

Booking Conditions

1. Our Contract

When making a booking you will be entering into a legally binding contract with us, Euro Disney Vacances SAS for the provision of accommodation and/or transport and/or other services. These terms and conditions govern that contract and bind all members of your party, including children. It is your responsibility to ensure that you and all members of your party are aware of, and accept all of the obligations contained in these terms and conditions. Our contract is effective from the date it is formed and continues until the last member of your party has completed their stay.

Your booking

You must not advertise, use, give or resell your booking or offer to do so for profit or otherwise or use it in connection with a competition, promotion, incentive or reward programme, business, charitable or any other similar venture without our express advance written permission.

PART I - BOOKINGS FOR HOLIDAY PACKAGES (PLUS, WHERE APPLICABLE, TRANSPORTATION)

1.1 For bookings made within 7 days of your arrival date (or your departure date if your booking includes transportation), our contract is formed once you have received confirmation of the booking by telephone or e-mail. In all other cases, our contract is formed 3 days after making your booking or when you have received our acknowledgement of your booking (which may be sent to you by post or e-mail or handed over by your travel agent) and we have received the required payment by authorisation of your credit or debit card payment or your payment has cleared through our bank or your travel agent's bank

1.2 Our contract does not include any insurance cover. Any contract for insurance, when purchased through us, is with the insurance provider notified to you.

2. Making your reservation

2.1 You may make a reservation with us in person at your travel agent, online at www.disneylandparis.com or by telephone on the number provided in the brochure. All reservations are subject to availability and may be made, unless otherwise specified :

- up to 24 hours in advance of your arrival date, or
- if you are booking via our website, up to midday (GMT) on the day before your arrival date, or
- if transportation is included in your booking,
 - up to 4 working days in advance of your departure date if payment is made by credit card, or
 - up to 60 days before departure date if payment is made by personal cheque.

2.2 If you wish to make a booking for unsupervised minors under 18 please contact us prior to making your booking or speak to your travel agent. We will require a written authorisation from each minor's parents or guardian before we can progress any booking request.

3. Prices and Price Guarantee

Reductions for Children

Please note that you may be asked for proof of date of birth of any children in your party upon check-in at your hotel or, at point of departure where your booking includes transportation in order that any discount offered for children can be confirmed.

Price Guarantee

3.1 We reserve the right to amend prices at any time before you book and you will be advised of the total cost prior to booking.

3.2.1 Once you have made your booking, we will only increase or decrease the price of your booking (excluding insurance premiums and insurance premium tax) in line with any VAT and transportation cost increases (including the cost of fuel) or to account for any other dues or fees levied on your booking (including exchange rate fluctuations). We will absorb all such increases of less than 2% of the total cost of your booking. Any increase of 2% or above will be notified to you in writing.

3.2.2 We will not make any such increase in the price of your booking within sixty (60) days of your arrival date (or, where transportation is included in your booking, departure date).

3.3 The price of your package holiday includes:

- Accommodation as detailed on the booking confirmation letter.
- Breakfast as mentioned in the individual hotel description and/or in the price panels.
- Entrance pass to the Disney Parks as detailed in the brochure
- All obligatory service charges.
- VAT on all holidays at the rate appropriate at the time of printing.
- If applicable, transportation as detailed on the confirmation letter.

The price of your package holiday does not include :

- Holiday insurance and premium for such insurance.
- Supplements for additional room facilities
- A number of resort and sporting facilities, (e.g. golf, tennis) or use of listed facilities, (e.g. mini-bar, safety-deposit box, external telephone calls, etc) as identified in the brochure
- Items of personal expenditure.
- Delivery services detailed in clause 13 below.
- Any items not otherwise mentioned in "The price of your booking includes" above;

3.4 All prices are per person and were calculated on **14 March 2007** on an exchange rate of **1.4674Euro = £1.00** for the **Winter 07/08** period and calculated on **20 June 2007** on an exchange rate of **1.4350 Euro = £1.00** for the **Summer 2008** period.

3.5 All times herein refer to French time, unless otherwise stated.

We shall not be responsible for any costs you may incur on credit or debit card transactions due to currency exchange rate fluctuations or otherwise.

4. Payment Arrangements

FOR PHONE BOOKINGS:

4.1 Deposit

A non-refundable deposit will be required for bookings made more than sixty (60) days before your arrival date (or, where transportation is included in your booking, your departure date) of ten per cent (10%) of the total cost of your booking. This deposit is payable at the time of booking.

4.1.2 Balance

The remaining balance of the total cost of your booking must be paid in full no later than sixty (60) days before your arrival date (or, where transportation is included in your booking, your departure date). The same credit card will be used to debit balance at 60 days prior to departure unless you advise us otherwise at 65 days prior to departure. If you are paying by switch card, you are required to call back no later than sixty (60) days before your arrival date for us to debit the balance.

4.1.3

For bookings made sixty (60) days or less before your arrival date (or, where transportation is included in your booking, departure date) the total cost of your booking is due immediately on booking.

4.2

FOR INTERNET BOOKINGS

For all bookings made online via the internet we require an immediate payment of the total cost of your booking.

4.3

All payments must be made in pounds sterling and may be made by any of the following means:

- credit card (Visa, Eurocard/MasterCard, American Express, Diner's Club)
- debit card for phone bookings only (Delta, Maestro, Solo)
- personal cheque made payable to Euro Disney Vacances SAS and sent together with the payment slip provided to **Disneyland® Resort Paris, P.O. Box 327, Doncaster, DN4 5XA, United Kingdom**. Please note that personal cheques will not be accepted for bookings made within sixty (60) days of your arrival date (or, where transportation is included in your booking, your departure date). We cannot accept post-dated cheques or responsibility for any payment lost in the post.

4.4

Credit and debit cards will normally be authorised and charged to your account the same day or next working day. No receipt will be sent.

4.5

Failure to pay any amounts stated above on time shall entitle us to treat your booking as cancelled (see "Cancellation by You" below).

4.6

Should you make a booking with us on behalf of a third party you will be held jointly and severally responsible to us for the total cost of the booking.

4.7

Please note that purchases made whilst in Disneyland® Resort Paris shall be in Euros.

5. Transfer of bookings

5.1

If you are prevented from proceeding with your booking and wish to transfer it to another person, please contact us or your travel agent as soon as possible and in any event no later than seven (7) days prior to your arrival date (or, where transportation is included in your booking, your departure date). You may not, under any circumstances, transfer your booking to anyone without our consent. We will do our best to assist you but will not consent to the transfer of your booking if your nominated person does not meet our requirements. We reserve the right to charge a small amendment fee for any transfer and you will be advised of the amount of such fee prior to the transfer taking place. Please note that no transfer will be guaranteed unless and until confirmed in writing by us.

5.2

Where your booking has been transferred to another person, you will still be liable to pay us any further amounts due under your booking (e.g. costs of re-issuance of transport tickets) if the person you have transferred it to does not pay us.

5.3

Any transfer made will not automatically transfer any insurance contract you may have in place and you should contact the relevant insurance provider for further information. Please note that it may not be possible to transfer your insurance contract to another person.

6. Altering your booking

6.1

Reservations made with us on-line via the Internet may only be altered in accordance with this clause 6 and in writing (e-mail, fax or letter).

6.2

To request an alteration to your booking (including bookings made online) you must make your request in writing by **fax or letter to Euro Disney Vacances SAS, P.O. Box 105, Reservations Department, 77777 Marne la Vallée, Cedex 4, France**, signed by the lead member of your party in whose name the booking was made. Alternatively, you may contact your travel agent. We will use our reasonable endeavours to assist but cannot guarantee that your requirements can be accommodated. We reserve the right to charge a fee for any alteration requested which will be notified to you prior to the requested alteration being confirmed. Please see the table below for further details of when our fees may be applied. Please note that no alteration will be guaranteed unless and until confirmed by us in writing. The date of postmark of the alteration notification or date the fax or email is received by us will be used as a reference date for the determination of applicable alteration fees. It is your responsibility or of your travel agent's to ensure that Euro Disney Vacances has received the alteration email, fax or letter.

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6.3 We are unable to accept requests for alterations to your booking which are received by us within 2 days of your arrival date (or, where transportation is included in your booking, your departure date).

7.4 When cancelling packages which include transportation, we will reimburse, if applicable, payment you have already made to us ONLY IF unused transport tickets are sent back to us as soon as possible at the following address: Euro Disney Vacances SAS, Transport Department B.P. 128, F-77777 Marne-La-Vallée Cedex 4 FRANCE

Partial cancellations – if you cancel selected number of passengers from your booking but do not cancel the entire booking, the fees in 7.3 will apply but fees will be calculated on total booking cost of cancelled passenger(s) only.

7.5 We will deduct cancellation charges from your deposit and/or any other payments you have made to us. Where applicable, reimbursements shall be made in Pounds Sterling by cheque or to the relevant credit or debit card where payment was made by card. Any further amounts due will be invoiced and must be paid by you immediately.

7.5 No refund will be given for any unused part of any booking.

8. Alterations made by us

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

8.2 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 or a change of destination airport) 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
- accept our offer of a substitute (where possible) which if is of higher quality than that which you booked, will be offered subject to you paying the price differential between the two holidays. We will refund any difference in price where the substitute holiday accepted is of lower value

8.3 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 air or other transportation is included in your booking, the aircraft operator or aircraft type is changed or in the event of cancellation of a specific service due to minimum required number of participants not being achieved.

9. Facilities

9.1 Many facilities are available on a first come first served basis or may be located out of doors and as such are seasonal or subject to appropriate weather conditions prevailing at the time you wish to use them. We cannot therefore guarantee that you will be able to use the facilities noted at any particular time or at all.

9.2 You must comply with all notices and reasonable instructions given in respect of any aspect of your booking including in respect of use of facilities and amenities.

9.3 We are continually improving the facilities and services we offer. You may therefore find that new facilities are on offer, some facilities may be closed and/or work and/or maintenance may be being carried out.

9.4 If we are aware reasonably in advance that a significant number of facilities included in your booking will be closed or unavailable we will where possible let you know as soon as we reasonably can.

10. Your conduct

We reserve the right at our discretion to terminate your booking if you or any member of your party's behaviour is likely to cause damage, danger or distress to any of our employees, subcontractors, agents or the general public at any time. In these circumstances we reserve the right not to refund or pay any compensation and to recover from you any costs incurred by us or any third party as a result of your behaviour.

11. Passports and Visas

A full ten-year passport is required (five years for children) for all holidays detailed in our brochure. The ten-year passport is obtainable from your nearest Passport Office, and details of required documentation are given on the application form, but please allow at least 12 weeks for a postal application. Holders of non-British passports, and/or British passports issued overseas, should check whether they require any special permits or visas for France. Please seek the advice of your own Consulate or that of the country you intend to visit/transit. It is your responsibility to be in possession of a valid passport and visa for any country you intend to visit. We cannot accept liability or consider refunds for clients who are unable to travel because they have insufficient or incorrect documentation.

12. Health

At the time of publication of the brochure, there are no specific health requirements for visitors to France. 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.

13. Delivery of travel documents

When booking with us, your tickets and travel pack will normally be dispatched to your home or to your travel agent after we receive full payment of your booking and no later than 14 working days prior to your arrival date.

For bookings made less than 14 working days before arrival date (or, where transportation is included in your booking, your departure date) we reserve the right to charge a fee for special delivery of documents or tickets to your home or to your travel agent or to your point of departure (such as train tickets at station of departure). In such

Alteration	Holidays Without Transportation		Package Holidays Inclusive of Transportation		
	Between 60 and 8 days prior to arrival	Between 7 days and 3 days prior to arrival		- For Phone Bookings: Between 60 days and 3 days*; - For Internet Booking: from the booking to 3 days *	
		Same date of arrival	Different date of arrival		Same duration and on the same dates + No change to transportation arrangements
Exchange of the package* booked for an equal or higher value package	No alteration fee		Treated as a booking cancellation : Application of relevant cancellation charges detailed in clause 7 below	No alteration fee	Treated as a booking cancellation : Application of relevant cancellation charges detailed in clause 7 below
Exchange of the package* booked for a lower value package	Alteration fee = Application of relevant cancellation charges detailed in clause 7 below on the difference in price of the two packages (original booking and new one)		Treated as a booking cancellation : Application of relevant cancellation charges detailed in clause 7 below	Alteration fee = Application of relevant cancellation charges detailed in clause 7 below on the difference in price of the two packages (original booking and new one)	Treated as a booking cancellation : Application of relevant cancellation charges detailed in clause 7 below
Booking of services in addition to a package	No alteration fee		No alteration fee		

* prior to arrival date or, if package holidays inclusive of transportation, prior to departure

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 for packages inclusive of transportation,
- a change of hotel.

6.4 Any other alteration you request to your booking will be considered a booking cancellation and subject to cancellation charges detailed in clause 7 below.

6.5 The total cost of your booking may increase as a result of any alterations you request. You will be invoiced the appropriate additional amount which must be paid by you immediately.

6.6 When altering packages which include transportation, transport tickets to be modified must be sent back to us as soon as possible at the following address: Euro Disney Vacances SAS, Transport Department B.P. 128, F-77777 Marne-La-Vallée Cedex 4 FRANCE

7. Cancellation by You

7.1 You may cancel your booking at any time. However, a fee will be charged as detailed below. To cancel your booking (including bookings made online) you must make your request in writing (by email, fax or letter), signed by the lead member of your party in whose name the booking was made. Alternatively, you may contact your travel agent. The date of postmark of the cancellation notification or date the fax or email is received by us will be used as a reference date for the determination of applicable cancellation charges. It is your responsibility or of your travel agent's to ensure that Euro Disney Vacances has received the cancellation email, fax or letter.

7.2 Reservations made with us on-line via the Internet may only be cancelled in accordance with this clause 7 and you will not be able to request any cancellation via our website.

7.3 The cancellation charges detailed below shall apply:

	Cancellation notification dated as postmark or fax receipt date			
	More than 60 days prior to your arrival date (or, where transportation is included in your booking, your departure date)	From 60 to 8 days prior to your arrival date (or, where transportation is included in your booking, your departure date)	From 7 to 3 days prior to your arrival date (or, where transportation is included in your booking, your departure date)	2 days or less prior to your arrival date (or, where transportation is included in your booking, your departure date)
Cancellation charges	10% of total booking cost	35% of total booking cost	75% of total booking cost	100% of total booking cost

Booking Conditions

- event, should the postal service receive no answer at the delivery address, we reserve the right to charge a fee incurred for duplicate documents issued at point of departure. When including Eurostar in your booking, please note that we are unable to guarantee group seating.
- 14. Insurance**
- 14.1 We require that you take out insurance cover to protect you, for example should you need to cancel your booking and to cover the cost of assistance, including repatriation, in the unfortunate event of accident or illness.
- Should you have chosen to take out our specially arranged insurance cover, see the extract in the brochure or full description in our website. Your contract for insurance cover is with MONDIAL ASSISTANCE. The insurance premium must be paid immediately along with the first payment of your holiday (payment of deposit or full payment as the case may be), your insurance contract is not transferable. Insurance premiums are not refundable.
- 14.2 If you do not wish to insure with our recommended insurance provider, MONDIAL ASSISTANCE, you will still need to be insured and must satisfy yourself of its appropriateness for your needs. You must provide us with details of the alternative insurance protection you have in place, should we request it.
- 15. Liability**
- 15.1 In all cases except death or personal injury, our liability to you for the total of all claims arising out of any contract between us is limited to twice the cost of the affected person's booking less any insurance premiums and amendment charges paid.
- 15.2 We also reserve the right to limit damages payable for the incorrect or non-performance by us of the our contract with you in line with the provisions of relevant international conventions. These conventions limit liability for death, personal injury, luggage, valuables and other matters. Each convention contains specific and different limitations. These may be less than a court may award to a person suffering loss unconnected with air, sea or rail travel or the provision of accommodation. Time limits apply to making claims under these conventions. Copies of the relevant conventions are available on request from us.
- 15.3 We accept responsibility for the acts or omissions of our employees, agents, suppliers and subcontractors provided that they were at the relevant time performing authorised duties exclusively as part of our contract with you.
- 15.4 We will not be liable to you for any failure or improper performance of our contractual duties to you where we or our employees, agents, suppliers and sub-contractors are not at fault because:
- it is the fault of an unconnected third party whose actions were unforeseeable and unavoidable,
 - the circumstances were unforeseeable and unavoidable even if all due care had been exercised,
 - the circumstances even with all due care being taken could not have been avoided or forestalled,
 - it is your own fault.
- 15.5 Should you suffer death or personal injury as a result of matters unconnected with our conduct, we shall, if reasonably able, assist in resolving any claim you may have, provided that:
- you or your family notify us within ninety (90) days of the incident,
 - you or your family confirm that any costs we incur in assisting you will be refunded, should we so require, and
 - that you use any alternative assistance you may have first, for example, any services provided by your insurer.
- 15.6 Where we make any payments to you or any members of your party under this clause, you or they must assign to us or our insurers any rights you or they may have to pursue any third party. You must also provide us and our insurers with all assistance required.
- 15.7 For the avoidance of doubt no compensation will be payable if we are forced to change your transport and/or accommodation arrangements or booked services for reasons beyond our control.
- 15.8 Please note that where you are in breach of our contract or where your booking is terminated early as a result of your own acts or omissions no refund or compensation will be payable.
- 16. Special Requests**
- 16.1 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 request, 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.
- 16.2 If any member of your party has restricted mobility, 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.
- 17. Complaints**
- 17.1 We will always try to offer reasonable assistance to you if you are in difficulty.
- 17.2 Any complaint or dissatisfaction you may have with any aspect of your holiday should be reported immediately to the manager of your hotel or to other service provider, or at the next available opportunity, to enable them/us to remedy/investigate the situation as rapidly as possible.
- 17.3 Please note that we shall not be responsible for any matter of which you were aware and which you did not bring to our attention during your holiday or within 30 days of returning home.
- 17.4 Should you not be satisfied with any assistance given or wish to draw our attention to your complaint, please write using Recorded Delivery to (i) **Disneyland® Resort Paris, Guest Communication, B.P. 100, 77777 Marne La Vallée, Cedex 4, France** when booking
- directly with us, or (ii) by normal mail to your travel agent if your booking was made through them, detailing your concern within thirty (30) days of the end of your holiday. The date of your stay at Disneyland® Resort Paris and your booking number must be clearly indicated in your correspondence. A failure to notify Euro Disney Vacances within the above timescales may affect your rights.
- 17.5 Please note that any correspondence we may enter into with you is private and confidential.
- 18. Compliance with Legislation**
- We confirm that the accommodation included in your booking complies with all laws and other applicable rules in France.
- 19. Your peace of mind**
- 19.1 The law requires that we state our arrangements for repatriation of our customers in the event of our insolvency. Euro Disney Vacances is licensed under French law (Licence No. LI. 077.95.0009) as having sufficient security to protect your prepayment and to repatriate you in the event of our insolvency. Our financial guarantee is with the APS - Association Professionnelle de Solidarité du Tourisme, 15 avenue Carnot, 75017 Paris, France) and our insurer is AXA Corporate Solutions Assurance, 4 rue Jules Lefebvre, 75426 Paris Cedex 09, France).
- 19.2 Where travel arrangements include a flight departing from the UK, Euro Disney Vacances has complied with the financial bonding requirements of the Civil Aviation Authority (and hold CAA Atol n° 4381). In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid for an advance booking. For further information, visit the ATOL website at www.atol.org.uk.
- 19.3 Euro Disney Vacances SAS, is an overseas company incorporated in France with limited liability (SIREN 383 850 278 RCS Meaux); registered capital = Euros 152.450; registered offices: bâtiments administratifs, Route Nationale 34, 77700 Chessy, France. Euro Disney Vacances has a branch of our Company registered in England and Wales with registration number BRO03617. Our address for service in the UK: Eversheds LLP, Central Square South, Orchard Street, Newcastle upon Tyne NE1 3XX, Reference: MLP/CB.
- 19.4 Any monies paid to a travel agent, with respect to a booking which includes air travel, are held by the relevant agent on our behalf until the date on which the agent pays the money to us.
- 20. Brochure and other descriptions**
- Holidays in the brochure or on the Internet website cover the period **from 9 November 2007 to 6 November 2008 inclusive**, unless otherwise stated. We are solely liable for the information contained herein. All pictures herein give an indication of the type of service rather than the exact nature of the services offered. The relevant brochure is published in **October 2007**.
- 21. Law and disputes**
- Our contract is governed by English law and any disputes may be resolved in the non-exclusive jurisdiction of the English Courts.
- 22. 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.
- 23. Intellectual property rights**
- You will not acquire any property right and/or 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 Associés SCA, Disney Enterprises Inc. or any one of their subsidiaries or affiliated companies.
- THESE TERMS AND CONDITIONS DETAIL YOUR ENTIRE AGREEMENT WITH US AND SHALL APPLY TO YOUR BOOKING TO THE EXCLUSION OF ALL OTHER BOOKING CONDITIONS PUBLISHED BY US WHETHER IN A BROCHURE OR ELSEWHERE OR USED BY US IN ANY OTHER CIRCUMSTANCES.
- Part II – BOOKINGS OF SEPARATE EURO DISNEY SERVICES**
(When booking with Euro Disney Vacances directly)
- These conditions apply only to Euro Disney services purchased independently from any package holidays such as entrance tickets to the Disneyland® Parks, rooms only; shows, dinner shows and special events (as further described in the Brochure and on our website) ("Separate Services").
1. **Order**
- All our Separate Services may be booked over the Internet at www.disneylandparis.com or by phone.
- According to the nature of the Separate Services and the way you reserved you will be having the choice of ordering either e-voucher/e-ticket ("E-Tickets") or hard ticket ("Hard Tickets").
- Separate Services may be ordered until 12.00 P.M. (midday) GMT on the day before your date of arrival/use except for entrance tickets to Disney Parks and tickets for Special Events which you need to be delivered to your home, which given the time involved for delivery, must be ordered at the latest **10 days** before your anticipated arrival date.
- Our contractual arrangements for Separate Services will be confirmed to you in writing.
- Unless otherwise specified on the service description, the number of tickets for any service or product that may be requested per order is limited to 12.
2. **Formation of Contract**

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By Internet - our contract is formed once you click on the button for "confirm your order", you declare that you have read and accepted all the Conditions of Sale without reservation applicable and your full payment due to us has cleared.

Telephone orders - our contract is formed once you are given a reservation number and your deposit or full payment due to us has cleared and applicable terms and conditions have been made available to you.

3. Price - Payment - Reimbursement - Exchange

Separate Services must be paid for in full in Pounds Sterling, by American Express, Visa, Euro Card/Master Card, Diner's Club at the time of ordering.

Passes and tickets for Separate Services remain our property and may not be used until the amount of the price has cleared to us and may be withdrawn should your payment subsequently not clear to us.

Unless otherwise specified, you will not be entitled to a refund for cancellation or to substitute services, unless you exercise the right to withdraw your order, under clause 4.

Any partial or total cancellation of rooms as Separate Services, will be charged as follows:

	Cancellation notification dated as postmark or fax receipt date			
	More than 60 days prior to your arrival date	From 60 to 8 days prior to your arrival date	From 7 to 3 days prior to your arrival date	2 days or less prior to your arrival date
Cancellation charges	10% of total booking cost	35% of total booking cost	75% of total booking cost	100% of total booking cost

4. Right to Withdraw

You may cancel your order or any part of it within a period of 10 days from the time of payment for your order, following which we will reimburse you UNLESS, according to the law the Separate Services you purchase are taking place on a specified date. For Hard Tickets, the costs of returning Separate Services/items by registered mail will be borne by you. In this case, the Separate Services/items should be returned to the following address: Disneyland Resort Paris, Ticket Services, B.P. 100, 77777 Marne La Vallée Cedex 04, France.

5. Home Delivery/Collection/Print at Home

5.1 Compulsory collection at Disneyland Resort Paris of Hard Tickets

For any order placed less than 10 days before the anticipated date of your visit or of your order Park Tickets, Annual Passports, "Buffalo Bill's Wild West Show" dinner show, transport tickets and for special events (unless specified otherwise upon reservation by telephone or on the Internet website), tickets must be collected from the ticket office specified in the confirmation letter or e-mail we send to you. You will need to take your confirmation letter or a print-out of the e-mail with you and a form of identification in order to collect your tickets.

5.2 Home Delivery, mail costs and packing

Home delivery can be made for Parks tickets and tickets for Separate Services except where the circumstances detailed in clause 5.1 above apply.

Hard Tickets for Separate Services can be sent to you by post to the address you provide when ordering by telephone once you have ordered and paid all costs including for mail and packing communicated to you upon reservation; and for delivery of the Hard Tickets ordered on the website the mail and packing costs are mentioned on the website

We cannot be held responsible for delays in delivery, non-delivery or for the consequences of such delays unless caused by us.

5.3 Printing of the E-Tickets at home

On the website Park E-tickets and Separate Services may be booked and directly printed on your personal printer.

E-Tickets can be Hard Tickets giving you direct access to the Separate Services entrance, or an E-voucher to exchange at Disneyland Resort Paris (exact place indicated in your confirmation letter).

6. Customer Service

Our customer service team is at your disposal for any further information. Complaints which arise before or during the provision of the relevant Separate Services must be made known to us as soon as possible so that we can make reasonable efforts to resolve the position where possible/applicable.

Without affecting your statutory rights, complaints which cannot be resolved at the time of occurrence or which have not been resolved in a manner which you find satisfactory, must be made known to us in writing within 30 days of the end of your visit, by recorded delivery addressed to Disneyland® Resort Paris, Guest Communication, B.P. 100, 77777 Marne la Vallée Cedex 4, France. This letter must state the date on which the Separate Service was provided and the reservation number.

7. Property Rights

You will not acquire any property right or any right to use the names, signs, emblems, logos, marks such as "Euro Disney", "Disneyland", nor any rights relating to the protected works of Disney Enterprises Inc. whatever the context or the destination may be and in particular with regard to publication or promotional purposes.

You may not include Separate Services as part of any Separate Services, 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 Separate Services or offer to do so for profit or otherwise or use it in connection with a competition, promotion, incentive or reward programme, business, charitable or any other similar venture without our express advance written permission.

8. Responsibility

We are responsible for the full execution of the obligations resulting from our contract with you. However we can be exonerated from all responsibility by supplying proof that the non-performance or bad performance of the contract is either due to something done by you or something which was unforeseeable and insurmountable or the result of third party act or omission or was due to an event of force majeure (i.e. unexpected events beyond our control).

9. Information

In accordance with French law "Loi Informatique et Libertés" dated 6 January 1978, you have a right of access to, of rectification to, and to suppress personal data held about yourself. This right can be exercised by writing to us at the following address, indicating your name, full name and address: Disneyland Resort Paris, Marketing Department, BP 100, 77777 Marne la Vallée Cedex 4, France.

10. Applicable Law

Our arrangements on Separate Services are subject to French law.

Part III – TRANSPORTATION ONLY

Where we sell you transportation separately a separate contract between you and the relevant provider will be formed. The relevant provider will have its own terms and conditions which will apply to your contract with them. Where appropriate in the circumstances we will highlight some of those terms on booking and full copies of the terms are available from us on request. We will be happy to answer any queries you may have about them. Our terms and conditions will apply to the agency services we provide to you in arranging your booking for the relevant transportation, however if there is any conflict between our terms and the relevant provider's terms, the provider's will take priority.

The name of the carrier is advised to you before you confirm the booking. Due to ticketing deadlines, a full payment by Credit Card is required at time of booking. A non-refundable booking fee of 20 £ per person applies.

THESE TERMS AND CONDITIONS DETAIL THE ENTIRE AGREEMENT WITH US FOR THE PURCHASE OF SERVICES BOOKED AND SHALL APPLY TO THE EXCLUSION OF ALL OTHER CONDITIONS PUBLISHED BY US WHETHER IN A BROCHURE OR ELSEWHERE OR USED BY US IN ANY OTHER CIRCUMSTANCES.