

Replacing Your Main Entrance Pass



Your Main Entrance Pass, Spouse/Domestic Partner Pass and Guest Passes can be deactivated and replaced if lost, misplaced or stolen. A replacement fee may apply.

What to do:

- Submit your request on disneyurl.com/mep
- You will need to provide your 8-digit personnel (PERNR) number, and the numerical codes on the back of any Guest Passes you still have.
- U.S. Employees: Ticket Services will process the request and send the requested pass(es) to the Employee's mailing address as listed in SAP. If not current, please update your mailing address first by visiting D Tools HR and search "address", or click [here](#). (Be sure to click "+Add New" if you do not have a mailing address listed.)
- Non-U.S. Employees: Ticket Services will process the request and send the requested pass(es) to the Employee's regional Human Resources representative.

If needed sooner, your passes may be replaced in person at the following locations:

Florida Location

- First you will need to scan this QR Code to schedule a request pickup



- Next on your schedule date, return to the address below for curbside pickup
 - Please remain in your car as a ticketing Cast Member will bring your replacement passes to you
- California Locations* (click link for location and hours)

[Glendale Employee Center](#)

[Burbank Employee Center](#)

[DLR Parkside** & TDA TEAM Centers](#)

*California locations only reprint Main Entrance Pass or Spouse/Domestic Partner Pass (no reprints for Guest Passes).

**DLR Parkside TEAM Center is only accessible to DLR Cast Members with a valid Company-issued ID.