverages for the adults in your party. A Concierge Cast Member then goes over your itinerary with you and gives you the opportunity to make any desired changes (such as dining reservations, etc). Concierge level staterooms are usually ready for their guests at noon, after which your cruise really takes off.

Concierge Cast Members give your family personal attention. They meet and greet your family, inquire if you have any particular needs/requests. No waiting in lines at guest services. Everything can be taken care of in the concierge lounge by a cast member from 7 a.m. – 10 p.m., including booking your next cruise. If you need anything onboard, contact your Concierge Cast Members.

Access to the coveted Concierge Lounge:

You can enjoy the benefits of the ship's Concierge level special services and exclusive access to dedicated areas on the ship. On the Disney Dream and the Disney Fantasy, the Concierge Lounge is centrally located in the middle of the concierge area on Deck Twelve. On the Disney Magic and the Disney Wonder, the concierge lounge is on Deck 10 midship overlooking the Adult Only Quiet Cove pool area.

In the concierge lounge, guests can relax in quiet comfort, sip a cocktail, watch news on a large-screen TV, play board games, borrow a DVD, and enjoy complimentary food and beverages offered throughout the day. Food is available in the lounge - small bites of different things from 7am-10pm every day of your cruise. Non-alcoholic drinks are also available from 7am-10pm every day. There is a happy hour in the Concierge Lounge with free alcoholic beverages before both dinner seatings every night. You also have unlimited bottled water and cans of soda and juice available to take back to your room fridge from the concierge lounge.

From the lounge, Concierge cruisers have their own private entrance, an exclusive Concierge-only sun area where they can soak up the sun in their exclusive onboard oasis with complimentary sunscreen provided. Depending on the weather, there also might be a private meet and greet with a character on the concierge sundeck.

At the End of the Cruise:

When your cruise ends, there are also perks. You can receive a personal escort back into the port terminal bypassing any lines -- this is called express walk off. The concierge bags are staged in a separate section of the baggage claim area, making them a little easier to find (if applicable). Concierge cruisers can also hand carry their bags off the ship if they prefer.

Concierge Gratuity Guidelines

The Concierge Team is constantly working on your behalf and ready to serve. The list of services provided is almost endless. They are an extremely valuable part of your vacation. If sailing Concierge is a bucket list item and you are saving for this once in a lifetime trip, please also remember to tip the concierge staff -- not only the Concierge Cast Member team but also the host/hostesses in the lounge.