

PRIDE TRAVELERS



DISNEY CRUISE LINE

CRUISES

Checking in to your Disney Cruise

A walkthrough of online check-in (website and Disney Cruise Line Navigator app), Port Arrival Times, and what to bring.

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IMPORTANT

This guide is based on general familiarity with Disney Cruise Line's online check-in flow. Disney updates its process regularly — confirm specifics and exact screen labels on disneycruise.com before your sail date. Your Pride Travelers advisor is happy to verify anything.

Your Disney cruise officially begins well before you step aboard — Disney's online check-in is where you'll lock in your port arrival time, upload the required documents, and pre-register everyone in your stateroom. This guide walks you through both the website version and the Disney Cruise Line Navigator app.

When check-in opens

Standard guests

Online check-in opens 30 days before your sail date.

Set a calendar reminder for that morning — earlier guests get the earliest Port Arrival Times, which means shorter lines and the full ship experience.

Castaway Club members

Silver, Gold, Platinum, and Pearl members get earlier check-in windows:

- Pearl — 40 days out
- Platinum — 38 days out
- Gold — 35 days out
- Silver — 33 days out

ADVISOR TIP

The first Port Arrival Times (usually 10:30–11:00am) fill within the first hour or two. If you want onboard early for lunch and pool time before the muster drill, be ready right when your window opens.

What you'll need before starting

Gather these before you begin — the system times out, and if you have to restart you'll lose your spot in the queue.

DOCUMENTS NEEDED

- ☐ Disney Cruise reservation number (on your confirmation email from Pride Travelers)
- ☐ A Disney account login (free; if you have a My Disney Experience or Disney+ account, it works here)
- ☐ Valid passport for every guest (strongly recommended; birth certificate + government ID accepted for closed-loop sailings from U.S. ports)
- ☐ A head-and-shoulders photo of each guest (for the Key to the World card/boarding security check — plain background, no hats or sunglasses)
- ☐ A credit card for your onboard account (same card can cover multiple staterooms)
- ☐ Emergency contact name and phone (someone NOT traveling with you)
- ☐ Travel insurance policy number, if you purchased coverage
- ☐ Flight details (arrival airport, airline, flight number, time) if using Disney Ground Transfers

Checking in on the website

1. Go to disneycruise.disney.go.com and sign in with your Disney account.
2. From My Reservations, select the cruise you're checking in for and click Online Check-In.
3. Work through the sections in order — Disney won't let you skip, and each section must be complete before the next unlocks.
4. Add guests: enter legal name exactly as it appears on their passport or ID. A typo here can delay boarding.
5. Upload security photos: one per guest. Plain background, face forward, no sunglasses/hats/filters. You can retake if the preview looks off.
6. Enter citizenship and travel document info: passport number, country of issue, expiration date. For closed-loop sailings using a birth certificate, enter it under the appropriate document type.
7. Emergency contact: someone back home, not traveling with you. One contact per stateroom is fine.
8. Payment method: add the credit card you want charged for onboard purchases. Disney places a hold (usually \$150/person for 3-night cruises, higher for longer).
9. Transportation: choose Disney Ground Transfers, your own car, or a third-party service. If you book Disney Transfers, you'll enter flight details here.

10. Select your Port Arrival Time from the available slots. Earliest slots = earliest boarding.
11. Review and submit. Print or save your Port Arrival Form — you'll need it at the terminal.

Using the Disney Cruise Line Navigator app

The DCL Navigator app mirrors the website check-in and adds on-ship features once you're sailing. It's free in the Apple App Store and Google Play — search for "Disney Cruise Line Navigator."

Before your cruise

- Complete or finish online check-in
- Upload security photos directly from your phone camera (easier than the website)
- View your itinerary and port of call info
- Book dining, port adventures, and spa services
- See countdown to sail

Onboard

- Daily schedule of events ("Personal Navigator")
- Restaurant menus and dinner rotation
- Character appearance times
- Chat with others in your travel party (free via ship WiFi — no data plan needed)
- Review your stateroom account

ADVISOR TIP

Download the Navigator app before you leave home — the ship's WiFi login happens inside the app once you're aboard, and it's easier to pre-install than wrestle with the sign-in at sea.

Port Arrival Times — why they matter

Disney uses staggered arrival times to keep the terminal from overcrowding. Showing up earlier than your window won't get you aboard faster — the terminal won't let you through security until your time.

The early slots

10:30–11:30am arrivals are aboard by noon. You'll have time for lunch at the buffet, pool deck, and ship exploration before the 3:45pm mandatory muster drill.

The later slots

1:00–3:00pm arrivals are fine if you're flying in the morning or doing an Orlando pre-night. You'll board closer to muster drill and get straight into the safety briefing.

IMPORTANT

Muster drill is mandatory — every guest must complete it before the ship sails. You'll watch a short video in the Navigator app, then check in at your assigned muster station to scan your Key to the World card. Miss it and you may be offloaded at the first port.

At the port

1. Arrive during your Port Arrival Time window. Park or drop off luggage with the porters (tip \$1–2 per bag).
2. Have your Port Arrival Form, photo IDs, and travel documents ready.
3. Clear security screening — same as airport TSA, but faster.
4. Check in at the Disney counter. Staff scan your documents, take a new photo if needed, and issue your Key to the World cards (physical cards for adults; wristbands for young kids via the optional Oceaneer Band).
5. Pose for the embarkation photo (optional — you're not required to buy it), then step aboard for your ship announcement.

Frequent questions

What if I miss my Port Arrival Time window?

Arrive as soon as you can. Disney won't turn you away, but you'll wait through the current wave of guests before they check you in.

Can I change my arrival time after I submit check-in?

Yes, as long as slots are still available. Go back into online check-in and select a new time from the remaining openings.

Do kids need to do the security photo?

Yes — every guest, every age. Photos are how staff confirm that the right child is boarding with the right adult.

My passport expires a month after the cruise. Is that OK?

Disney recommends passports valid at least 6 months beyond the sail date. Some destinations (like most Caribbean ports) technically don't require 6 months, but renew now to avoid any issues.

Can I use a birth certificate instead of a passport?

For closed-loop sailings (round-trip from a U.S. port, visiting only Caribbean/Mexico/Bermuda), yes — original or certified copy, plus government-issued photo ID for adults. International itineraries require a valid passport. When in doubt, passport.

We're traveling with kids — anything extra?

If your child is traveling without both legal parents, Disney may require a notarized consent letter. Call us to review — this trips up a lot of families at check-in.

Need a hand?

Check-in isn't always smooth — a passport number typo, a credit card that won't auth, an arrival time that fills while you're filling out forms. We do this weekly, so reach out:

[Contact Pride Travelers →](#)

Updated for the current Disney Cruise Line online check-in process. Details (timelines, required documents, card hold amounts) change occasionally — verify the day of your check-in window on disneycruise.com or call us.

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