



Disney+ Military Exclusive Offer FAQ

Am I eligible for this offer? All active-duty service members, retirees, honorably discharged Veterans, and dependents 18 and older are eligible. You must have a valid and current ShopMyExchange.com account. Terms and conditions listed on the ShopMyExchange.com Disney+ Marketplace page apply.

How much is the discount? Eligible shoppers can get Disney+ for 25% off the current price when they sign up for an annual subscription (or a monthly subscription for customers in Germany) through ShopMyExchange.com.

I am already a Disney+ subscriber. Can I take advantage of this discount? Yes, but there is a process involved. A Disney+ subscriber can cancel a current subscription (no refunds on prepaid unused portion), but that subscription remains active until the end of the service term (i.e., full 30 days if monthly or full year if annual). And please note, before the term expires turn off the “auto-renew” option if selected. Only after the prepaid term expires can the customer re-subscribe through shopmyexchange.com to get the discount.

Can the military discount be applied to a current subscription? No, the military discount cannot be combined with any other promotional pricing and is applicable for just “new” subscribers to the annual Disney+ subscription. (Also see previous question regarding current subscribers).

Is the 25% discount just for the first year? Once applied, the discount will continue to be available for each subsequent subscription renewal. At the end of the first year, the Disney+ service agreement will auto renew at the discounted rate.

Can I buy a second subscription at the discounted price? No. The discount offer is limited to one discount per authorized ShopMyExchange.com account per year.

How long is the military discount good for? Unless you decide to cancel your subscription, your subscription will automatically renew annually (monthly in Germany) at 25% off the then-current retail price.

Can I redeem the military discount regardless of where I live? No. Most OCONUS Viewers *must* be physically located on-installation with internet service from an authorized internet service provider to gain access. To use a Smartphone or other digital device in OCONUS, access will require a Wi-Fi connection to the internet through an approved on-base provider. The military discount is also redeemable in Puerto Rico, Germany, United Kingdom, and Japan. Please note the viewing experience and payment options may vary by country.

Can I use gift cards to pay for Disney+? No. Gift cards cannot be used to redeem offer.

Can I use my Military Star card to pay for Disney+? Unfortunately, no, Disney does not accept that card. Your other payment options are shown below. Please note, location-tethered cards may not work in OCONUS.

Credit and debit cards:

- Disney Visa
- Visa
- Mastercard
- Amex
- Discover

- Subscription cards

Digital payments:

- PayPal

I cannot get my Disney+ service to work right. Who do I contact? For issues related to your ShopMyExchange.com account, contact the Exchange Customer Service team. For issues related to Disney+ subscriptions or service, visit the Disney+ Help Center. Disney+ requires a high-speed internet connection for best viewing quality.

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