BOOKING TERMS AND CONDITIONS

I. GENERAL TERMS AND CONDITIONS

I.1 Application of these booking terms and conditions

These booking terms and conditions apply to all accommodation and leisure services available at Disneyland® Paris and offered for sale to individual clients (hereinafter "**you**" or the "**client(s)**") online on the https://www.disneylandparis.com/en-ie/ website (the "**Website**") and by telephone with Disneyland® Paris' Client Relation Center (the "**Client Relation Center**"), as well as via travel agents or ticket operators depending on the services concerned, with the exception of Disneyland Passes, which are subject to specific subscription conditions (hereinafter the "**Services**").

The General Terms and Conditions apply to any Service booked.
The Specific Terms and Conditions relating to the sale of Packages apply to any combination of accommodation and at least one other holiday service, such as a visit to the Disney® Parks (Disneyland® Park and/or Disney Adventure World®), provided that it is carried out under the conditions specified in Article 3 (2) of Directive 2015/2302 of 25 November 2015 as transposed into national law (the "**Directive**") (hereinafter "**Package**"). They also apply to all Services booked in advance as part of a Package, whether they are Services included in the initial Package or Services booked separately to be provided as part of the Package.
The Specific Conditions relating to the sale of Separate Services apply to any Services booked or ordered separately from a Package, such as entrance tickets to the Disney® Parks, shows, dining services, special events or standalone hotel room nights ("**Separate Services**").

I.2 General information

Any booking of our Services is subject to availability and all non-dated Services including access to the Disney® Parks require advance reservation for your chosen date(s) in the Disney® Parks. Therefore, in the event that your ticket or voucher for the Disney® Parks does not specify an attendance date, you will only be granted access upon presentation of a valid reservation for the chosen date together with the ticket referenced on that reservation. Advance reservations can be made at the following address: https://www.disneylandparis.com/en-ie/register-tickets/, or by contacting our Client Relation Center. No reservation is required if you have booked a Package or Separate Services including Disney® Parks access on a specific date or on specific dates.
Where a ticket is issued personally (i.e. in your name) to access any of the Services, you are required to present the relevant ticket accompanied, on demand, with valid photographic identity papers bearing the same name to access the relevant Service. In the event of a fraud or an attempt at fraud in using any type of ticket, we reserve the right to confiscate such and to deny access to the considered Service without liability or indemnity.
It is specified that some experiences, events, shows, attractions, entertainment, restaurants, shops and ancillary facilities may operate on a seasonal basis or may be closed, delayed, modified, unavailable or cancelled without notice and without giving rise to any compensation.
For safety reasons, some attractions are subject to height and physical condition restrictions (including, but not limited to: pregnant women, heart conditions, back or spinal problems, cardiac prostheses/pacemakers, motion sickness, guests with reduced mobility, and guests wearing a neck brace). You are invited to check the restrictions applicable to each attraction at its entrance.
Moreover, we have described hotels featured in our various communication materials as precisely as possible. However, listed facilities and/or services may be temporarily closed for maintenance and/or improvement reasons arising after the publication of our communication materials. Dynamic materials, such as the Website, are regularly updated and we invite you to consult them for the most recent information.
Information concerning minors: Only unsupervised minors who are at least 12 years old will be granted access to the Disney® Parks and unsupervised minors (under 18) are not authorised to stay in our hotels.
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 Client Relation Center.

I.3 Cooling off period

In accordance with applicable regulations, the cooling off period provided for under Directive 2011/83 of 25 October 2011 on consumer rights does not apply to distance bookings for "the provision of accommodation services other than for residential purposes, transport of goods, car rental services, catering or services related to leisure activities if the contract provides for a specific date or period of performance". Consequently, the Services offered under these booking terms and conditions may only be cancelled in accordance with the conditions described herein, with the exception of undated tickets, which benefit from the cancellation rights described below.
Where you purchase an undated ticket granting access to the Disney® Parks by distance means, you have the right to cancel the contract within fourteen (14) days from the date on which the contract is concluded, in accordance with the terms of Directive 2011/83 of 25 October 2011 on consumer rights.
This right may be exercised either directly with Euro Disney or, for bookings made through a travel agent or ticketing agent, with the relevant travel agent or ticketing agent. You are not required to give any reason for your decision to cancel, provided that you exercise this right before the expiry of the cancellation period. Cancellation may be effected by using the cancellation form made available in the appendix, by making any other clear and unambiguous statement of your decision to cancel, or, for bookings made through the Website, by using the online cancellation process available on the Website.

I.4 Your obligations

The contract is binding on all members of the party identified in the booking who accept these booking terms and conditions without reserve.

You and all members of your party undertake to comply with these booking terms and conditions, as well as all internal rules in force at Disneyland® Paris (in particular the rules and regulations accessible on the Website) and all instructions or notices relating to our Services set forth on the Website or in any other document issued by Euro Disney. You and all members of your party must conduct yourselves in a respectful and courteous manner while travelling, visiting, staying at Disneyland® Paris. We reserve the right at our discretion to terminate your visit, stay or 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, our clients or the general public. In these circumstances, you are not entitled to any refund or compensation for the early termination of the Services and we reserve the right to claim compensation from you, including for any costs incurred by any third party or us as a result of said behaviour.
It is the responsibility of the person in whose name the booking is made to ensure that all participants, including children, are aware of and accept these conditions and obligations.

I.5 Customer service - Complaints

Any lack of conformity perceived on the spot should be reported immediately to the concerned service provider so that a solution can be found instantly. If no solution is found on the spot, you are required to inform Euro Disney, your travel agent or your ticket operator, as the case may be, 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.
Any such complaint must be made in an appropriate manner allowing conservation of proof of the fact or event at the origin of your complaint, stating the details of your dissatisfaction, the date of travel, stay or visit and your reservation number.
The complaints made to Euro Disney must be notified by a person aged 18 or older mentioned on the booking confirmation by any means allowing an acknowledgement of receipt as follows:
- for complaints arising prior to the start of your holiday, stay or visit using the contact details specified in clause II.1.3,
- for complaints arising after your holiday, stay or visit to Disneyland® Paris: to Disneyland® Paris' Guest Communication Department, by post to the following address: Disneyland Paris, Guest Communication Department, P.O Box. 100, 77777 Marne-La-Vallée Cedex 4, France, electronically by completing the contact form available on the Website or by email to the following address: dlp.guest.communication@disneylandparis.com.

Please note that you are required to respect the private and confidential nature of any such correspondence.
In the event that no satisfactory solution has been found 60 days following your complaint, you may refer to the French ombudsman for the holiday and travel sector (Médiation Tourisme et Voyage), whose contact details and procedure of referral are available on its website: http://www.mtv.travel.

I.6 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, Disney Enterprises Inc. or any one of their subsidiaries or affiliated companies.
You may not include the Services as part of any other services, batch or group or services comprising services which are likely in Euro Disney's reasonable opinion to harm the Disney® image. You are not authorised to advertise, use, give or resell the 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 the express advance written permission of Euro Disney.

I.7 Personal information

The personal information that you provide in relation to your booking and your stay or visit, whether when booking directly on the Website or with our Client Relation Center or through a travel agent or ticket operator, is collected and processed by Euro Disney Vacances S.A.S., with registered offices at 1 rond-point d'Isigny, 77700 Chessy, France, as Controller, for contract performance purposes, in order to manage your booking and provide you with the Services requested. It may also be used to protect your vital interests and those of your party if necessary, to comply with our legal obligations or to defend our rights, and to fulfil our legitimate interests such as services development and improvement, business analytics, management of travel agent incentives or fraud prevention and detection of illegal activities. In this context, we may share your personal information with Euro Disney Associés S.A.S., which is the operating company of Disneyland® Paris, also having its registered offices at 1 rond-point d'Isigny, 77700 Chessy, France, and/or share with The Walt Disney Company Limited for business analytics and the management of travel agent incentives or with third-party partners, such as ground transportation providers, third-party hotels or restaurants, and travel insurance providers, all of whom process personal information as independent controllers. Please note, the provision of this information is compulsory; should you object thereto, Euro Disney would not be able to take your booking request.

For non-French citizens, we inform you that some personal information collected in the context of your booking may be used for the purpose of filling in the registration form that is legally required upon checking in guests from abroad at the hotel.
In the event personal information relating to other party members or guests of the booked Services have been collected in the context of your booking, you represent and warrant that you have informed such individuals of the processing of their personal information as stated herein and that you have obtained their permission.
When necessary, personal information will be shared with vendors performing services on our behalf and under our instructions.
For the purposes described above, we may transfer personal information to recipients located outside the European Union, in countries that do not offer the same level of data protection as in the European Union, after taking steps to safeguard your personal information. These steps may include implementing the model clauses approved by the European Commission.
Personal information is kept for a maximum of the applicable statutory limitation period or period required to comply with our legal obligations, whichever is the later.
You have a number of rights including the right to request access to, change, or remove your personal data – Please email dlp-donneesperso-guest@disney.com to exercise those rights.
You may object to the activities based on our legitimate interest at any time by contacting us as indicated above, but we might continue processing if we have compelling interests that override your objections.
The Data Protection Officer can be contacted by email: emea.dataprotection@disney.com.
You have the right to lodge a complaint with the French Data Protection Authority (CNIL) or your local Data Protection Authority.
For more information about Disney's data collection and use practices please read Disney's Privacy Policy at https://privacy.thewaltdisneycompany.com/en/current-privacy-policy/.

I.8 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.
However, if the client is a resident of another country to which Euro Disney directs its commercial activities (France, United Kingdom, Belgium, Netherlands, Germany, Austria, Switzerland, Spain, Portugal, Italy, Denmark on the date of publication of these booking terms and conditions), the application of Irish law does not prevent the client from availing him-/herself of the mandatory provisions of his/her country of residence or from submitting any dispute to the courts of his/her country of residence.
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 Booking Terms and Conditions.

II. SPECIFIC TERMS AND CONDITIONS

II.1 SPECIFIC TERMS AND CONDITIONS RELATING TO THE SALE OF PACKAGES

The combination of travel services offered to you in this section II.1 is a package within the meaning of Directive (EU) 2015/2302. Therefore, you will benefit from all EU rights applying to packages. The organiser will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, the organiser has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

The essential rights provided for by Directive (EU) 2015/2302 are presented in the information notice relating to Packages appearing following these booking terms and conditions.

II.1.1 – Identification and contact details of the organiser and, where applicable, the retailer:

II.1.1 Identification and contact details of the organiser and retailer as appropriate:
Identification of the organiser and retailer as appropriate:

- If booking on the Website or with the Client Relation Center: The organiser of the Package is Euro Disney Vacances S.A.S. and the package travel contract is concluded directly with Euro Disney Vacances S.A.S.
- If booking through a travel agent: Euro Disney Vacances S.A.S. will act as organiser and the travel agent will act as retailer when the Package consists solely of travel services offered by Euro Disney Vacances S.A.S.. In the event that the travel agent combines the Services offered for sale by Euro Disney Vacances S.A.S. with other travel services within the meaning of the Directive, e.g. transport, the travel agent shall be considered to be the organiser of the Package and shall be solely responsible for the consequences thereof towards clients.

Contact details of the organiser and retailer as the case may be:

- When the organiser is Euro Disney: Euro Disney Vacances SAS ("Euro Disney") has its registered office at 1 Rond-point d'Isigny, 77700 Chessy, France. It is registered with the French Travel and Holiday Companies' Registry under number IM077100030.
- When the booking is made through a travel agent: Your travel agent will let you know whether it acts as an organiser or a retailer and will provide you with its contact details.

II.1.2 Guarantees

In order to protect you against the risk of insolvency when acting as organiser of the Package, Euro Disney has taken out insolvency protection in accordance with applicable regulations with APST - Association Professionnelle de Solidarité du Tourisme, 87-89 rue La Boétie, 75008 Paris, France.
When your travel agent acts as an organiser, it will communicate directly to you the name and contact details of its guarantor.

II.1.3 Contacts

- To contact Euro Disney

By telephone:

- Before booking: 01 605 83 83 (National call rates apply)
- After booking: See phone number indicated on your booking confirmation

By post: Disneyland® Paris, B.P 105, Guest Care Department, 77777 Marne-La-Vallée Cedex 4, France
Electronically: by completing the contact form available on the Website
These details may be used when Euro Disney acts as the organiser of the Package. When the organiser is your travel agent, we invite you to contact your travel agent directly using the contact details provided to you.

- Contacts on site

In all cases where you need assistance or an on-site contact point, you can contact the Reception Desk of your hotel or visit our Guest Relations Centres in the Disneyland® Park or in the Disney Adventure World® Park.

II.1.4 Booking conditions

II.1.4.1 Packages can be booked either directly with Euro Disney by telephone with its Client Relation Center or, for most of the Services, online on the Website, or through a travel agent distributing Disneyland® Paris Services.
The contract is formed after completion of the booking process as soon as a reservation number has been assigned to you.

II.1.4.2 All Package bookings are subject to availability and, unless otherwise specified, may be made with the Client Relation Center until 12pm (noon) Paris time the day before the start of the Package (12pm Paris time on Friday for Packages starting on Sundays and Mondays) or on the Website until 11.59pm Paris time two days before the start of the Package.

II.1.4.3 All bookings shall give rise to a booking confirmation showing the main characteristics of the package booked. It is your responsibility to verify upon receipt that the elements contained in said booking confirmation conform with your request and to immediately report any irregularity, either to Euro Disney using the contact details indicated in clause II.1.3 for bookings made directly with Euro Disney, or to your travel agent for bookings made through a travel agent. You are also invited to notify any failure to receive a booking confirmation within 5 days of booking.

II.1.5 Prices

II.1.5.1 Prices – Alteration of Prices
We reserve the right to amend our prices at any time before booking, subject to your being advised of the total cost prior to booking.
The price of your Package may be increased after you have booked where increase is the direct consequence of changes in taxes included in the Package price and you are informed thereof no later than 20 days prior to the start of the Package. If the increase is more than 8% of the total Package price, you will have the option to pay the additional amount or to cancel your booking without cost in accordance with the second paragraph of clause II.1.8.
You are entitled to a price reduction should the Package price go down as a result of a reduction in taxes.
II.1.5.2 Prices for children:
Prices for children (from 3 to 11 inclusive on the start date of the Package) exclusively apply where children share a room with one or several adults.
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.
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 or on your arrival at Disneyland® Paris.

II.1.5.3 • Handling fee on your holiday:
Except where provided otherwise for your booking, bookings made with Euro Disney give rise to a handling fee of 29 euros per booking.
Online bookings via the Website, are limited to two rooms per booking.
Booking made by telephone with our Client Relation Center, can include a maximum of three rooms and 12 persons (including children aged 0-11) per booking.
We reserve the right to revise the handling fee at any time prior to booking subject to informing you of the applicable amount.
Where a handling fee is charged, it is non-refundable in the event of cancellation by you in compliance with clause II.1.9.

II.1.6 Payment Terms

II.1.6.1 Bookings made directly with Euro Disney:
II.1.6.1.1 Bookings made more than thirty (30) days before the start of the Package: Unless you choose to pay the full amount of your booking at

the time of booking or different terms are communicated to you at time of booking, the following conditions apply:
- Deposit:
A deposit of fifteen per cent (15%) of the total cost of your booking (excluding handling fee, which is payable in full immediately and local tax, which is payable as part of the balance) 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 the start of the Package. If you book on the Website, you can pay the outstanding balance before or on the due date by logging onto the Website. For bookings with the Client Relation Center, you can pay the outstanding balance before or on the due date either by calling our Client Relation Center or by logging onto the website. **IN ALL CASES YOU ARE RESPONSIBLE FOR CHECKING THAT THE BALANCE HAS BEEN PAID BY THE DUE DATE TO AVOID ANY RISK OF YOUR BOOKING BEING AUTOMATICALLY CANCELLED.**
Please be advised that you have the option, once the deposit is paid, of paying the balance in up to 5 instalments, provided payment of the deposit and instalments are made using the same credit card (see accepted cards under clause II.1.6.1.3). When choosing this option, you may decide when to make each payment and what amount to pay per instalment, provided the balance is paid in full no later than thirty (30) days before the start of the Package (unless expressly provided otherwise). You shall contact our Client Relation Center or check the procedure for Website bookings to make each payment.
II.1.6.1.2. Unless provided otherwise at time of booking, bookings made within thirty (30) days before the start of the Package must be paid in full immediately at the time of booking, **except for bookings made by telephone with our Client Relation Center within ten (10) days before the start of the Package. In that case 15% of the price of the booking will be payable with our Client Relation Center at the time of booking by credit card (see accepted cards under clause II.1.6.1.3) and the remaining balance must be paid in a secured electronic way on the Website via "My Account" section within 24 hours of completing the booking with us, provided this is no later than 4pm (Paris time) on the day prior to the start of the Package (4pm Paris time on Friday for Packages starting on Sundays and Mondays)**. **In all cases where a booking is made within ten (10) days prior to the start date of the Package via the Website or the Client Relation Centre, you may be required, upon arrival at Disneyland® Paris, to present the physical payment card used to make the booking, or, where payment was made using a virtual payment card, evidence establishing that you are the cardholder (evidence presented on a smartphone is accepted).**
Failure to provide such proof may result in the Services being withheld or refused.
II.1.6.1.3 Currency and payment means:
All amounts are payable in Euro.
Bookings made by telephone with our Client Relation Center are required to be paid by credit card (Visa, Eurocard/Mastercard, American Express) unless otherwise stated at the time of booking. Money orders, payment by bank transfer and cheques are not accepted.
Bookings made on the Website may be paid by any of the means of payment indicated in the booking process.
II.1.6.2 Bookings made with your travel agent:
Payment terms defined by your travel agent apply. Please contact your travel agent.
II.1.6.3 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. Except where provided otherwise, in particular in clause II.1.6.1.1, credit and debit cards will be authorised and charged to your account the same day or next working day. It is your responsibility to make sure that the payment has gone through. No receipt will be sent.
II.1.6.4 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.
II.1.6.5 Consequences of a payment default:
In case of failure to pay on time, we reserve the right to cancel your booking and, as the case may be, tickets already issued. In such case, charges calculated on the basis of the relevant cancellation fees as provided for in clause II.1.9.may be applied.

II.1.7 Alterations by you

II.1.7.1 Bookings made directly with Euro Disney may be altered through our Client Relation Center using the contact details provided in clause II.1.3. In some cases, you may be required to confirm your request for alteration in writing to allow for it to be processed. Only limited alterations are available online on the Website; please check the Website using your booking number.
Bookings made through a travel agent may only be altered by contacting that travel agent.
Only the person in whose name the booking is made, or the person to whom a booking has been transferred in compliance with clause II.1.13, is authorised to request an alteration of the booking.
In all cases, a new booking confirmation will be issued showing all alterations performed. It is your responsibility to check upon receipt that all information contained in the booking confirmation is correct and to report any error immediately either to Euro Disney by means of the contact details indicated in clause II.1.3 for bookings made directly with Euro Disney, or to your travel agent for bookings made through a travel agent. You are also invited to notify any failure to receive an amendment to the booking confirmation within 5 days of the amendment request.
II.1.7.2 Subject to availability, you may change your booking at any time until the start of the Package[1].
Any Service that you would request to be modified or added will be charged at the rate in effect on the date the modification or addition is made, it being specified that the price of the unchanged elements of the booking will not be affected. No alteration fee applies to the addition of services irrespective of the date the request is made. In other cases, except where different terms are expressly specified by Euro Disney or your travel agent in writing, the applicable fees are indicated in the table below:

Type of alteration	**Alteration fee depending on time of alteration request**			
	From date of booking to 31 days prior to the start of the Package[1]	From 30 days to 8 days prior to the start of the Package[1]	From 7 days to 3 days prior to the start of the Package[1]	From 2 days prior to the start of the Package[1]
Exchange[2] of the Package booked for an equal or higher value Package	No alteration fee			
Exchange[2] of the Package booked for a lower value Package	No alteration fee	€100 per booking		100% of total price of booking

[1] Start date of the Package not included
[2] An exchange of 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 Services, to the exclusion of addition of Services.

II.1.7.3 Any alteration other than those stipulated hereinabove will be considered as a cancellation and subject to cancellation charges in accordance with clause II.1.9.
II.1.7.4. The price of your holiday may increase as a result of any alteration you request and which we have 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 where the alteration is made (see clause II.1.6 for means of payment that are available depending on the channel used for processing your alteration request).
II.1.7.5 Special offers that may be launched from time to time will only be valid for new bookings (depending on the specific terms and conditions of such offers) and cannot be applied to an existing booking.

II.1.8 Alterations at the initiative of the organiser

In accordance with Article 11 (1) of the Directive, the organiser may make insignificant changes to the elements and conditions of the contract up to the start date of the Package, provided that you are clearly, comprehensibly and visibly informed on a durable medium.
If the organiser is obliged to make significant alterations to one or more of the main features of the Package booked, you can either accept the proposed alteration or cancel the contract without cost. The deadline within which you must communicate your decision will be specified in the notification of the modified elements.

II.1.9 – Cancellation by you

You may cancel the contract at any time before the start of the Package by paying the cancellation fee depending on the cancellation date stipulated herein below.
Any cancellation of a booking made directly with Euro Disney must be made with the Client Relation Center using the contact details indicated in clause II.1.3. No cancellation can be made online on the Website. In some cases, you may be required to confirm your cancellation in writing to allow for it to be processed.
Bookings made through a travel agent may only be cancelled by contacting that travel agent.
Only the person in whose name the booking is made, or the person to whom the booking has been transferred in accordance with clause II.1.13, is entitled to request a cancellation of the booking.
In all cases, a written confirmation of your cancellation will be sent to you. It is your responsibility to check upon receipt that all information contained in the cancellation confirmation is correct and to report any error to Euro Disney using the contact details provided in clause II.1.1.3, or to your travel agent as the case may be. You are also invited to notify any failure to receive a cancellation confirmation within 5 days of the cancellation.
II.1.9.1 Except where different terms are expressly specified by Euro Disney or your travel agent in writing, the cancellation charges detailed below will apply to any cancellation of a booking:

Cancellation charges depending on time of cancellation			
From date of booking to 31 days prior to the start[1]	From 30 days to 8 days prior to the start[1]	From 7 days to 3 days prior to the start[1]	From 2 days prior to the start & no show
15% of total price of booking[2]	25% of total price of booking[2]	75% of total price of booking[2]	100% of total price of booking[2]

[1] Start date of the Package not included
[2] Without prejudice to your right to request a refund of taxes based on actual use of the services (e.g. local taxes) in the event of cancellation

II.1.9.2 In the event of a cancellation by you, you remain liable to pay the handling fees provided for in clause II.1.5.3.
II.1.9.3 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, if any, will be invoiced and must be paid by you immediately, using one of the means of payment available where the cancellation is made (see clause II.1.6 for means of payment available depending on the booking channel used).

II.1.10– Cancellation by us

The organiser (Euro Disney or your travel agent as the case may be - see clause II.1.1) may cancel your booking and in this case will proceed to the full refund of any payment made, as well as to the payment of appropriate additional compensation in consideration of any damage resulting therefrom. However, no compensation will be due in the event that the cancellation results from an impediment caused by exceptional and unavoidable circumstances and that you have been notified thereof as soon as possible before the start of the Package.

II.1.11 Refunds

Any refund following a cancellation will be made within 14 days following the date of cancellation.
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).

II.1.12 – Interruption of holiday and unused Services

No reimbursements will be issued for any part of the holiday or Service that is interrupted or could not be used for reasons that are attributable to you, without prejudice to your right to request a refund of taxes based on actual use of the Services (e.g. local taxes) where you have not used the corresponding Services.

II.1.13 Transfer of the contract

Before the start of the Package, you (or a person accompanying you) may transfer your booking to another person who complies with all the conditions applicable to that contract, provided that you notify your decision to Euro Disney or your travel agent, depending on whether you have booked with Euro Disney or a travel agent, on a durable medium no later than 7 days before the start of the Package, indicating the following:

- your last name, first name and address
- the last name, first name and address of the third party replacing you
- the start date of the holiday or stay, as well as the duration of the holiday or stay
- your booking number and copy of your booking confirmation

Upon receipt of this notification, a new booking confirmation will be sent to the third party replacing you.
You and the third party replacing you will be jointly and severally liable for the payment of the full price of the booking, as well as for any additional costs, fees or other charges incurred by the transfer (e.g. postage costs, etc.) subject to you being informed of these costs, fees and additional costs and their amount having been justified to you.

II.1.14 – Insurance

At the time of issuance of these Booking Terms and Conditions, Euro Disney does not offer the opportunity to take out insurance cover to residents of the Republic of Ireland. It is your responsibility to take out before travelling insurance suitable for your needs for the entire duration of your Package.

II.1.15 – Passport and visa requirements – Health formalities

Nationals of a Member state of the European Union, of a state party to the Agreement on the European Economic Area and Swiss nationals need to hold a passport or national identity card valid throughout their holiday to travel or visit under one of our Packages.
Nationals of other countries may be subject to other police formalities depending on their nationality; we strongly recommend that they check – prior to making their booking – any formalities applicable to them depending on their personal situation (nationality, place of residence, country visited, etc.) by logging onto the France-Visas website, which is accessible in several languages through the following address: https://france-visas.gouv.fr/. It is their responsibility to comply with these formalities, if applicable, and any damage resulting from non-compliance with these requirements will be for their sole account. In particular, should they be unable to use the Services booked because they have failed to comply with the aforementioned requirements, we reserve the right to retain cancellation charges in accordance with clause II.1.9. We advise that they generally allow at least 6 to 8 weeks prior to the start of the holiday in the event that they need to have such formalities carried out but more specific information depending on their particular situation should be consulted on the website mentioned hereinabove.
At the time of publication of these booking terms and conditions, the French authorities do not impose any particular health requirements for entry into France. However we recommend that you check any update that may be published before the start of your holiday or stay by visiting the website of the French Office of Foreign Affairs (available in several languages): https://www.diplomatie.gouv.fr/en/coming-to-france/.

II.1.16 Persons with reduced mobility and special needs

Holidays or stays at Disneyland® Paris are generally suitable for persons with reduced mobility and various services are made available to meet the special needs of our clients. However, certain activities and attractions at Disneyland® Paris are subject to physical restrictions. For more information, please consult the "Guest with Disabilities" section of the Website.
In any case, if one of the participants to the holiday or stay suffers from mobility problems, from a disability or requires special care, please inform us, or your travel agent, before making your booking so that it can be determined with you to what extent it is possible to address them. We will do our best to accommodate special requests notified at the time of booking but these cannot be guaranteed unless they are specified in writing on your booking confirmation. In some cases, special requests may result in additional costs that will be communicated to you.

II.1.17 Responsibility and obligations of the organiser

II.1.17.1 Responsibility:
The organiser is responsible for the proper performance of all travel services included in the contract irrespective of whether these services are to be performed by the organiser itself or by other travel suppliers.

It is specified that the organiser benefits from the limits of liability laid down by international conventions limiting the conditions under which compensation is due by a service provider providing a package travel service. In other cases where the organiser is required to indemnify you under these booking terms and conditions due to non-compliance, the compensation paid will be limited to three times the Package price, except for personal injury and damage caused intentionally or out of negligence.

II.1.17.2 Obligations
The organiser is obliged to provide appropriate assistance to the client in difficulty without undue delay, in particular by:

- providing appropriate information on health services, local authorities and consular assistance (where appropriate), and
- assisting the client to make distance communications and helping the client to find alternative travel arrangements.

If the difficulty is caused intentionally by the client or through the client's negligence, the client may be charged for this assistance at a reasonable price that does not exceed the actual costs incurred by the organiser.

II.2 SPECIFIC TERMS AND CONDITIONS RELATING TO THE SALE OF SEPARATE SERVICES

Separate Services booked/ordered on the basis of these booking terms and conditions, which are booked/ordered directly from Euro Disney or through a travel agent or a ticket operator, are offered for sale subject to availability by Euro Disney Vacances S.A.S. whose details are given in clause II.1.1.

II.2.1 – Sale of standalone hotel room nights

The provisions of section II.1 relating to Packages are also applicable to standalone hotel room nights, excluding the introductory paragraph and clauses II.1.1, II.1.2, II.1.13 and II.1.17.
As of the date of publication of these booking terms and conditions, standalone room nights can be booked directly with Euro Disney by phone through our Client Relation Center; to find out if this service is available on the Website on the date of your booking, please consult the Website. Only some travel agents offer for sale our standalone hotel room nights.

II.2.2 Sale of Separate Services other than Standalone hotel room nights

II.2.2.1 Booking or ordering conditions

- Through Euro Disney:

Unless otherwise specified, our Separate Services may be booked/ordered by telephone through our Client Relation Center until fourteen (14) days prior to your expected date of visit; most of them (in particular entrance tickets to the Disney® Parks) may also be booked/ordered on the Website, unless specified otherwise, until the date of use. Unless stated otherwise at the time of booking/order, the number of tickets per booking/order is limited to 12 tickets.

- Through a travel agent or a ticket operator:

Our Separate Services may be booked/ordered through travel agents or ticket operators selling Disneyland® Paris (depending on the offer available from them). Unless specified otherwise, the booking/order of Separate Services through a travel agent or a ticket operator may be made until the day before the date of use.
The contract is formed after completion of the booking process as soon as a reservation number has been assigned to you but the booking becomes final only when the full price has been paid.

II.2.2.2 –Payment conditions
With Euro Disney, Separate Services must be paid for in full in Euro at the time of booking/order. Payments through the Client Relation Center may be made by Visa, Eurocard/Mastercard, American Express (unless otherwise stated at time of booking/order) and payments made on the Website may be made by any of the means of payment indicated on the online booking/ordering process.
For bookings/orders made with a travel agent or a ticket operator, their payment terms apply. Please enquire with them.
Any default or incident regarding payment may give rise to the cancellation of the booking/order, and if necessary tickets, without compensation.

II.2.2.3 – Reimbursement – Exchange - Cancellation
Unless otherwise specified, our Separate Services may not be refunded, taken back or exchanged, in whole or in part, once booked or ordered. Unless special terms apply, dated park tickets may be cancelled subject to the terms specified at the time of booking (at the time of issuance of these Booking Terms and Conditions they can be cancelled and are refundable in full up to 3 days before the date of visit indicated on the ticket, including the date of visit).

II.2.2.4 - Responsibility
Euro Disney, as well as your travel agent or ticket operator, if applicable, provide the Separate Services as intermediaries for the service provider that performs such services and are therefore only liable for the proper delivery of the tickets giving access to the Separate Services in accordance with the commitments made herein.
In the event of a problem relating to the performance of the Separate Services by the service provider concerned, you are required to contact the latter directly, in particular Euro Disney Associés S.C.A. for the operation of Disneyland® Paris.

II.2.2.5 - Provisions relating to tickets
II.2.2.5.1 Type of tickets delivered:

- When booking/ordering by telephone through our Client Relation Center, hard tickets are available for sale.
- When booking/ordering on the Website, you will be delivered either electronic vouchers ("E-Vouchers") which need to be exchanged for a hard ticket upon your arrival at Disneyland® Paris, or electronic tickets (“E-Tickets”) providing direct access to the Disney® Parks turnstiles or to the Separate Service that you have booked/ordered, depending on the nature of the relevant Separate Service.
- When booking/ordering with a travel agent or a ticket operator, you will be able to book/order either E-Tickets that provide direct access to the Disney® Park’s turnstiles or to the Separate Service that you have booked/ordered depending on the nature of the relevant Separate Service or E-Vouchers that must be exchanged against a hard ticket at Disneyland® Paris.

II.2.2.5.2 Charges applicable to delivery of hard tickets:
Hard tickets booked/ordered through Euro Disney will be delivered to the address communicated at the time of booking/order and handling fees will be charged in the amount of €14.50 per booking/order. If your hard tickets cannot 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.2.2.5.3 Conditions of acceptance of tickets:
Any booking of non-dated tickets including access to the Disney® Parks requires advance reservation for your chosen date(s) in the Disney® Parks (subject to availability) and you will only be granted access upon presentation of a valid reservation for the chosen date together with the ticket referenced on that reservation. Please refer to clause I.2 to find out how to make an advanced reservation.
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 rejection of your E-Ticket or E-Voucher.
When booking/ordering with a travel agent or a ticket operator, they must provide you with a perfectly printed E-Ticket or E-Voucher copy to avoid the risk of access to the Disney® Park(s) or to the Separate Service that you have booked/ordered being denied. Any complaint or dissatisfaction that you may have in relation to the use of E-Vouchers or E-Tickets must be reported directly to your travel agent or your ticket operator.
It is strictly prohibited to photocopy or duplicate E-Tickets and E-Vouchers. Tickets (hard tickets, E-Vouchers and E-Tickets) that have already been used will not be accepted at Disneyland® Paris.
E-Vouchers need to be exchanged upon your arrival at Disneyland® Paris at the location indicated on the E-Voucher for a ticket giving direct access to Disney® Parks turnstiles or to the Separate Service you have booked/ordered.

INFORMATION NOTICE RELATING TO PACKAGES

Key rights under Directive (EU) 2015/2302:
— Travellers will receive all essential information about the package before concluding the package travel contract.
— There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
— Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
— Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
— The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
— Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
— Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
— Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
— If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
— Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
— The organiser has to provide assistance if the traveller is in difficulty.
— If the organiser becomes insolvent, payments will be refunded. If the organiser becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Where Euro Disney Vacances S.A.S. acts as organiser, it has taken out insolvency protection with APST Association Professionnelle de Solidarité du Tourisme. Travellers may contact this entity (APST, 87-89 rue La Boétie 75008 Paris, France – E-mail : info@apst.travel – Tél. : + 33 (0) 1 44 09 25 35) if services are denied because of Euro Disney Vacances S.A.S.'s insolvency.

Directive (EU) 2015/2302 as transposed into national law may be consulted on http://www.irishstatutebook.ie/eli/2019/si/80/made/en/print.

CANCELLATION FORM

Undated tickets only

To be completed and returned only if you wish to exercise your right to cancel in relation to the distance purchase of one or more undated tickets. This form may be used without prejudice to any other clear and unambiguous statement of your decision to cancel.

For the attention of: Euro Disney Vacances S.A.S. – Guest Relations Department – Disneyland® Paris – B.P. 105 – 77777 Marne-la-Vallée Cedex 4 – France

I/We (*) *hereby give notice that I/we (*) cancel my/our (*) contract for the distance purchase of the following undated ticket(s) granting access to the Disney® Parks:

Booking reference number	
Type of undated ticket(s) concerned	
Number of tickets concerned	
Date of order/purchase	
Name of consumer(s)	
Postal address of consumer(s)	
Email address used for the booking	
Telephone number (optional)	

Signature of consumer(s) (only if this for mis notified on paper) :

Signed at	**Date**	**Signature**	

(*) Delete as appropriate.

Note : Requests are subject to verification, including confirmation that the ticket is an undated ticket, the purchase date, and that the ticket has not previously been used.