

Replacing The Magic: What To Do If You Lose Your Park Passes

by Kara Monroe, PassPorter Guest Contributor

My last visit to Walt Disney World was in January of 2006 as a part of a Disney Land and Sea package. I was traveling with my best friend for a "girl's week" of fun and relaxation in the sun. The trip was a special treat for me as it was the first time I ever stayed on property. The trip was great, but I seemed to have a problem holding on to my Key To The World Card both on the trip and, I recently realized, after I got home. When I moved recently, I found I had lost my Key To The World Card which still had five days of park visits to be used. I have ticket media dating back to my first trip to Walt Disney World when I was in 7th grade (more than 20 years ago). But for some reason, this one seemed destined to be lost.

While at the Magic Kingdom, I had my Key to the World card in a FASTPASS pouch, hooked to a lanyard. All were Disney purchased products so no low quality knockoffs here. Apparently the FASTPASS pouch couldn't hold up to the speed of Big Thunder Mountain Railroad. Sometime during our three trips on the ride the FASTPASS pouch containing my Key To The World card went flying off of me. I didn't realize it when we exited the attraction. However, when we got to Pirates of the Caribbean I realized my Key To The World card was no longer with me. Luckily my best friend took over as I was in a, let's say mild, state of panic. We went back to Big Thunder Mountain Railroad and talked with several helpful cast members. Thankfully another guest had found my card and returned it to the cast members working the ride. They had been in the process of contacting Guest Services to try to return the card to me.

During the Sea portion of our land and sea vacation, I mislaid my card in our stateroom and spent a panicky 30 or 40 minutes searching until it turned up. Again, I should have taken the time to take some basic precautions - which I'll share with you below. My bad luck continued when I returned home. The Key To The World card was mislaid in my house. When I recently moved and discovered the card wasn't with my other ticket media, I took some action. I'm pleased to say that just a few days ago; a bright, shiny Fed Ex package was waiting in my door at home when I returned from work. Disney restored my unused park days on a new piece of ticket media.

Hopefully you can learn from my mistakes and follow this simple advice. Disney's official position is that they are not responsible for lost or

damaged ticket media. However, at every single turn Disney Cast Members were very helpful. In the end they made sure I didn't lose a second of magical time in the parks. Here are some tips I learned from my experience.

1. Don't lose your Key To The World card/ticket media. Obviously, the best thing to do is not to lose your ticket media. The Key To The World card is like a credit card and your ticket media represents a sizable investment. Both should be protected like your cash and credit cards. Use a [wallet or travel purse](#) to keep them safe. Don't let them dangle off of you in a FASTPASS pouch which isn't designed to hold important items like that. Key To The World cards and ticket media belong in the same secure place you keep your credit cards, cash, and passport.

[Jennifer's Note: The [PassPorter PassHolder Pouch](#) is designed just for this -- I haven't lost a pass since I began putting them in this pouch.]

2. Write down the number. My story has a happy ending -- and that is that my best friend still had the number from the front of her Key To The World card (it's on the back of other ticket media). Disney was able to find my card from her number. From now on, I'll write down the number of my card and/or ticket media in a safe place (right inside my PassPorter!). That way if something happens to the while I'm on vacation I can go immediately to guest services with the information they need to look up the ticket.

[Jennifer's Note: PassPorter readers also suggest you photocopy the front and back of your pass and tuck one copy in a PassPocket of your PassPorter and another copy in your suitcase for safekeeping.]

3. If you lose your ticket media go immediately to Guest Services.

If you lose your ticket media while you're on vacation, go immediately to a Guest Services booth (in a park, at your resort, or in Downtown Disney). They will need photo ID and the number from the back of the card. From all the cast members I talked with during my search, chances are they will be more than happy to help you. Officially, Walt Disney World is not responsible for lost, stolen, or damaged ticket media but they do have the ability to look up ticket media and determine if you still have days/options remaining. The number on the ticket media is the easiest way for them to look up your record. If you don't have the number, a reservation number may also be used to look up the record if you're staying on property.

4. If you realize your loss later on, email Ticket Inquiries or fax your request. After several phone calls, I was asked to email what

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information I had to WDW.Ticket.inquiries@disneyworld.com. They replied within 24 hours and asked that I fax my request along with my name, address, and daytime phone number to 407-56.... I sent my friend's ticket number, my name, the date of my trip, and our original reservation number. Less than a week later I had replacement ticket media in my hands.

It has been more than a year since the trip so I thought I had no hope of getting that ticket media replaced. However, as always Disney came through with a little extra magic. I was already a loyal Disney fan, but replacing my lost ticket media is just another reason I will choose Disney over other vacation options.

About The Author: Kara is an avid traveler who has logged more than 30 trips to Walt Disney World (many while she lived in Central Florida). Kara is looking forward to her next Disney Vacation - a seven night Western Caribbean cruise in January 2008.

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