

**BOOKING TERMS AND CONDITIONS  
FOR DISNEYLAND® PARIS RUN WEEKEND**

**1. SCOPE OF APPLICATION – PROVIDER**

These booking terms and conditions (the “**Booking Terms and Conditions**”) define the conditions relating to the provision of services booked in relation to Disneyland® Paris Run Weekend event on site <https://book-run.disneylandparis.com> (the “**Website**”), as featured on the booking confirmation e-mail which will be sent to you, to the express exclusion of any holiday package (hereinafter to be referred to together as the “**Services**”). Any booking implies the full and unreserved acceptance of these Booking Terms and Conditions, which shall prevail over any other document.

The Services shall be provided by EURO DISNEY ASSOCIES S.A.S., a French Société par Actions Simplifiée having a share capital of Euro 1,185,978,998.36 and registered in the Companies’ Register of Meaux under number 397 471 822, whose registered office is situated at 1 rue de la Galmy, 77700 Chessy, France – intra-Community VAT number FR07397471822 (hereinafter “**Euro Disney**”). It is specified that the provision of the Services shall come under an independent transaction and shall not form part of any tourist package booked elsewhere with any entity of Disneyland® Paris.

**2. BOOKING CONDITIONS AND FORMATION OF THE AGREEMENT**

All bookings are subject to availability and may be made during the booking period indicated on the Website.

All booking shall be made on the Website.

Unless otherwise specified, a booking is limited to a maximum of 12 persons.

Please note that only unsupervised minors who are at least 12 years old will be granted access to the Disney® Parks and that minimum age requirements apply for participation to the races.

The contract is formed after completion of the booking process as soon as a booking number has been assigned to you. However, the booking only becomes final after full payment has effectively been made.

The contract is binding on all members of the party identified in the booking who accept without reservation these Booking Terms and Conditions. It is the responsibility of the person making the booking to ensure that all members of the party, including children, are aware of and accept all of these obligations.

**3. PRICE**

The prices communicated in the booking shall correspond to the total tax-inclusive prices of the Services. These shall be the prices in force on the day of booking which shall, from that time, be firm and definitive. The prices will be expressed in euros.

A handling fee for the processing of your booking in the amount of €2.50 per booking applies and is payable at the same time as the Services.

Prices for children are determined based on the children’s age on their arrival at Disneyland® Paris. You may be asked to provide the date of birth of any children in your party at the time of booking and to provide a proof of such at the time of booking or upon arrival at Disneyland® Paris.

**4. TERMS OF PAYMENT**

Irrespective of the booking date, the full payment of the price shall be made in euros at the time of booking, using any of the means of payment indicated in the booking process on the Website.

For payment by bank card, you shall be solely liable for any charges on bank card transactions which might arise from exchange rate variations or other reasons.

If payment is not made, or if payment is not made within the stated timeframes, Euro Disney shall reserve the right to cancel your booking and to deny access to the Services. Any person making a booking on behalf of a third party will be held jointly and severally responsible for the total cost of the booking.

**5. ABSENCE OF RIGHT OF WITHDRAWAL**

In accordance with the applicable regulations, we inform you that you shall have no right of withdrawal in respect of the remote booking of accommodation, transport, catering or leisure activity services which must be provided on a specific date or for a specific period. Consequently, you shall have no right of withdrawal for the Services offered within the scope of these Booking Terms and Conditions.

**6. REIMBURSEMENT – EXCHANGE - CANCELLATION**

Unless otherwise specified, all Services booked pursuant to these Booking Terms and Conditions are non-exchangeable, non-refundable and non-transferable to any other person.

**7. SPECIAL REQUESTS**

Any special requests should be indicated at the time of booking. Whilst Euro Disney will use reasonable endeavours to accommodate such requests, they are not guaranteed or confirmed unless specifically stated in writing. In some cases, an extra charge may be payable. In such event, you will be informed of the amount of that extra charge and asked to pay it in full immediately.

If any member of your party has restricted mobility, disabilities, special needs or care requirements, this should be specified before booking so that a full assessment can be made.

**8. CONDITIONS RELATING TO TICKETS**

When booking on the Website, you will be delivered either electronic vouchers (“E-Vouchers”) or electronic tickets (“E-Tickets”), depending on the nature of the Service booked. E-Tickets give direct access to the Disney® Parks turnstiles or to the entrance of the Service booked. E-Vouchers must be exchanged against a hard ticket at Disneyland® Paris at the window indicated in the booking confirmation.

It is your responsibility to ensure that tickets are free from any deterioration upon

presentation on arrival at Disneyland® Paris. E-tickets and E-Vouchers giving access to the Disney® Parks and to some other Services may be printed on your personal printer. You are responsible to ensure that you hold a perfectly printed E-Ticket or E-Voucher to avoid the risk of refusal.

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 Services booked.

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

**9. RIGHTS OF OWNERSHIP**

Under these Booking Terms and Conditions, it shall be understood that you shall acquire no right of ownership or right of use on the names, denominations, signs, emblems, logos, marks, other copyrights or industrial property rights belonging to the company Euro Disney, to Disney Enterprises, Inc. or to one of their subsidiary or affiliated companies, irrespective of the context or intended use and particularly for advertising or promotional purposes.

You may not include the Services provided by Euro Disney in any package, set or group of services which might, as appraised by Euro Disney, harm the image of Disneyland® Paris and the Services being provided for your personal and private use. You shall undertake not to remit or offer them in any way as part of a promotional gift, prize or draw.

**10. PERSONAL INFORMATION**

In the event personal information relating to you or the other recipients of the Services have been collected in the context of their booking, please note that you have various rights including a right to request clarification about the conditions of the processing of your personal information, request access to, rectify, or, under specific conditions, remove your personal information, request limitation or object to their processing, or change your marketing preferences (including withdrawing your consent at any time), by writing to [contact@disney.com](mailto:contact@disney.com).

Euro Disney’s Data Protection Officer can be contacted by emailing: [dataprotection@disney.co.uk](mailto:dataprotection@disney.co.uk).

You have the right to lodge a complaint with the UK Information Commissioner’s Office: <https://ico.org.uk/for-the-public>.

For more information about Disney’s data collection and use practices, please read Disney’s Privacy Policy at <http://www.disneylandparis.co.uk/>.

You represent and warrant that you have informed the other recipients of the booked Services of the processing of their personal information in the context of your booking and have collected their consent in that regard.

**11. RESPONSIBILITY**

You and all the participants benefitting from the Services shall undertake to respect these Booking Terms and Conditions, all the internal rules in force at Disneyland® Paris, which can be viewed on the [www.disneylandparis.com](http://www.disneylandparis.com) website, as well as all the instructions and recommendations relating to the Services, as featured on the Website, on the [www.disneylandparis.com](http://www.disneylandparis.com) website and on any other document issued by Euro Disney, and to behave respectfully and courteously during your stay at Disneyland® Paris. If your conduct, or that of one of the participants benefitting from the Services, is likely to cause any harm, danger or trouble for one of our employees, our sub-contractors, our agents, our Guests or the general public, we shall reserve the right, at our discretion, to terminate the Services at any time. In this case, you may not claim any refund or compensation for the early termination of the Services, and we shall reserve the right to claim the reimbursement of the costs resulting from this conduct, both for ourselves and third parties

**12. COMPLAINTS**

Any complaint relating to the provision or execution of the Services shall be made as soon as possible to the service provider concerned so that a solution may be found as quickly as possible. If no solution is found on the spot, you are required to inform us without undue delay taking into account the circumstances of the case. Failure to notify a lack of conformity in accordance with the aforementioned conditions may be taken into account when determining the appropriate price reduction or compensation for damages where such notice would have avoided or reduced the damage suffered. The complaint shall be made in a manner appropriate to ensure that evidence of the event giving rise to the dispute is retained.

Without prejudice to any right of recourse, complaints or dissatisfactions that could not be reported immediately or that were not remedied in a satisfactory manner must be reported at the earliest opportunity and in any case:

- prior to the start of the Services for complaints or dissatisfactions arising prior to Services being provided to: [dlp.run.info@disney.com](mailto:dlp.run.info@disney.com),
- within one month from the return from Disneyland® Paris for complaints or dissatisfactions arising at Disneyland® Paris, 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: [dlp.guest.communication@disney.com](mailto:dlp.guest.communication@disney.com).

Your complaint must include details of your dissatisfaction and your booking references. You must respect the personal and confidential nature of any correspondence between us.

In the event of claim that has not been satisfactorily settled with Euro Disney 45 days following the 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>. You may also check the platform made accessible by the European Commission for the resolution of disputes relating to online

transactions at the following address: <http://ec.europa.eu/odr/>.

**13. APPLICABLE LAW – COMPETENT JURISDICTION**

These Booking Terms and Conditions, and more generally the conditions of provision of the Services, shall be governed by French law.

Unless stated otherwise, the resolution of any dispute which cannot be settled amicably shall fall to the competent courts of Paris.