

2020 Terms & Conditions

WALT DISNEY TRAVEL COMPANY TERMS AND CONDITIONS FOR RENTAL HOME PACKAGES WALT DISNEY WORLD® RESORT

Please be advised that in the event any changes are made to the reservation including, but not limited to, changes in travel dates, updated Terms and Conditions may apply to the modified reservation.

Prices

- All prices are in U.S. dollars and are subject to change until package is paid in full. Prices are for the total package and cannot be broken down into individual package component prices. 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.** 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.

Booking Procedures

- Reservations must be booked a minimum of 5 business days prior to guest arrival. Reservations are not accepted until confirmed by a confirmation number.
- By booking the package, you understand that Disney or one of its affiliates may provide guest personal information to any third party travel supplier fulfilling a portion of the package for its independent use to fulfill the reservation.

Reservation Information

- All guests' full, legal names (including 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, gender and contact information are required for all guests, including 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.** ("Disney") within 3 days of booking the reservation or the reservation will automatically be cancelled. The following items, if included in the package, are also due at the time of booking and are non-refundable: (i) travel protection plan, (ii) non-refundable air transportation, and (iii) runDisney race registrations.
- **Payment in full is due to Walt Disney Travel Co., Inc. 30 days prior to guest arrival or packages are subject to cancellation.**
- **For reservations made 30 days or less prior to guest arrival**, payment in full is due to **Walt Disney Travel Co., Inc.** at time the reservation is made.

- Payment may be made with a valid payment card, check, money order, bank wire transfer or ACH. Please see invoice for instructions on how to send payment.

Cancellation and Refunds

- **For cancellations made 30 days or more prior to guest arrival**, amounts paid, minus cancellation fees assessed by third party suppliers, non-refundable air transportation, non-refundable runDisney race registrations, non-refundable travel protection plan costs, personalized products or experiences, and other amounts owed, will be refunded.
- **For cancellations made 15 days to 29 days prior to guest arrival**, amounts paid, minus a cancellation fee of \$200.00 per package and minus any cancellation fees assessed by third party suppliers, non-refundable air transportation, non-refundable runDisney race registrations, non-refundable travel protection plan costs, personalized products or experiences, and other amounts owed, will be refunded.
- **For cancellations made 2 days to 14 days prior to guest arrival**, amounts paid, minus a cancellation fee equal to 60% of the full price of the package and minus any cancellation fees assessed by third party suppliers, non-refundable air transportation, non-refundable runDisney race registrations, non-refundable travel protection plan costs, personalized products or experiences, 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. Check your airline's policies.
- No refunds will be made for early departure from rental home and for unused or partially used admission tickets, options or features, including meals.
- Any refund requests made after arrival and subject to Disney's sole discretion, must be requested in writing within 90 days after departure and may be assessed a \$25 processing fee.
- Disney 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. Disney is not responsible for the receipt of refund monies by guests from their travel agents

Change Fees and Changes to Reservations Made Prior to Guest Arrival

- **Changes made to reservation 15 days to 30 days prior to guest arrival** are subject to a change fee of \$50 per package plus any change fees assessed by other suppliers.
- **Changes made to reservation 14 days or less prior to arrival**, including but not limited to change in travel dates, length of stay, party size or rental home accommodations are subject to a change fee equal to 60% of the full price of the package plus any cancellation fees assessed by third party suppliers, such as non-refundable air transportation, non-refundable runDisney race registrations, non-refundable travel protection plan costs and personalized products or experiences.
- Availability and the prices applicable at the time the change is requested and guest is responsible for paying any increase in price resulting from the change. 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.
- If changes are made to the package including, but not limited to, changes to travel dates, package is subject to the Terms and Conditions applicable to packages at the time the change to

the reservation is made and, in the case of changes to travel dates, pricing applicable to the new travel dates.

- Land portions of the reservation cannot be canceled without also canceling the air portion of the reservation booked through Disney. Airlines/hotels/suppliers do not permit changes in certain situations.
- Disney reserves the right to restrict changes to any reservation.

Travel Protection Plan

- If guest has purchased 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.

Travel Documents

- Guests can pick up Disney theme park attraction tickets and travel documents (such as vouchers and certain other fulfillment cards) upon check-in.
- Additional fees may be charged for the replacement of any lost or misplaced travel documents.
- Guests may have entitlements linked to an account they create online ("Disney account") and ticket and other entitlements will be fulfilled via a radio frequency card.
- Title to the documents, including any radio frequency devices, passes in Lake Buena Vista, Florida upon delivery of the documents to the shipper or the mailing of the documents. Recipient is responsible for any duty or custom charges or expenses. Vouchers, if applicable, must be presented at time of use.

Air Transportation

- Flight schedules are not guaranteed. Disney shall not be responsible for any airline schedule changes, delays, cancellations, or any airlines' failure to perform for any reason including, but not limited to, strike or 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 (for example, 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 Disney, 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 and Features

- Parks, restaurants, attractions, recreation, *FastPass+* selections, 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 or special events and may otherwise change or be discontinued without notice and without liability to the owners of the *Walt Disney World*® Resort. Ticket media is not valid for special or premium events

or other activities which are separately priced. Admission entitlements are non-transferrable, not for resale, and must be used by the same person on any and all days. Age restrictions apply for access to certain facilities. Guests must be 21 years of age or older with valid proof of age to redeem alcohol entitlements.

- 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.
- Costs for parking (self and valet) at certain locations, incidentals, gratuities, child care and any other items not specifically listed as part of the package components are not included in the package price.

General Conditions and Responsibility

- Disney, its 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 Disney, 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. Disney 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, Disney reserves the right to cancel or modify a reservation, including 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 but not limited to, a mistake or error in price or description of the package or package components, or where it appears that a guest has engaged in fraudulent or misleading activity in making the reservation. If a package is cancelled by Disney, Disney shall have no responsibility beyond the refund of monies paid to Disney 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 Disney 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 Florida. 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, photo media, radio frequency devices and room accommodations (all collectively, "Terms, Reservations and Products") must be filed and maintained exclusively in any court in Orange County, Florida having subject matter jurisdiction. These Terms, Reservations and Products shall be governed by and construed in accordance with the laws of the State of Florida, without giving effect to any principles of conflicts of law.**

Resort Check-In/Check-Out

- Check-in time is generally between 3 p.m. and 4 p.m., and check-out time is generally between 10 a.m and 11 a.m.

Room Location and Other Special Requests

- Specific rental home locations or features are on a “request basis only” and are subject to availability at the time of check-in. These requests for specific locations or features may result in additional charges to be paid directly to the management company of the property. Smoking is prohibited in the rental homes. A fee will be charged directly by the management company of the property for odor removal due to smoking.
- The management company of the property may enter the property as reasonably necessary for protection or inspection; for repairs or other services, or for any other emergency and with such notice as the management company of the property, in its sole discretion, deems.
- For Guests with limited mobility who require first floor accommodations, specific information and assistance can be requested through Disney to request mobility friendly vacation cottages. Disney will also contact the property management company of the property on a Guest’s behalf as necessary. All accommodations are subject to availability.

Car Rental

- Renter must be at least 21 years of age, a per day underage fee will apply for renters 21-24 years and will be assessed at the rental counter. Renter must present a valid driver’s license and a major credit card in his or her name; other standard rental qualifications may apply. Cash customers are required to leave a deposit and must meet current standard cash qualification requirements. Car must be rented for a minimum of one 24-hour period. Car rental includes unlimited mileage. Drop-off charges may apply if the vehicle is returned outside the State of Florida and drop-off charges may also apply if the vehicle is returned in Key West. Drop-off charge is payable at the time of rental. Child restraint seats must be used for children up to age 6. Child restraint seats must be requested at the time the reservation is made and will result in an additional charge. Seat belts should be used by all passengers. Additional days, Additional Driver Fee, Child Restraint Seats, Collision Damage Waiver, Extended Protection and Carefree Personal Protection, optional refueling service and any other charges are extra. Other terms and conditions may apply.

For specific questions about the **Walt Disney World®** Resort (Theme Park operating hours, special events, services for guests with disabilities, etc.), please call:

407-824-4321 (voice)

407-827-5141 (TTY)

or log on to www.disneyworld.com

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