

Queue FAQ

Q: What time can I log-in to join the queue?

A: Guests may log-in beginning at 5:30 PM (EST). Guests who have logged in prior to 5:30 will be automatically redirected to their account page and may then enter the queue via the link at the top of their page. Due to increased website traffic, it may take several attempts to successfully log-in.

Q: What time do pass sales begin?

A: Sales begin at 6:00 PM.

Q: Why does my 'Estimated Wait' keep changing?

A: Wait times are estimated, and are subject to rapid change. Actual wait times will depend on how long the guests ahead of you take to complete their transactions. Technical issues may also result in increased or fluctuating wait times.

Pass Purchasing FAQ

Q: How long will I have once I'm admitted?

A: Once admitted, guests are limited to 15 minutes. If a purchase is not completed within the limit, guests will be automatically redirected to their account page where they can re-enter the queue if they wish.

Q: How do I know if passes are available for the date(s) I want?

A: Sold out dates are listed below the date selection field. Please note that some passes may be sold out, but not yet listed as such because the remaining passes are currently in another guest's cart.

Q: How often does the availability update?

A: The list of Sold out dates will update as passes are purchased, please refresh the pass page to view current availability. Please note that some passes may be sold out, but not yet listed because the remaining passes are currently in another guest's cart.

Q: How do I add passes to my cart?

A: Select the 'Pass Start Date', and then select the '# of guests'. To add your selection to your cart, select 'ADD TO MY ORDER'.

Q: Passes are available, why am I unable to add passes to my cart?

A: The quantity of passes selected exceeds the total number of passes available.

Q: Passes are available, why am I unable to select a date that is not listed as 'Sold Out'?

A: Remaining passes are in another guest's cart. The system will not reflect 'Sold Out' until that guest completes their transaction. If the guest removes the passes from their cart prior to completing their purchase, the released passes will again be available for purchase.

Q: How do I see what passes have been added to my cart?

A: Select the shopping cart icon in the upper right hand corner of the screen. Upon selection a drop down will appear, listing cart contents.

Q: How do I remove a pass from my cart?

A: Select the shopping cart icon in the upper right hand corner of the screen. Under the pass you wish to remove, select "REMOVE".

Q: How do I complete my purchase?

A: Once passes have been added to your cart, select the Cart Icon in the upper right corner, and then select 'Check out'. Complete the 4 step check-out process; 1) Review your Order Summary. 2) Enter 'Guest Information' as able. 3) Review & Accept Policies 4) Enter Payment Information / Select 'Apply' to apply any available DSR credits. To submit your order select 'Place Order'.

Q: Do I have to complete the 'Guest Information' section at checkout?

A: Guests may choose whether to complete this section at the time of checkout, or any time thereafter via their DSR account. Just remember, during the pass release, your transaction must be completed within the 15 minute admission time, so don't get caught up filling in guest information.

Q: How do I apply my credits?

A: In the final step of the check-out process, available account credits will appear in bright orange, indicating the available credit amount(s). Simply click the applicable credit to apply it to your order. In the case of missing credits or any other credit related issues, please complete your transaction in full, and follow up with DSR guest services to resolve any discrepancies.

Q: How will I know if my transaction was successful?

A. Once an order has been successfully completed guests will be sent to a page where they may review their transaction and a receipt will be sent to the email associated with the account. At any time, guests may log into their account and visit their account dashboard to review orders and reservation details via the 'Orders & Passes' section.

Q: What do I do once I've purchased my passes?

A: No further action is needed, until it's time to fish! Fishing Passes are redeemed at the DSR Welcome Center daily. At the time of check-in, simply provide the last name on the order to our Guest Services staff. Passes are wristbands, which will be secured to each guest's wrist at check-in each day. Check-in and release schedules may be found via our main menu > about us > 'Release Schedule'

Q: What happens if my card is declined?

A: If a transaction is declined, a link will appear the top of the checkout page prompting you to return back to the pass page. In the instance a card is declined, guests must re-complete their pass selection and the checkout process. It is important to note that when a payment fails, the checkout page may appear as if it is capable of a second transaction attempt, however passes must be re-selected and the transaction must then be reattempted.