

BOOKING TERMS AND CONDITIONS

Important notice: Due to new package travel regulation entering into force as of 1st July 2018, these booking terms and conditions will be amended on or around that date to account for the new applicable rules. The new booking terms and conditions will be available on the Website (as defined below) and you will be informed thereof prior to booking.

I. GENERAL TERMS AND CONDITIONS

I.1 Application of these booking terms and conditions

These booking terms and conditions apply to holiday packages and separate services organised by Euro Disney Vacances S.A.S., whether booked directly with Euro Disney Vacances S.A.S. by telephone with the Central Reservation Office or on-line on the www.disneylandparis.com website (the "Website"), or indirectly through travel agents selling Euro Disney Vacances S.A.S.'s services.

When booking through a travel agent, your booking may include other services than those organised by Euro Disney Vacances S.A.S., which are either organised by your travel agent or sold by your travel agent on behalf of a third party. These booking terms and conditions do not apply to such services, which your travel agent shall identify at the time of booking and on your contract. The contract with your travel agent will specify the terms and conditions applicable to those services.

A holiday package is the pre-determined or customised combination of accommodation with at least one of two of the following services: another holiday service, such as a visit to the Disney® Parks (Disneyland® Park or Walt Disney Studios® Park) and/or transport*, on condition that they are booked at the same time ("Holiday Package").

A separate service is a service booked or ordered independently from any Holiday Packages, such as entrance tickets to the Disney® Parks (Disneyland® Park and/or Walt Disney Studios® Park), shows, dinner shows, special events or hotel rooms only ("Separate Service").

I.2 Organiser's details – Provided security when booking a Holiday Package Organiser of your Holiday Package or Separate Services:

Euro Disney Vacances S.A.S. ("Euro Disney"), an overseas company having a share capital of Euro 10,000,000, incorporated in France with limited liability with RCS Meaux under n° 383 850 278 and registered with the French Travel and Holiday Companies' Registry under n° IM077100030; civil and professional liability insurance provided by AXA Corporate Solutions Assurance, 4 rue Jules Lefebvre, 75009 Paris, France.

Contacts for consumers booking directly through Euro Disney:

By phone: 01 605 83 83 (National call rates apply, cost may vary according to network)

By fax: + 33 (0) 1 64 74 57 50

By post: Disneyland® Paris, P.O. Box 105, Guest Care Department, 77777 Marne-la-Vallée Cedex 4, France

Provided security when you have booked a Holiday Package:

Euro Disney has the following arrangements in place to ensure the security of money paid over by customers and to arrange for their repatriation (where applicable) in the event of its insolvency:

Financial guarantee supplied by APST - Association Professionnelle de Solidarité du Tourisme, 15 avenue Carnot, 75017 Paris, France

Where travel arrangements include a flight departing from Ireland, Euro Disney has complied with the requirements of the Commission for Aviation Regulation ("CAR") and is duly licensed as a travel agent under n° T.A. 0717. All our customers are fully protected and, in the unlikely event of our insolvency, the CAR will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking.

I.3 General information

It is hereby expressly specified that the particulars contained in our various communication materials and on the Website are subject to changes, which will be communicated to you before a contract is entered into, it being specified that certain shows, attractions, restaurants, shops and ancillary facilities operating on a seasonal basis may be closed, delayed or cancelled without notice.

We have described hotels featured in our brochure as precisely as possible. However, listed facilities and/or services may temporarily be closed for maintenance and/or improvement reasons arising after the publication of our brochure.

Our promotions are designed to best meet local demand linked to specificities in school calendar, booking patterns, length of stay, etc.. They are communicated on their targeted market. Nevertheless, you can find and book promotions designed for any market, regardless of your country of residence, on the targeted market section of the Website or by calling our Central Reservation Office.

I.4 Formation of contract

A contract is formed after completion of the booking process as soon as a reservation number has been assigned to you. However, your booking only becomes final after full payment has effectively cleared to us.

On the telephone, your reservation number is communicated to you by the Central Reservation Office's counsellor upon completion of the booking process and is then addressed to you by post or e-mail.

On the Website, your reservation number is displayed on the confirmation screen after validation of payment and is then addressed to you by e-mail.

When dealing through a travel agent, your reservation number is communicated to you by your travel agent and is indicated in the contract between you and your travel agent.

The contract is binding on all members of the party identified in the booking who accept without reservation these booking terms and conditions, and commit to comply with all internal regulations in force at Disneyland® Paris and all instructions or notices set forth in our brochure, on the Website or in any other document issued by Euro Disney. It is the responsibility of the person making the booking to ensure that all members of the party are aware of and accept all of the obligations contained herein.

I.5 Prices – Alteration of prices

Prices of our Holiday Packages and Separate Services for the period from March 21st 2018 to November 6th, 2018 have been determined on the basis of the existing economic conditions on the date of establishment of the prices in Euro on June 28th, 2017. The applicable prices after that period have not yet been determined at the time of publication of these booking terms and conditions and will be made available ahead of sales opening for the concerned period; please contact your reservation agent or visit the Website for more information.

We reserve the right to amend our prices at any time before you book your Holiday Package or Separate Services, subject to your being advised of the total cost prior to booking.

Prices are subject to changes, in compliance with the applicable laws, even after you have booked to account for a modification to or the imposition of any dues, taxes and fees on your booking, for exchange rate fluctuations and/or, as the case may be, for transport cost increases/decreases (including by reason of increase/decrease of the cost of fuel). We reserve the right to alter the total amount of your booking by applying the relevant fluctuation rate to the concerned element of your booking. Any increase will be notified to you in writing.

In any case, no such increases will be made within twenty (20) days of your arrival date at Disneyland® Paris ("Arrival Date"), or of your departure date, meaning the date of commencement of transport* ("Departure Date") if transport* is included.

I.6 Payment terms – refunds

I.6.1 Payment terms

Payment terms applicable to each type of services and reservation channel are specified in the Specific Conditions relating to the concerned services (Part II).

In case of failure to pay, or of payment not being made on time, we reserve the right to cancel your booking and, as the case may be, tickets issued. In such case, charges calculated on the basis of the relevant cancellation fees for each type of service may be applied.

In case of payment by credit card, Euro Disney and your travel agent are not responsible for any costs you may incur on credit card transactions due to currency exchange rate fluctuations or otherwise.

Any person making a booking on behalf of a third party will be held jointly and severally responsible to us for the total cost of the booking.

I.6.2 Refunds

Unless otherwise provided by Euro Disney, any refund from Euro Disney will be made through the same means as the first payment for the booking (deposit or full payment as the case may be).

I.7 No right to withdraw

Without prejudice to the application of clause II.1.6 below, the right provided by law to withdraw at no charge from certain "distance contracts" (e.g. contracts entered into over the telephone or the Internet) does not apply to contracts relating to booking of accommodation, transport, catering or leisure services, whether booked together as a Holiday Package or separately for a specific date or within a specific period. Accordingly, you have no right to withdraw from any booking of any of the products or services to which these Booking Terms and Conditions apply and you may only cancel your booking, where applicable, in compliance with the terms of clause II.1.6 below, except for the optional insurance policy set out in article II.1.9 under the conditions provided for in the same article.

I.8 Liability

I.8.1 Our liability to you:

I.8.1.1 When you have booked a Holiday Package:

Euro Disney is responsible for the full execution of the obligations resulting from the contract with you, whether such obligations are performed by itself or by other service providers, without prejudice to its right of recourse against such service providers.

However, Euro Disney can be exonerated from all responsibility by supplying proof that the non-performance or bad performance of the contract is either attributable to you, to the unforeseeable and unavoidable act or omission of a third party unconnected with the provision of contracted services, or to

- an event of force majeure, that is to say, unusual and unforeseeable circumstances beyond the control of Euro Disney or its service providers, the consequences of which could not have been avoided even if all due care had been exercised, or
- an event which Euro Disney or its service providers could not foresee or forestall even with all due care.

In all cases except death or personal injury or damage caused to you by our wilful misconduct or gross negligence, our liability to you for the total of all claims arising out of any contract between us is limited to:

- in the case of an adult, twice the cost of the affected person's booking;
- in the case of a minor, the cost of the affected person's booking.

In all cases where an international convention applies to the services that you have booked, the liability of Euro Disney will be limited or excluded, as the case may be, in accordance with such convention. In the event of damages resulting from the liability of carriers in the execution of their services included in Holiday Packages, the liability of Euro Disney will not exceed that of carriers in accordance with liability limits set out in any international convention and/or community regulations applicable to them.

I.8.1.2 When you have booked Separate Services:

Euro Disney is responsible for the provision of the Separate Services that you have booked where you can prove that such Separate Services have not been provided in compliance with these booking terms and conditions. Should you encounter any inconvenience or problem that is not related to the execution of Euro Disney's obligations hereunder while visiting Disneyland® Paris, please note that Euro Disney will do its best to assist you but that responsibility relating to the operation of Disneyland® Paris lies with Euro Disney Associés S.C.A., which is a separate legal entity and should be contacted directly.

I.8.1.3 In any case:

Where your booking is made with a travel agent, Euro Disney is not responsible for services included in your booking, as the case may be, that are organised by that travel agent or sold by that travel agent on behalf of a third party as specified in clause I.1. Any claim relating thereto must be directed to your travel agent as specified under clause I.10.

I.8.2 Your liability to us:

You and all members of your party must comply with these Booking Terms and Conditions, as well as all internal regulations in force at Disneyland® Paris and all instructions or notices set forth in our brochure, on the Website or in any other document issued by Euro Disney. You and all members of your party must have a respectful and courteous behaviour while staying at Disneyland® Paris. We reserve the right at our discretion to terminate your holiday at any time if your behaviour or that of any member of your party is likely to cause damage, danger or distress to any of our employees, subcontractors, agents, Guests or the general public. In these circumstances, we reserve the right not to refund nor pay any compensation for such termination and to recover from you any costs incurred by any third party or us as a result of said behaviour.

I.9 Special requests

If you have any special requests (e.g. dietary requirements), please specify these at the time of booking. Whilst we will use reasonable endeavours to accommodate your requests, they are not guaranteed or confirmed unless we specifically state that this is the case to you in writing. In some cases, an extra charge may be payable. In such event, we or your travel agent will let you know how much the extra charge will be.

If any member of your party has restricted mobility, disabilities, special needs or care requirements, you should discuss these with us or your travel agent before booking so that we and you can make a full assessment.

I.10 Customer service - Complaints

Any complaint or dissatisfaction that you may have with any aspects of your holiday should be reported immediately on the spot to the concerned service provider, in order to allow for a remedy to the situation as rapidly as possible. Such report must be made in an appropriate manner allowing the conservation of proof of the fact or event at the origin of your complaint or dissatisfaction.

Without prejudice to any right of recourse, complaints or dissatisfactions relating to circumstances under Euro Disney's responsibility pursuant to clause I.8 that could not be reported immediately or that were not remedied in a satisfactory manner must be reported by any means allowing an acknowledgement of receipt at the earliest opportunity and in any case:

- prior to the beginning of your holiday or stay for complaints or dissatisfactions arising prior to the beginning of your holiday or stay using the contact details specified in Article II.1.1.3 or to your travel agent using details provided by same,

- within one month from the end of your holiday or stay for complaints or dissatisfactions arising during your holiday or stay to Disneyland® Paris, Guest Communication, by post to the following address: P.O. Box. 100, 77777 Marne-La-Vallée Cedex 4, France, by fax on the following number: + 33 (0) 1 60 43 58 47 or by email to the following address: dtp.guest.communication@disney.com or to your travel agent using details provided by same.

The detail of your concern, the date of your holiday or stay at Disneyland® Paris and your booking number must be clearly indicated in your correspondence.

Please note that any correspondence we may enter into with you is private and confidential. In the event that no satisfactory solution has been found 45 days following your claim, you have the possibility to refer to the French ombudsman for the holiday and travel sector (Médiation Tourisme et Voyage), whose contact details and procedure of referral can be found on its website: <http://www.mtv.travel>. For resolution of disputes relating to online transactions, you may check the platform made available by the European Commission at the following address: <http://ec.europa.eu/odrd/>.

Any complaint or dissatisfaction that you may have in relation with a service booked with a travel agent that is not organised by Euro Disney must be addressed to that travel agent. Euro Disney will transfer to that travel agent any claim relating thereto that it receives.

I.11 Intellectual property rights

You will not acquire any property right nor any right of use of the names, signs, emblems, logos, trademarks, any other signs, other authors' rights, industrial or intellectual property rights, belonging to Euro Disney SCA, Disney Enterprises Inc. or any one of their subsidiaries or affiliated companies.

You may not include our services as part of any other services, batch or group or services comprising services which are likely in our reasonable opinion to harm the Disney® image. You are not authorized to advertise, use, give or resell our services or offer to do so for profit or otherwise or use them in connection with a competition, promotion, incentive or reward programme, business, charitable or any other similar venture without our express advance written permission.

I.12 Personal information

Personal information collected is used by Euro Disney for the purposes of handling your request. In accordance with applicable privacy regulations, you have a right to access your information, have it corrected, and object for legitimate reasons to its processing, by writing to us at the following address, indicating your full name and address: Disneyland Paris, Marketing Department, P.O Box 100, 77777 Marne-la-Vallée Cedex 4, France.

I.13 Applicable law and dispute resolution

These Booking Terms and Conditions and your contract with us, and any non-contractual obligations arising from or in connection with these Booking Terms and Conditions and/or your contract with us shall be governed by and construed in accordance with the laws of Ireland and you and each member of your party agree to submit to the non-exclusive jurisdiction of the Irish courts.

Without prejudice to any other mode of service, Euro Disney appoints WhitneyMoore Solicitors of Wilton Park House, Wilton Place, Dublin 2, Ireland as agents for service of process relating to and for all matters concerning the conduct of any proceedings before Irish courts in connection with these Terms and Conditions.

I.14 Severability

Should any part of this agreement be deemed by rule of law to be void, the remainder of the agreement will remain in full force and effect.

II. SPECIFIC TERMS AND CONDITIONS

II.1 SPECIFIC TERMS AND CONDITIONS RELATING TO HOLIDAY PACKAGES

The provisions hereafter that apply to bookings of Holiday Packages also apply to additional services thereto.

II.1.1 – Booking of Holiday Packages

II.1.1.1 Bookings of Holiday Packages may be made by telephone with Euro Disney's Central Reservation Office or with any travel agent selling Disneyland® Paris. Most of these services may also be booked on-line on the Website.

II.1.1.2 All bookings of Holiday Packages are subject to availability and, unless otherwise specified, may be made according to the following conditions:

- Holiday Packages without transport may be booked up to 12 PM GMT (midday) on the day prior to the intended Arrival Date;
- Holiday Packages including transport may be booked up to 2 days prior to the intended Departure Date.

II.1.1.3 If you wish to make a booking directly with us for unsupervised minors under 18, we will require a written authorisation from each minor's parents or guardian to be sent prior to the beginning of the holiday at Disneyland® Paris, by post to the following address: Disneyland® Paris, Guest Care Department, P.O. Box 105, 77777 Marne-la-Vallée Cedex 4, France, or by fax on (33) 1 64 74 57 50. Failure to do so may result in the cancellation of your booking and fees calculated in accordance with clause II.1.6 may be applied.

Please note that only unsupervised minors who are at least 15 are authorised to stay in our hotels and that no booking of Holiday Packages including transport* by plane will be authorised for minors under 12 not accompanied by an adult.

II.1.2 Prices

II.1.2.1 Unless specified otherwise, the price of your Holiday Package includes:

- accommodation as detailed on the booking confirmation letter;
- entrance pass to the Disneyland® Park and/or Walt Disney Studios® Park, which, unless specified otherwise, is valid for the duration of your holiday indicated in your booking from your Arrival Date until the end of your stay at Disneyland® Paris and only during the opening hours of the Parks. If you decide to extend your holiday, the entrance pass will no longer be valid and you will have to buy a new one;
- if applicable, transport* (except transfers) as detailed on the confirmation letter;
- all obligatory service charges;
- VAT at the rate appropriate at the time of establishment of prices, without prejudice to the application of the provisions of clause I.5.

II.1.2.2 Unless specified otherwise, the price of your Holiday Package does not include:

- breakfast, except for some room types or hotels as indicated in the individual hotel description or in the price panels;
- local taxes;
- handling fees as detailed in clause II.1.2.4;
- airport and security taxes, as well as passenger fees and other taxes;
- cancellation/comprehensive insurance premiums for your holiday;
- supplements for additional room facilities in the hotels;
- a number of resort and sporting facilities (e.g. golf, tennis);
- items of personal expenditure;
- use of additional facilities (e.g. mini-bar, room service, safety-deposit box, external telephone calls, etc.);
- services booked with a travel agent that are not organised by Euro Disney as specified in clause I.1;
- any items not mentioned in clause II.1.2.1.

The price of items listed in this clause II.1.2.2 and applicable to your booking will be added to the price of your Holiday Package and included in the total price of your booking that will be communicated to you prior to booking.

II.1.2.3 Prices for children:

Please note that you will be asked to provide the date of birth of any children in your party at the time of booking and that you may be asked for proof of such at the time of booking, at point of departure for Holiday Packages including transport* or at your arrival at Disneyland® Paris.

- Holiday Packages without transport:

Prices for children (from 3 to 11 inclusive) exclusively apply where children share a room with one or several adults. Such prices are determined based on the children's age on their Arrival Date. Children under 3 may come without charge unless otherwise specified at the time of booking but their participation in the holiday must be indicated at the time of booking.

- Holiday Packages including transport*:

Prices applicable to transport* depend on terms applied by carriers. To know what these conditions are, please refer to the specific section applicable to transport* in our brochure or on the Website, or contact Euro Disney's Central Reservation Office or your travel agent. Non-paying children must be mentioned at the time of booking.

II.1.2.4 • Handling fees on your holiday:

For a reservation made via the Website, handling fees of Euro 29 per room will apply.

For a reservation made by telephone with our Central Reservation Office, handling fees will amount to Euro 29 per booking up to three rooms and 12 persons (including children). We reserve the right to review this amount at any time prior to booking subject to informing you of the applicable amount.

These fees are non refundable in case of cancellation by you in compliance with clause II.1.6.

II.1.3 Payment Arrangements

II.1.3.1 Bookings made by telephone with our Central Reservation Office:

II.1.3.1.1 Bookings made more than thirty (30) days prior to Arrival Date, or Departure Date if transport* is included:

II.1.3.1.1.1 All Holiday Packages except Holiday Packages being expressly presented as not allowing refunds or exchange once booked:

- Deposit:

A deposit of fifteen per cent (15%) of the total cost of your booking (excluding optional insurance and handling fees, which are payable in full immediately) will be required upon booking. This deposit is payable at the time of booking but will only be debited after your booking is confirmed.

- Balance:

The remaining balance of the total cost of your booking must be paid in full no later than thirty (30) days before your Arrival Date, or your Departure Date if transport* is included. The same credit card will be used to debit balance on such date unless you advise us otherwise at least 35 days prior to your Arrival Date, or your Departure Date if transport* is included.

II.1.3.1.1.2 Holiday Packages being expressly presented as not allowing refunds or exchange once booked:

Bookings of Holiday Packages being expressly presented as not allowing refunds or exchange once booked must be paid in full immediately at the time of booking, whatever the time of booking.

II.1.3.1.2 Bookings made within thirty (30) days before Arrival Date, or Departure Date if transport* is included, must be paid in full immediately at the time of booking.

II.1.3.1.3 Currency and payment means:

All amounts are payable in Euro by credit card (Visa, Eurocard/Mastercard, American Express, JCB) unless otherwise stated at the time of booking.

Bank or postal transfers, money orders and cheques are not accepted.

II.1.3.2 Bookings made on the Website:

Whatever the date on which the booking is made, all bookings must be paid on-line in full at the time of booking in Euro by any of the means of payment indicated in the booking process.

II.1.3.3 Bookings made with your travel agent:

Payment terms defined by your travel agent apply. Please contact your travel agent.

II.1.4 – Altering your booking

II.1.4.1 Bookings made directly with us may only be altered through our Central Reservation Office by telephone on the number indicated in our brochure and on the Website or using the contact details provided in clause II.1.1.3.

No alteration can be made on-line on the Website.

Bookings made through a travel agent may only be altered by contacting that travel agent.

In some cases, you may be required to confirm your request for alteration in writing to allow for it to be processed.

In all cases, a new confirmation letter will be issued showing all alterations performed. It is your responsibility to check upon receipt that all information contained in the confirmation letter is correct and to report any error immediately to Euro Disney by telephone on the number indicated in our brochure and on the Website or using the contact details provided in clause II.1.1.3, or to your travel agent as the case may be.

II.1.4.2 The following provisions apply for all booking alterations:

II.1.4.2.1 In the event of a Holiday Package being expressly presented as not allowing refunds or exchange once booked, such a Holiday Package may not be altered after booking, with the exception of services being added to the booking. Any such addition of services is final and cannot be modified.

II.1.4.2.2 Subject to availability, all other Holiday Packages may be altered pursuant to the conditions set out in the table below, it being specified that Arrival Dates, or Departure Dates and/or return dates if transport* is included, may only be altered three times.

NOTE: No alteration fee applies to the addition of services to a Holiday Package irrespective of the date the request is made.

Type of Holiday Package	Type of alteration	Alteration fee depending on time of alteration request			
		From date of booking to 31 days prior to Arrival Date ¹	From 30 days to 8 days prior to Arrival Date ¹	From 7 days to 3 days prior to Arrival Date ¹	From 2 days prior to Arrival Date ¹
Package without transport* OR Package including transport* where no changes are made to transport* arrangements	Exchange ³ of the package booked for an equal or higher value package	No alteration fee			
	Exchange ³ of the package booked for a lower value package	No alteration fee	€100 per booking		100% of total price of booking
Package including transport* where changes are made to transport* arrangements	Regular train, self-drive and transport not listed below	Exchange ³ of the package booked for an equal or higher value package	15% of transport* price ²	50% of transport* price ²	75% of transport* price ²
	Exchange ³ of the package booked for a lower value package	15% of transport* price ²	€100 per booking + 50% of transport* price ²	€100 per booking + 75% of transport* price ²	100% of total price of booking
	Regular flight	Exchange ³ of the package booked for an equal or higher value package		€70 per passenger	
Low cost train or flight	Exchange ³ of the package booked for a lower value package	€70 per passenger	€100 per booking + €70 per passenger		100% of total price of booking
	Exchange ³ of the package booked for an equal or higher value package		100% of Transport* price		
	Exchange ³ of the package booked for a lower value package	100% of transport* price ²	€100 per booking + 100% of transport* price ²		100% of total price of booking

¹ Or Departure Date if transport* is included

² Total price of transport, airport taxes (air transport), security taxes, as well as passenger fees and other associated taxes

³ An exchange of Holiday Package is deemed to occur in the event of:

- a modification of the number of persons sharing the same hotel room;
- an extension or reduction of the duration of stay;
- a change of hotel;
- a change of room type;
- a change of number of rooms;
- a change of dates;
- a change of age category;
- a change of transport arrangements;
- a change in passenger details requiring the issuance of new transport* tickets (e.g. : change of name, surname, title, gender, age);
- a change of services, to the exclusion of addition of services.

II.1.4.3 Only the person who made the booking, or the person to whom a booking has been transferred in compliance with clause II.1.5, is authorised to request an alteration to the booking.

II.1.4.4 Any alteration not requested within the deadlines indicated above or any other alteration you request to your booking will be considered as a cancellation and subject to cancellation charges in accordance with clause II.1.6. In particular, we are unable to accept requests for alterations to your booking made on your Arrival Date, or on your Departure Date if transport* is included.

II.1.4.5 The price of your holiday may increase as a result of any alteration you request and which we accepted. In this case, you will be invoiced the appropriate supplementary amount which must be paid immediately, using one of the means of payment available for the reservation method via which the alteration is made (see clause II.1.3 for means of payment available by reservation method).

II.1.4.6 When altering a Holiday Package including transport* for which hard transport tickets are issued, and such alteration affects the transport*, the hard transport tickets must be sent back to us as soon as possible at the following address: Euro Disney Vacances SAS, Transport Department, P.O Box 128, 77777 Marne-La-Vallée Cedex 4, France.

Where applicable, alteration charges will be deducted from amounts already paid upon receipt of the hard transport tickets. Charges which may remain payable must be immediately paid in full.

II.1.4.7 From time to time, special offers will be launched that do not appear in the brochure, these will only be valid for new bookings and we are unable to apply a special offer to an existing booking (please ask for specific terms and conditions when offers are released).

II.1.5 – Transfer of bookings

Prior to the commencement of your holiday, you (or a member of your party) may transfer your booking to another person on condition that such person meets all requirements under the contract. You may not, under any circumstances, transfer your booking to anyone without our prior consent. Your notification must be addressed to us or to your travel agent as soon as possible and in any event no later than seven (7) days prior to your Arrival Date, or Departure Date if transport* is included, by registered letter with acknowledgement of receipt to be sent to the address specified in clause II.1.1.3 with the following indications:

- your name and address
- name and address of the other person your booking is transferred to
- dates and length of holiday
- reservation number and a copy of Euro Disney's confirmation letter

Upon receipt of said notification, a booking confirmation will be sent to the person to whom the booking is transferred.

You will still be jointly and severally liable with that other person to pay us the price of your holiday and any further fair and reasonable amounts resulting from the transfer (e.g. cost of cancellation of already issued transport tickets or costs of creation of a new transport booking, postal fees, etc.).

Please note that the insurance contract featured in our brochure and on the Website, as well as transport services provided in personal name, to which you may have subscribed, are not transferable to another person and that the amount thereof cannot be recovered.

II.1.6 – Cancellation by you

II.1.6.1 Cancellations must be made with Euro Disney's Central Reservation Office by telephone on the number indicated in our brochure and on the Website or using the contact details provided in clause II.1.1.3 by the person who made the booking, or the person to whom a booking has been transferred in compliance with clause II.1.5.

No cancellation can be made on-line on the Website.

Bookings made through a travel agent may only be cancelled by contacting that travel agent. **In the event of a Holiday Package being expressly presented as not allowing refunds or exchange once booked, no cancellation will be accepted on such a Holiday Package and on services booked in addition to such a Holiday Package.**

In some cases, you may be required to confirm your request for cancellation in writing to allow for it to be processed.

In all cases, a confirmation of cancellation will be sent to you. Please report any error upon receipt to Euro Disney by telephone on the number indicated in our brochure and on the Website or using the contact details provided in clause II.1.1.3, or to your travel agent as the case may be.

The cancellation charges detailed below will apply to any cancellation of a booking:

Type of Holiday Package	Cancellation charges depending on time of cancellation				
	From date of booking to 31 days prior to Arrival Date ⁽¹⁾	From 30 days to 8 days prior to Arrival Date ⁽¹⁾	From 7 days to 3 days prior to Arrival Date ⁽¹⁾	From 2 days prior to Arrival Date ⁽¹⁾ & no show	
Package not allowing refunds or exchange once booked	100% of total price of booking ⁽⁴⁾				
Package including Transport*	Regular train, self-drive and transport not listed below	15% of total price of booking ⁽⁴⁾	25% of total price of booking ⁽⁴⁾	75% of total price of booking ⁽⁴⁾	100% of total price of booking ⁽⁴⁾
	Regular flight inclusive of hold luggage	15% of price of booking ⁽⁴⁾ except transport* + fixed cancellation fee of €70 per passenger ⁽³⁾	25% of price of booking ⁽⁴⁾ except transport* + fixed cancellation fee of €70 per passenger ⁽³⁾	75% of price of booking ⁽⁴⁾ except transport* + fixed cancellation fee of €70 per passenger ⁽³⁾	100% of total price of booking ⁽⁴⁾
	Regular flight exclusive of hold luggage and low cost train or flight	15% of price of booking ⁽⁴⁾ except transport* + 100% of transport* price ⁽²⁾	25% of price of booking ⁽⁴⁾ except transport* + 100% of transport* price ⁽²⁾	75% of price of booking ⁽⁴⁾ except transport* + 100% of transport* price ⁽²⁾	100% of total price of booking ⁽⁴⁾
Any other package	15% of total price of booking ⁽⁴⁾	25% of total price of booking ⁽⁴⁾	75% of total price of booking ⁽⁴⁾	100% of total price of booking ⁽⁴⁾	

⁽¹⁾ Or Departure Date if transport* is included

⁽²⁾ Total price of transport, airport taxes (air transport), security taxes, as well as passenger fees and other associated taxes

⁽³⁾ Fee per person including children (0-11 years old)

⁽⁴⁾ Without prejudice to your right to request a refund of taxes based on actual use of the services (e.g. local taxes, air passenger tax) in the event of cancellation

II.1.6.2 The cancellation charges detailed below will apply to already postponed bookings:

Type of Holiday Package	Cancellation charges depending on time of cancellation of an already postponed booking				
	From date of booking to 31 days prior to initial Arrival Date ⁽¹⁾	From 30 days to 8 days prior to initial Arrival Date ⁽¹⁾	From 7 days to 3 days prior to initial Arrival Date ⁽¹⁾	From 2 days prior to initial Arrival Date ⁽¹⁾ & no show	
Package not allowing refunds or exchange once booked	100% of total price of booking ⁽⁴⁾				
Package including Transport*	Regular train, self-drive and transport not listed below	15% of total price of booking ⁽⁴⁾	25% of total price of booking ⁽⁴⁾	75% of total price of booking ⁽⁴⁾	100% of total price of booking ⁽⁴⁾
	Regular flight inclusive of hold luggage	15% of price of booking ⁽⁴⁾ except transport* + fixed cancellation fee of €70 per passenger ⁽³⁾	25% of price of booking ⁽⁴⁾ except transport* + fixed cancellation fee of €70 per passenger ⁽³⁾	75% of price of booking ⁽⁴⁾ except transport* + fixed cancellation fee of €70 per passenger ⁽³⁾	100% of total price of booking ⁽⁴⁾
	Regular flight exclusive of hold luggage and low cost train or flight	15% of price of booking ⁽⁴⁾ except transport* + 100% of transport* price ⁽²⁾	25% of price of booking ⁽⁴⁾ except transport* + 100% of transport* price ⁽²⁾	75% of price of booking ⁽⁴⁾ except transport* + 100% of transport* price ⁽²⁾	100% of total price of booking ⁽⁴⁾
Any other package	15% of total price of booking ⁽⁴⁾	25% of total price of booking ⁽⁴⁾	75% of total price of booking ⁽⁴⁾	100% of total price of booking ⁽⁴⁾	

⁽¹⁾ Or Departure Date if transport* is included

⁽²⁾ Total price of transport, airport taxes (air transport), security taxes, as well as passenger fees and other associated taxes

⁽³⁾ Fee per person including children (0-11 years old)

⁽⁴⁾ Without prejudice to your right to request a refund of taxes based on actual use of the services (e.g. local taxes, air passenger tax) in the event of cancellation

II.1.6.3 In the event of a cancellation by you, you remain liable to pay the insurance premium, where applicable, as well as the handling fees provided for in clause II.1.2.4.

II.1.6.4 Only the person who made the booking, or the person to whom a booking has been transferred in compliance with clause II.1.5, is authorised to request a cancellation of the booking.

II.1.6.5 We will deduct cancellation charges from any deposit and/or any other payments you have made to us. Where applicable, reimbursements shall be made. Any further amounts due will be invoiced and must be paid by you immediately, using one of the means of payment available for the reservation method via which the cancellation is made (see clause II.1.3 for means of payment available by reservation method).

II.1.6.6 When cancelling a Holiday Package including transport* for which hard transport tickets are issued, unused hard transport tickets must be sent back to us as soon as possible at the following address: Euro Disney Vacances SAS, Transport Department, P.O Box 128, 77777 Marne-La-Vallée Cedex 4, France.

Where applicable, amounts to be reimbursed in compliance with clause II.1.6.5 will be paid upon receipt of the hard transport tickets. Charges which may remain payable must be immediately paid in full.

II.1.7 – Alteration or cancellation by us

II.1.7.1 Alteration by us:

Occasionally it may be necessary for us to make alterations to your booking and/or correct errors in the descriptions of the products that we offer. This can occur both before and after our contract is made or even during your holiday.

If we reasonably consider that any change, which we make, is significant (for example a substantial change of services to be provided, a change of departure time of more than 12 hours, a change of airport to a different city or a change of accommodation to that of a lower category), we will offer you the opportunity to decide whether you wish to:

- withdraw from our contract without penalty receiving a full and prompt refund of all monies you have paid to us,
- accept the changed arrangements as notified by us, or
- accept our offer of a substitute (where possible) under the following conditions:
 - a substitute holiday which, if it is of higher quality than that which you originally booked, will be offered subject to your paying the price differential between the two holidays.
 - we will refund any difference in price where the substitute holiday accepted is of a lower value than that of the holiday you originally booked.

Subject to contrary provisions in these terms and conditions, we may also offer you reasonable compensation, if appropriate, although no compensation or alternative options will be offered for minor changes, for example, where a facility or a small number of facilities are closed for maintenance or we allocate you to a different hotel of the same or higher standard or in the event of cancellation of a specific service due to minimum required number of participants not being achieved.

II.1.7.2 Cancellation by us:

If we are forced to cancel the contract before the beginning of your holiday for reasons that are not attributable to you, you have the right to decide:

- whether you accept a substitute holiday with no additional cost if this substitute holiday is of equivalent or higher quality or with a prompt refund of the difference in price if the substitute holiday is of lower quality or,
- whether you wish to be promptly reimbursed of any amount paid in relation to your contract (except insurance premiums).

Where applicable, you are also entitled to a compensation for reasonable losses resulting from cancellation of the contract before the beginning of your holiday, except where:

- cancellation is on the grounds that the number of participants for the holiday is less than the minimum number required in the contract;
- cancellation is for reasons of force majeure.

Where, after the Arrival Date, or Departure Date if transport* is included, we reasonably consider that a significant proportion of the services contracted for is not provided, or we become aware that a significant proportion of the services cannot be provided:

- Euro Disney will make suitable alternative arrangements, at no extra cost to you, for the continuation of the package and will compensate you for any difference between the services to be supplied under the contract and those actually supplied;
- if it is impossible to make such alternative arrangements or these are not accepted by you on reasonable grounds, Euro Disney shall, where onward transport arrangements are a term of the contract, provide you at no extra cost with equivalent transport back to the place of departure or to another place to which you have agreed and shall compensate you for the proportion of services not supplied.

II.1.8 – Interruption of holiday and unused services

No reimbursements will be issued for any part of the holiday or travel arrangement that is interrupted or could not be used for reasons other than those indicated in clause II.1.7, without prejudice to your right to request a refund of taxes based on actual use of the services (e.g. local taxes, air passenger tax) where you have not used the corresponding services.

II.1.9 – Insurance

Should you require it, we can arrange an insurance cover to protect you with a French insurance company, AGA International – Etablissement Secondaire – Tour Gallieni II - 36, avenue du Général de Gaulle 93175 Bagnolet Cedex, France (privately held company governed by the provisions of the French Insurance Code – RCS Paris 519 490 080). The guarantees under the contract will be provided by MONDIAL ASSISTANCE France S.A.S. having a share capital of € 7.584.076,86 and having its registered office at 54 rue de Londres 75008 Paris, France

(insurance brokerage firm – RCS Paris 490 381 753 – Registration ORIAS 07 026 669 – <http://www.orias.fr>).

The insurance contract is subject to the insurance conditions of AGA International/MONDIAL ASSISTANCE. An extract of such conditions is featured in our brochure and the full conditions are available on the Website. The insurance cover, if required, must be requested and the insurance premium must be paid immediately at the time of booking your holiday.

The insurance contract is not transferable. Insurance premiums are not refundable. Children under 3 years old are protected under such insurance provided that such insurance cover has been taken out by the adults accompanying such children.

However, in the event of a distance booking including insurance cover of more than one month duration (from the effective date of the insurance cover until the end of your holiday) OR in the event that you justify being already covered for the same risks, you may cancel your insurance contract within a period of 14 days from the time the contract has been concluded, following which we will reimburse your insurance premium UNLESS during this 14 day period the performance of the contract has been completed at your express request or you have invoked one of the guarantees under your contract.

Please check that you do not already have such cover prior to taking out any of our proposed insurance policies.

Your right to withdraw can be exercised through a written request using the contact details provided in clause II.1.1.3

II.1.10 – Transport*

- After we receive full payment of your booking, travel documents will be sent to the address provided at the time of booking or, as the case may be, to your travel agent, who will be liable to hand them over to you.
- Where you have ordered hard transport tickets, you are requested to inform us or your travel agent should you not have received the hard transport tickets six (6) days prior to your Departure Date. If the hard transport tickets can not be sent to the address that you or your travel agent has indicated or if you fail to inform us or your travel agent in due time that the hard transport tickets have not been received, we reserve the right to charge a € 17 fee per booking for issuing and sending duplicate tickets.
- As part of an alliance between airlines, some flights are subject to code-share agreements. Therefore, a different company from that chosen at the time of booking may operate the flight. For further details, please refer to the description of our Holiday Packages including transport* in our brochure or on the Website. The airline operating the flight will be mentioned in your flight details and updated as need be before your Departure Date. You will be informed of any such update as soon as possible and, in any event, at check-in, or on boarding where no check-in is required for a connecting flight.
- When booking a Holiday Package including transport*, you undertake to meet your chosen carrier's travel terms and conditions that are in force at the time of booking. These travel terms and conditions are available on-line on the carrier's website.
- Requests for transportation of wheelchairs or mobility aids are subject to carrier's acceptance. At the time of booking, we cannot guarantee such acceptance nor carrier's response times, which are dependent on each carrier. We will however inform you immediately on receipt of your carrier's position and assist in finding alternative arrangements should that be necessary.
- In case of damages or claims of all natures, the liability of carriers featured in our brochure or on the Website, including air carriers, and the liability of their representatives, agents and employees, is limited to the transport of passengers and their baggage exclusively as specified in their travel terms and conditions, in compliance with any international conventions and/or community regulations defining their liability, in particular Regulations n° 2027/97/EC, 889/2002/EC and 261/2004/EC.
- If the outbound ticket is not used for any reason, this will automatically result in the invalidation of the inbound ticket. Round trip tickets must be kept together until the end of your holiday.
- Unused transport tickets, whether outbound or return, are non refundable. The same applies in case of theft or loss of tickets, in which case you are obliged to buy replacement tickets at your own expense.
- In case of force majeure, the carrier reserves the right to carry passengers by any other transport means of its choice with proper care, without this incurring any right of compensation for concerned passengers.
Notice: schedules and vehicle types are featured in the brochure for indicative purposes only and they are subject to changes before a contract is entered into.
- For reasons beyond our control, a change of airport may occur in Paris (Roissy CDG or Orly). Thus, our company may not be held responsible for any cost resulting from such change.
- Rebates offered by carriers, whether resulting from a commercial offer or from social benefits, are not cumulative with the Holiday Packages featured in the brochure or on the Website.
- Please note that we are unable to guarantee seating together while travelling.
- Where air transport* is included in your Holiday Package, official personal photographic identity papers or passport of each passenger, including children, whether paying or not, are required at check-in.
- Euro Disney may not be held responsible for your failure to check-in at the point of departure of your holiday, whether resulting from your own delay or no show, a delay in a pre-trip, whether by air, train or road, that was not organised by Euro Disney, or your failure to present the identification and/or proof of compliance with health requirements for your journey. In such event, 100% (one hundred percent) of the amount of your booking including transport* will be withheld.
Note: The carbon footprint of transport can be found in the transport section of the Website.

II.1.11 – Passports and visas - Health

II.1.11.1 Passports and visas:

For all holidays with Euro Disney, Irish nationals only need to hold a passport valid throughout their holiday. Nationals of other countries must contact their consulate to check whether they require any special permits or visas for France. Please seek the advice of your Consulate, the French Consulate or that of any country you intend to transit.

II.1.11.2 Health:

At the time of publication of these Booking Terms and Conditions, there are no specific health requirements for holidays to Disneyland® Paris. However, recommendations may change from time to time and we would recommend you check with your own doctor as to which inoculations the Department of Health may recommend.

For any topical question, we suggest that you contact the competent authorities.

II.1.11.3 It is your responsibility to be in possession of a valid passport or ID and visa, if applicable, and to meet any health requirement for your holiday; all damages resulting from non compliance with these requirements will be for your account only. In particular, should you be unable to use the services booked because you have failed to follow the aforementioned recommendations, we will have the right to retain cancellation charges in accordance with clause II.1.6. We advise that you allow at least one month prior to your holiday in the event that you need to have formalities carried on but only the authority in charge of such formalities can provide you with more precise information.

* Transport purchased through Euro Disney

II.2 SPECIFIC TERMS AND CONDITIONS RELATING TO SEPARATE SERVICES

Please note that only unsupervised minors who are at least 12 years old will be granted access to the Disney® Parks.

II.2.1 – Booking or order with Euro Disney directly

II.2.1.1 Booking or ordering conditions

All our Separate Services may be booked/ordered by telephone through our Central Reservation Office; most of them (in particular entrance tickets to the Disney® Parks) may also be booked/ordered on the Website.

II.2.1.1.1 Booking or order made by telephone through our Central Reservation Office:

Unless otherwise specified, your booking or order must be made at the latest fourteen (14) days prior to your expected date of visit.

II.2.1.1.2 Booking or order made on the Website:

Unless otherwise specified, bookings and orders may be placed until 12.00 P.M. (midday) GMT on the day before your anticipated date of use.

II.2.1.2 Price - Payment

Separate Services must be paid for in full in Euro at the time of booking/order, by Visa, Eurocard/Mastercard, American Express, JCB for bookings/orders made by telephone through our Central Reservation Office unless otherwise stated at time of booking/order and by any of the means of payment indicated in the booking/ordering process online for bookings/orders made on the Website.

II.2.2 – Booking or order through a travel agent

II.2.2.1 Booking or ordering conditions

Unless specified otherwise by Euro Disney or your travel agent, our Separate Services may be booked/ordered through travel agents selling Disneyland® Paris.

Unless specified otherwise, Separate Services booked/ordered by your travel agent may be booked/ordered until 12.00 P.M. (midday) GMT on the day before your anticipated date of use.

II.2.2.2 Price - Payment

Separate Services must be paid to your travel agent according to the payment terms defined by your travel agent.

II.2.3 – Reimbursement – Exchange - Cancellation

Unless otherwise specified, our Separate Services will not be refunded or exchanged.

II.2.4 Conditions relating to tickets

Unless otherwise specified at the time of booking/order, the number of tickets per booking/order is limited to 12.

II.2.4.1 Type of tickets delivered:

- When booking/ordering by telephone through our Central Reservation Office, hard tickets are for sale.
- When booking/ordering on the Website, you will be delivered either electronic vouchers ("E-Vouchers") or electronic tickets ("E-Tickets"), depending on the nature of the relevant Separate Service. You may also request hard tickets, subject to your booking/order being made at the latest fourteen (14) days prior to your expected date of visit.
- When booking/ordering through a travel agent, you will be able to book/order either E-Vouchers or E-Tickets depending on the nature of the relevant Separate Service. Your travel agent will provide these to you in that form.

E-Tickets give you direct access to the Disney® Park's turnstiles or to the entrance of the Separate Service that you have booked/ordered.

E-Vouchers must be exchanged against a hard ticket at Disneyland® Paris at the window indicated in your confirmation email or letter or designated by your travel agent.

II.2.4.2 Charges applicable to delivery of hard tickets:

Hard tickets will be delivered at the address communicated at the time of booking/order and handling fees of €3.50 per booking/order will be charged. If your hard tickets can not be sent to the address communicated to us or if you fail to inform us in due time that your hard tickets have not been received, we reserve the right to charge the above-mentioned fee for issuing and sending duplicate tickets.

II.2.4.3 Conditions of acceptance of tickets:

It is your responsibility to ensure that your tickets are free from any deterioration upon presentation on your arrival at Disneyland® Paris. E-tickets and E-Vouchers giving access to the Disney® Parks and to some other Separate Services that you have booked/ordered with Euro Disney directly may be printed on your personal printer. It is your responsibility to ensure that you hold a perfectly printed E-Ticket or E-Voucher to avoid the risk of refusal.

When booking/ordering with a travel agent, your travel agent must provide you with a perfectly printed E-Ticket or E-Voucher to avoid the risk of refusal. Any complaint or dissatisfaction you may have in relation to the use of E-Vouchers or E-Tickets must be reported directly to your travel agent.

Tickets (hard tickets, E-Vouchers and E-Tickets) that have already been used will not be accepted at Disneyland® Paris.

It is strictly prohibited to photocopy or duplicate E-Tickets and E-Vouchers.

You are required to bring the relevant E-Ticket or E-Voucher accompanied with valid photographic identity papers to access the relevant Separate Service.

Any fraud or attempt of fraud in using hard tickets, E-Vouchers or E-Tickets will result in confiscation of such.

II.2.5 – Specific conditions applicable to the sale of hotel rooms only

By way of derogation from the above, hotel rooms only are subject to booking, payment, price (in particular with respect to handling fees), alteration and cancellation terms and conditions set out in Clauses II.1.1 to II.1.4 and II.1.6.

Booking of hotel rooms only on the Website will be available after the date of publication of these booking terms and conditions. Please visit the Website to find out if that service is available at the time of your booking.