

2020 Package Booking Terms & Conditions

Effective for arrivals beginning January 1, 2020 through December 31, 2020.

Prices

- All prices are in U.S. dollars and are subject to change until package is paid in full. After package is paid in full, package price is subject to change due to imposition of taxes or other charges of governmental authorities. Prices are also subject to change due to modifications to package or package components. **Everyone on the same reservation must be on the same package and purchase the same ticket options.** Additional adult charges may apply for more than two adults per room. If air transportation is included in the package, the airfare is not guaranteed until the total price of the airline tickets is paid in full and the tickets are issued. Package prices are all-inclusive and cannot be broken down into individual component pricing.
- **Costs not included in the package price:** parking (self or valet), in-room incidentals (e.g., movies, games, honor bar), gratuities, laundry, telephone calls, child care, activities, beverages, meals, sundries, sightseeing and any other items and services not included as a component or feature of the package.

Booking Procedures

- Advance reservations are accepted up to one business day prior to arrival date for packages including, without limitation, accommodations at one of the Disneyland® Resort hotels (the “DLR Hotels”) and up to two business days prior to arrival for all other packages. (Saturday, Sunday and U.S. legal holidays are not considered business days.) Advance reservation requirements may be more restrictive for international addresses.
- Reservations are not accepted until confirmed by a confirmation number.

Reservation Information

- All Guests' full, legal names (including, without limitation, children) are required at the time the reservation is made. Children's ages are also required at the time the reservation is made. Date of birth and gender are required for all Guests, including, without limitation, infants, if the reservation includes air transportation.
- Name changes are not permitted; reservations and package components are nontransferable.

Deposit and Payment Procedures

- **For reservations made 31 days or more prior to Guest arrival,** a deposit of \$200 per reservation will be due and must be received by **Walt Disney Travel Co., Inc. (“WDTC”)** within 3 days of booking the reservation or the reservation will automatically be cancelled. For reservations that include a travel protection plan, the total price of the plan is also due at the time the plan is requested. For reservations that include air transportation, the total price of the airfare is also due at the time the reservation is made. **Payment in full is due to WDTC 30 days prior to Guest arrival.** Travel documents will not be issued until final payment is received. WDTC

reserves the right to cancel a reservation without notice when deposit or final payment is not received by the due date.

- **For reservations made 30 days or less prior to Guest arrival**, payment in full is due to **WDTC** at the time the reservation is made or the reservation will not be confirmed.
- WDTC accepts credit and debit cards, check, money order, or bank wire transfer as payment; please call 714-520-5050 for payment details.

Cancellation and Refunds

- **For cancellations made 30 days or more prior to Guest arrival**, amounts paid (minus cancellation fees assessed by third party hotels or other suppliers, non-refundable air transportation, non-refundable travel protection plan costs, and other amounts owed) will be refunded.
- **For cancellations made 2 days to 29 days prior to Guest arrival**, amounts paid (minus a cancellation fee of \$200 per package and minus any cancellation fees assessed by third party hotels or other suppliers, non-refundable air transportation, non-refundable travel protection plan costs, and other amounts owed) will be refunded.
- **For cancellations made 1 day or less prior to Guest arrival or for no-shows**, the full price of the package is non-refundable.
- Guest will be responsible for any cancellation fees assessed by an airline. In the case of a non-refundable airline ticket, the cancellation fee is equal to the entire ticket price. Cancellation of a refundable airline ticket must be made at least 24 hours prior to the scheduled airline departure time. No refunds for airline tickets will be made after travel has commenced or if a flight is missed/delayed.
- No refunds will be made for early departure from hotel or for unused or partially used admission tickets, options, components, or features.
- Any refunds allowed by WDTC in its sole discretion after arrival must be requested in writing within 90 days after departure and may be assessed a \$25 processing fee. WDTC reserves the right to make refunds in accordance with the method that payment was received. All appropriate refunds will be made through the Guest's travel agent if payment was made by the travel agent. WDTC is not responsible for the receipt of refund monies by Guests from their travel agents.

Promotions and Online Bookings

- Promotional and online bookings may have terms and conditions for payment procedures or change or cancellation fees that are different than those outlined above.

Travel Protection Plan

- If Guest has purchased a travel protection plan, the cost is refundable within 14 days (30 days for residents of Utah) after the date the plan is added to the package as long as Guest has not filed a claim or has not departed on the trip. Please see the Certificate of Insurance for your state of residency for details on refunds and terms, conditions and exclusions at www.affinitytravelcert.com/docs/DSP01. By clicking this link, you will leave the Disneyland website and different terms of use and privacy policy will apply.

Change Fees and Changes to Reservations Made Prior to Guest Arrival

- **Changes to Reservation** - Changes to reservation including, without limitation, change in travel dates, length of stay or hotel accommodations, are subject to availability at the time the change is requested and Guest is responsible for paying any increase in price resulting from the change. In addition, changes made 30 days or less prior to Guest arrival are also subject to a change fee of

\$50 per package plus any change fees assessed by third party hotels or other suppliers. If air transportation has been ticketed, Guest will be responsible for any increase in airfare as well as the change fee assessed by the airline.

- These Terms & Conditions apply to reservations for arrivals January 1, 2020 to December 31, 2020. If Guest changes travel dates to an arrival of January 1, 2021 or thereafter, reservation shall be subject to the Terms & Conditions and pricing applicable to the new travel dates.
- Land portions of the reservation cannot be cancelled without also cancelling the air portion of the reservation booked through WDTC. Airlines/hotels/suppliers do not permit changes in certain situations.
- WDTC reserves the right to restrict changes to any reservation.

Travel Documents

- For all reservations paid in full, travel documents (such as vouchers or certain fulfillment cards, if applicable, or travel itinerary confirming reservations) will be delivered to the Front Desk of Guest's hotel. Packages can be picked up on the date of check-in at the hotel.
- WDTC is not responsible for damaged, lost or stolen documents. All documents must be returned to WDTC within 90 days of cancellation should reservation be cancelled prior to scheduled arrival date. All travel documents are issued subject to the terms and conditions specified by the service provider. Additional fees will be charged for the replacement of any damaged, lost or misplaced travel documents.

Air Transportation

- Flight schedules are not guaranteed. WDTC shall not be responsible for any airline schedule changes, delays, cancellations, or any airlines' failure to perform for any reason including, without limitation, strike, bankruptcy or cessation. Duplicate reservations are subject to cancellation by the airline without notice. Guests are responsible for reconfirming all flights directly with the airlines and are responsible for any additional fees (e.g., baggage fees, advance seat selection or curbside check-in charges) payable directly to the airlines. Please contact airline directly prior to leaving home to obtain additional fee information and documentation requirements. Seat assignments are not guaranteed. If seat selection is unavailable through WDTC, seats may either be assigned at airport check-in or may be obtained directly from the airline(s). Guests age 17 and younger must fly with an adult on the same itinerary and reservation. At this time, a government-issued photo identification is required for all air passengers 18 years and older. A birth certificate may be required for children under two years of age sitting in the lap of a parent or legal guardian. Travelers flying from origins outside the U.S. are responsible for obtaining the required travel documents for airline check-in and entry into the U.S.

Attractions, Tickets, Components and Features

- Each DISNEYLAND® RESORT PARK HOPPER® SOUVENIR multi-day ticket admits a Guest to one or both Disneyland® Resort theme parks for the number of days listed on the ticket. Each DISNEYLAND® RESORT 1-PARK PER DAY SOUVENIR multi-day ticket entitles a Guest to admittance to either Disneyland® Park or Disney California Adventure® Park for the number of days listed on the ticket, and is not valid for visits to both theme parks on the same day. Each day of use constitutes one full day of use. Disneyland® Resort theme park tickets of three days and above include one Magic Morning admission for early entry into a designated theme park (check Disneyland.com for Magic Morning schedule). All Disneyland® Resort multi-day theme park tickets expire 13 days after first use or January 12, 2021, whichever occurs first. Tickets are non-refundable and may not be sold or transferred for a commercial purpose. Admission entitlements

are non-transferable and must be used by the same person on any and all days, and admission is subject to capacity, change and other restrictions.

- For Guests purchasing Disneyland® Resort theme park tickets with Disney MaxPass: Guests are strongly advised to check the day's Disney FASTPASS® availability and other theme park details before visiting the parks with Disney MaxPass. Disney FASTPASS® selections for popular attractions or entertainment (as applicable) may not be available at the time of Disney MaxPass use as Disney FASTPASS® selections are limited and availability is not guaranteed. Disney FASTPASS® selections may be made only while you are in the parks. Attraction and entertainment Disney FASTPASS® selections available through Disney MaxPass are subject to change without notice. Disney PhotoPass® service is subject to the Disney PhotoPass® terms found at <https://disneyland.disney.go.com/photopass-terms-conditions/>. Online registration required. Disney PhotoPass® Photos captured during the day your Disney MaxPass feature is used must be linked to your Disney account and may be downloaded pursuant to the expiration policy at <https://disneyland.disney.go.com/photopass-expiration-policy/>. Not responsible for missing, lost or damaged photos. Downloads are restricted to personal use by Disney account holder only and may not be used for a commercial purpose. The Disney MaxPass feature is nonrefundable, nontransferable and may not be redeemed for cash. The Disney MaxPass feature will expire at the end of the day of use. Price, terms, entitlements, attractions and entertainment are subject to change or cancellation without notice. Other restrictions may apply.
- When using the Disneyland App, message, data and roaming rates may apply. Availability subject to handset limitations and features may vary by handset or service provider. Coverage not available everywhere. If you're under 18, get your parents' permission first.
- Parks, restaurants, attractions, recreation, entertainment, and other products, services or items are subject to change without notice, cancellation, and may close temporarily due to rehabilitation, refurbishing, capacity, seasonal, inclement weather, special events or other reasons and may otherwise change or be discontinued without notice and without liability to the owners of the Disneyland® Resort. Ticket media is not valid for special or premium events or other activities which are separately priced. Age restrictions apply for access to certain facilities.
- Features for all packages are subject to change and may be based on features available on date of Guest arrival, not those in effect at time the reservation is made.

Package Concerns

- Any concerns or requests regarding your WDTC travel package must be submitted in writing to Walt Disney Travel Co., Inc., 190 Center Street Promenade, Anaheim, CA 92805-4180, with attention to Guest Communications, or by email to WDTC.Guest.Communications@disneyonline.com within 90 days after travel has been completed.

General Conditions and Responsibility

- WDTC, its parent companies, affiliates, directors, officers, employees, subcontractors, agents and representatives, shall at no time be liable or responsible in any way whatsoever for any loss, injury, or damage caused or arising in connection with any transportation, hotel or other services or products of third parties provided through WDTC, or as a result of acts of God, acts of Government or other authorities, wars, civil disturbances, hijacks, thefts, or any circumstance beyond its control. WDTC reserves the right to accept, retain, decline or cancel any reservation or any Guest as a participant in its packages at any time and for any reason. In addition, WDTC reserves the right to cancel or modify a reservation including, without limitation, the price, at any time prior to Guest check-in if the reservation includes or was made as the result of a mistake or error of any kind, including, without limitation, a mistake or error in price or description of the package or package components or features, or where it appears that a Guest has engaged in

fraudulent or misleading activity in making the reservation. If a package is cancelled by WDTC, WDTC shall have no responsibility beyond the refund of monies paid to WDTC for the package. The terms and conditions of any transportation services provided by airlines or car rental agencies shall be as represented by those third parties. Terms and conditions are subject to change by WDTC without notice. If these Terms and Conditions contain any provisions construed to be unenforceable or unlawful by a court of competent jurisdiction, the same shall be deemed modified to conform to applicable law, or if this would cause an unreasonable result, such provision shall be stricken from these Terms and Conditions without affecting the binding force and effect of any of its other provisions.

Governing Law and Venue

- **All sales of packages take place in and are consummated in the State of California. Any claim, action or lawsuit (collectively, "Action") arising out of these Terms and Conditions, reservations and bookings, and/or all packages, products and services provided in connection with the reservations and bookings including, without limitation, components such as tickets, park admissions, packages, and room accommodations (all collectively, "Terms, Reservations and Products") must be filed and maintained exclusively in any court in Orange County, California having subject matter jurisdiction. These Terms, Reservations and Products shall be governed by and construed in accordance with the laws of the State of California, without giving effect to any principles of conflicts of law.**

Resort Check-In/Check-Out

- Standard check-in time is 4 p.m. and checkout is 11 a.m., but may vary by hotel. During peak periods, check-in may be delayed. Hotel may require a security/incidental/phone credit card imprint or cash deposit upon check-in.

Unaccompanied Minors

- Unaccompanied minors must be at least 14 years of age to check-in to the hotels. Such minors will need the following in order to check-in: (i) a valid form of ID (State issued DL, State ID, Military ID or Passport), (ii) a responsibility Waiver signed and notarized by their parent/guardian (Waiver may be obtained by calling Walt Disney Travel Co., Inc. at 714-520-5082), and (iii) if minor is pre-paid and would like to charge to the room, they must bring a valid credit card in their name to be placed on file for incidentals.

Room Location and Information

- Adjacent rooms, connecting rooms, non-smoking rooms or specific room location and types of rooms or bedding are on a "request basis only" and are subject to availability at the time of check-in. Maximum occupancy is a combination of adults and children per room and varies by hotel. Extra bedding may be requested at time of reservation or hotel check-in and is subject to availability; a fee plus tax may apply and is payable directly to the hotel at the time of checkout. (Extra bedding types vary by property and are defined as a rollaway, daybed, chair-bed, or sofa bed.) Some hotels including, without limitation, the DLR Hotels and Disney Vacation Club® Resort hotels are smoke free environments. Smoking is allowed in designated outdoor smoking locations only. A room recovery fee will be charged for smoking in Guest rooms, on balconies or on patios.

Guests with Disabilities

- For Guests with disabilities who require accessible accommodations, specific information and assistance can be requested through WDTC regarding accessible room availability, bedding options, amenities, restrictions, and advance reservation notice requirements. WDTC will also contact its third party hotel provider(s) on a Guest's behalf as necessary. All accommodations are subject to availability.

"Right of Entry" Policy at Disneyland® Resort Hotels

- As to DLR Hotels, please be advised that notwithstanding Guest's use of a sign on Guest's door, a request by Guest to forgo housekeeping services or any other request made by Guest, DLR Hotels and their staff reserve the right to enter Guest's room for any purposes including, without limitation, performing maintenance and repairs or checking on the safety and security of Guests and property. The staff at DLR Hotels will give reasonable notice prior to entry by knocking and announcing the intent to enter the room.

Car Rental

- Renter must be at least 21 years of age. Additional surcharges apply to renters 21-24 and will be assessed at the rental location. Renters must present a valid driver's license with an acceptable major credit card in his or her name. Other standard rental qualifications apply. Car must be rented for a minimum one 24 hour period. Car rental includes unlimited mileage, airport fees, local surcharges and state/local taxes. Additional daily and hourly rate charges, additional driver's fee, Collision Damage Waiver, Loss Damage Waiver, Extended Protection and Carefree Personal Protection, gasoline, optional refueling service and any other charges are extra. California State Law requires child restraint seats for children under 8 years or 4'9". Child restraint seats must be requested at the time of booking for an additional charge payable at the rental location. Seat belts are required to be used by all passengers. There are no drop charges for rentals picked up and returned within the State of California. A drop charge may be added to rentals picked up in California and returned outside the state, depending on the car class. Drop-off charges are payable at the time of rental at the car rental counter. Vehicles may not be driven into Mexico. Other terms and conditions may apply.

TERMS AND CONDITIONS APPLICABLE TO DISNEY REWARDS SPECIAL VACATION FINANCING OFFER

(Disney® Premier Visa® Card and Disney® Visa® Card): Get 0% Promotional APR special vacation financing for 6 months from date of purchase on select Disney Resort packages, all Adventures by Disney® packages, all Aulani, A Disney Resort & Spa, Ko Olina, Hawai'i vacation packages, and all Disney Cruise Line packages (collectively, Disney Vacation Packages). Disney Vacation Packages must be booked by you or your travel agent through the Walt Disney Travel Company, Disney Cruise Line or Adventures by Disney Travel Services, Inc. and charged to your Disney Visa Credit Card prior to commencement of your vacation. Other restrictions and exclusions apply. For complete details see your Cardmember Agreement.

TERMS AND CONDITIONS APPLICABLE TO DISNEY REWARDS INSULATED COOLER BAG OFFER

(Disney® Premier Visa® Card, Disney® Visa® Card, Disney® Visa® Debit Card and Disney Rewards Redemption Card): Disney Rewards Insulated Cooler Bag limited to one per vacation package, while supplies last. Must use a valid Disney Visa Card and/or Disney Rewards Redemption Card for package purchase. Must purchase a vacation package with a hotel stay at the Disneyland® Resort or a nearby Good Neighbor Hotel with Theme Park tickets through the Walt Disney Travel Company; must purchase the Disney Rewards Vacation Package by calling 1-866-844-9382. Benefits do not apply to room only reservations, and are not available through Disneyland.com. Disneyland® Resort Theme Park multi-day tickets expire 13 days after first use and each day of use

of a ticket constitutes one full day of use. Subject to availability, and advance reservations required. Package elements and information subject to restrictions and change without notice. Offer valid only at the Disneyland® Resort.

Offer made by Disney. JPMorgan Bank, N.A. and its affiliates are not affiliates of Disney and are not responsible for offer fulfillment.
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Reservation Office Hours (Pacific Time):
Sunday through Saturday 7 a.m. to 9 p.m.
Hours may vary seasonally.
714-520-5050

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