



WALT DISNEY Travel Company

The Walt Disney Travel Company
Mailcode 2429
3 Queen Caroline Street
Hammersmith
London
W6 9PE



INVOICE	INVOICE DATE 21-JAN-16	PRODUCT WDTC-UK
PLEASE QUOTE THIS REFERENCE ON ALL CORRESPONDENCE Our Ref 16108225/ 4		ABTA/ACCOUNT REFERENCE Your Ref LJK A IN U0898
NAME & ADDRESS OCEAN HOLIDAYS (DD) Equitable House 88 - 100 South Street Romford Essex RM1 1RX		

Guest's Copy

GUEST LEAD NAME MR C Moorhouse	NO. OF PERSONS 6
RESORT DELUXE RESORT	
ACCOMMODATION ANIMAL KINGDOM	
ARRIVAL DATE 26-NOV-16 14 Nights	

GUESTS	
MR Christopher Moorhouse MRS Janet Moorhouse MR Jack Moorhouse CX	MS Dawn Cameron MRS Barbara Wadeson MS Rebecca Carr CX

ACCOMMODATION DETAILS ANIMAL KINGDOM	26-NOV-16 14 Nights	STANDARD QA
Standard View Room		

PRICES			
1	Accommodation Rental	@ 2,744.00	2,744.00
1	\$200 GIFT CARD PROMOTION	@ 0.00	0.00
1	MAGICAL EXTRAS 2016	@ 0.00	0.00
4	MEMORY MAKER (10- 99)	@ 0.00	0.00
1	THE DISNEY STORE ONLINE OFFER	@ 0.00	0.00
4	DISNEY'S 14 DAY (14 FOR 7 TKT) (10- 99)	@ 299.00	1,196.00
1	** NO CELEBRATION **	@ 0.00	0.00
4	DISNEY REGULAR DINE PLAN (10- 99)	@ 0.00	0.00
1	Amendment Fee	@ 100.00	100.00
1	Cancellation Charge	@ 0.00	0.00

Please notify us immediately if there are any discrepancies, omissions or details contrary to your request.

SUB-TOTAL	GBP	4,040.00
DEPOSIT PAID	GBP	200.00
BALANCE DUE	GBP	3,840.00

REMITTANCE ADVICE	TOTAL PAYMENT GBP 3,840.00
REFERENCE NO. & GUEST LEAD NAME Our Ref 16108225/ 4 MR C Moorhouse	
We confirm receipt of your remittance/reservation as outlined above. Important: Contractual Terms and Conditions are outlined overleaf. Full Terms and Conditions can be found in the current brochure and on our website www.disneyworld.co.uk . It is your responsibility to read these. By confirming your booking, you also confirm your acceptance of these conditions in full. Please check with your agent in the case of any queries, or to pay any balance due.	

WALT DISNEY TRAVEL COMPANY BOOKING TERMS AND CONDITIONS

These booking terms and conditions (Booking Conditions) will apply to all Bookings and will govern your relationship with Walt Disney Travel Company, part of The Walt Disney Company Limited (we, our and us). Please read them carefully before you book. Your contract is with The Walt Disney Company Limited registered in England & Wales under Company Registration Number 530051 whose registered office is at 3 Queen Caroline Street, Hammersmith, London W6 9PE.

Disneyland Paris Bookings - Where you make a DLP Booking we will arrange your hotel accommodation and/or DLP Tickets as agents of Euro Disney and these components to your Holiday will be subject to the Euro Disney Booking Terms and Conditions which can be found at <http://www.disneylandparis.co.uk/booking-terms-and-conditions/booking-terms-and-conditions.html>. Your transport options will be subject to the Booking Conditions set out below. Any correspondence regarding your Booking should be sent to Walt Disney Travel Company, 3 Queen Caroline Street, Hammersmith, London W6 9PE or via email to disneytraveluk@disneyonline.com for Walt Disney World Bookings and disneyholidays@disney.co.uk for DLP bookings. Where we refer to you we are referring to all persons named in your Booking (including anyone who is added or substituted at a later stage).

1. Definitions

In these terms and conditions:

"Amendment" means any change to your Booking requested by you which results in (a) change to the number of persons allocated to a particular room which forms part of your Holiday; (b) an extension or reduction in the duration of your Holiday; (c) a change to your hotel; (d) a change to the type or class of room which forms part of your Holiday; (e) a change to the departure date or return date of your Holiday and/or (f) a change to the name or age category of any of the persons named in your Booking Group, but excluding any transfer of a Booking made pursuant to Section 9.

"Booking" means any type of Holiday booking for which we issue a Confirmation Invoice.

"Booking Group" means all persons named on the Booking and the Confirmation Invoice.

"Carrier" means the transport provider which undertakes the obligation and/or performs carriage by road, air or sea. Carrier includes the owner and/or the charterer and/or operator and/or their servants and/or agents of any transport provider.

"Confirmation Invoice" means written confirmation of your Booking.

"Cruise" means carriage on board a cruise ship as described in our brochure or on our website.

"Disability" includes any person whose mobility when using transport is reduced as a result of any physical disability (sensory or locomotor, permanent or temporary) intellectual or psychosocial disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and the adaption to his particular needs of the services made available to all passengers.

"Disney Cruise Line" means The Magical Cruise Company, Limited.

"DLP Booking" means any DLP Holiday booking processed for you by us and in respect of which we issue a Confirmation Invoice.

"DLP Holiday" means any hotel room, DLP Ticket(s), transport option (such as Eurostar or other self-drive option we may offer from time to time), flight(s) or any combination of them which you book through us.

"DLP Ticket(s)" means Disneyland Paris Theme Park Tickets booked through us.

"Euro Disney" means Euro Disney Vacances S.A.S.

"Flight Plus Holiday" means the purchase of separate Bookings consisting of components of a flight and overseas accommodation and/or car hire from separate suppliers.

"Force Majeure" means any event or circumstance which we or the supplier of the service in question could not, even with all due care, foresee or avoid. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, volcanic ash, epidemics, fire and other situations which are outside our control.

"Holiday" means any Booking for any room only, room/villa and Ticket(s), Ticket(s) only, any Cruise, flight(s) or any combination of them, together with any other transport options, which you book with us.

"Lead Name" means the person who makes the Booking and contracts with us.

"Minor" means any person under 18 years of age.

"Package" means the pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and when the service covers a period of more than twenty-four hours or includes overnight accommodation: (a) transport; (b) accommodation; (c) other tourist services not ancillary to transport or accommodation and accounting for a significant proportion of the package.

"Shore Excursion" means any on-shore tour or excursion offered for sale by Disney Cruise Line which does not form part of your Booking and for which a separate charge is payable, whether the Shore Excursion is reserved in the UK prior to commencement of the Booking or purchased during your Holiday.

"Ticket(s)" means Walt Disney World Resort Theme Park Tickets or, as applicable, DLP Tickets booked with us.

"Travel Agent" means any agent through whom your Booking is made.

"Villa" means rental villa accommodation.

2. Your Holiday Booking

(a) The Lead Name must be 18 years old at the time of booking and possess the legal capacity and authority to enter into a legally binding contract and accept these Booking Conditions as binding on the Booking Group. Minors must be accompanied by an adult. The Lead Name is the only person able to make changes, amendments and cancellations and is responsible to provide the correct information relating to every person in the Booking Group and provide all information relating to the Booking (including any changes to it) to all persons in the Booking Group. All Holidays and any other services are subject to availability at the time of booking. All money paid to one of our authorised Travel Agents for any Booking for which we issue a Confirmation Invoice shall be treated as having been paid to Walt Disney Travel Company.

(b) Once your Booking is made and the correct deposit received, we will send the Lead Name a Confirmation Invoice whereupon a contract for the arrangements specified in that Confirmation Invoice will come into existence between you and us. If we are unable to confirm some of the arrangements comprised in your Holiday straight away, we may still issue a Confirmation Invoice but a contract for arrangements that have not been confirmed will only be made when we have sent you written confirmation that those arrangements have been confirmed. If there is any change to your Booking before the Confirmation Invoice is issued, we will notify you promptly of any new or changed details, including a change to the total price (if any). If any detail on the Confirmation Invoice is not correct, please tell us or your Travel Agent immediately. If there is an obvious error on the Confirmation Invoice we reserve the right to correct it as soon as we become aware of it, but we will aim to do this within 7 days of issuing the Confirmation Invoice or, if your departure is within 7 days, no later than 24 hours before you go. If any of these changes are not acceptable then you will be entitled to a full refund. The Confirmation Invoice shall detail the total cost due, sums already paid and reconfirming the date any balance is due to be paid prior to departure. If we or your Travel Agent have not received any sums due by the due date as specified in our Confirmation Invoice, we reserve the right to treat your Booking as cancelled by you. Failure to pay the deposit or any other sum due will result in the deposit being forfeited by way of cancellation charges which are set out under Section 11 below.

3. Your Financial Protection

We hold an Air Travel Organiser's Licence (ATOL number 10401 issued by the Civil Aviation Authority (CAA)) which protects Packages sold by us which include a flight. The Confirmation Invoice will confirm your protection under our ATOL which, in the unlikely event of our insolvency, will ensure that you are not left stranded abroad, and the CAA will arrange to refund any money you have paid to us in advance. Packages which include flights are ATOL protected providing that either the person who pays for the Booking is present in the UK when the Booking is made or the first leg of any flight comprised in the Booking commences in the UK. For further information, visit the ATOL website at www.atol.co.uk. Flight-Plus Holidays are not Packages and are ATOL protected if purchased from us. This means that you will be able to continue with your holiday or suitable alternative holiday (at no extra cost) or receive a refund of the amount paid to us in the unlikely event of our insolvency or the insolvency of one or more of our suppliers. Please note that a Flight-Plus Holiday booking may cease to exist if you cancel a Booking component of your holiday arrangement. If your Package does not include any flight(s), one of our ABTA bonds will financially protect your booking: for Walt Disney World Bookings ABTA number W1803 and for DLP Bookings ABTA number P6684. If already abroad, you will be returned to the point where your contracted arrangements with us commenced. Please go to www.abta.com for a copy of the guide to ABTA's scheme of financial protection. If your Booking does not constitute a Package or include a flight, the financial protection referred to above does not apply.

4. The Price You Pay

(a) The prices we advertise are correct at the date of publication. We reserve the right to change or correct errors in both advertised and confirmed prices (both before and after the Confirmation Invoice has been issued). Before you make a Booking, we will give you the up to date price including the cost of any supplements, upgrades or additional facilities which you have requested. There will be no change to the price of your Package within 30 days of departure. We will absorb any increase equivalent to up to 2% of the price of your Package, excluding insurance premiums and any amendment charges. For price increases of more than 2% you will be charged for the amount over and above that per person. If the increase is 10% or more of the price of your Package (excluding insurance premiums and amendment charges), you will have the option of (a) paying the increase, or (b) changing to another Package if we are able to offer one (if this is of equivalent or higher quality, you will not have to pay more, but if it is of lower quality you will be refunded the difference in price), or (c) cancelling and receiving a full refund, except for any amendment charges and cancellation charges incurred. Should you decide to cancel, you must exercise your right to do so within 14 days from the issue date printed on your Confirmation Invoice. Should the price of your Package go down due to the changes mentioned above, by more than 2% of your Package price, then any refund due will be paid to you.

(b) Bookings which include access to any Disney Resort do not include meals, beverages, gratuities or any other item of a personal nature unless your Booking includes a Disney Dining Plan or you purchase this as an extra. All extras purchased in any Disney Resort must be settled in resort prior to departure and you may be asked for a deposit or credit card details on arrival.

(c) The price for a Cruise includes shipboard accommodation, all meals and entertainment provided on board but does not include Shore Excursions, sightseeing or meals ashore in the ports of call, gratuities, alcoholic beverages, soft drinks, bottled water, laundry or valet services, or any other items not specifically included. The price for a Cruise does not include any flight(s) (unless specifically included in your Booking), ground or luggage transfers, fuel supplements or taxes and fees imposed by U.S. and/or any foreign governmental or other authorities, including, without limitation, U.S. Customs and immigration fees, international arrival and departure taxes, and VAT, sales, use and excise taxes. All extras purchased on board must be settled prior to departure and you may be asked for a deposit or credit card details on arrival.

5. Flights

(a) All flights are subject to the Carrier s Conditions of Carriage; see General Information on page for more details. The Carrier(s), flight timings and routes shown online at the time of making your Booking and/or subsequently detailed on your Confirmation Invoice are provided to us by our suppliers and so are not final and are for guidance only, and are subject to alteration and confirmation. In some cases the identity of the carrier, flight timings and/or routes may not be available but will notify you when we receive that information.

(b) See Section 3 for financial protection for flights booked with us. You will receive confirmation of Carrier(s), flight timings and routes with your travel documents, which will be sent out approximately 14 days before departure. Please check your tickets carefully on receipt to ensure you have the correct flight times and carrier details. If flight times change after tickets have been despatched, we will contact you as soon as practicable. Any change in the identity of the Carrier(s) and/or flight timings will not entitle you to cancel or change other arrangements. It is the Lead Name's responsibility to ensure the arrival of all members of your Booking Group at the airport in sufficient time to check in and board the relevant flight(s). Air Passenger Duty is payable by all passengers departing from UK airports and is included in the price of each seat. In order to qualify for infant status, a child must be under 2 years of age on the day of its return flight. Please note that a "community list" exists (available for inspection at http://ec.europa.eu/transport/air-ban/list_en.htm) which details air Carriers that are subject to an operating ban with the EU Community. Walt Disney Travel Company is not the air Carrier or an operating air Carrier for the purposes of the Civil Aviation (Denied Boarding, Compensation and Assistance) Regulations 2005 (the "2005 Regulations"). Under the 2005 Regulations the air Carrier and/or operating air Carrier has the obligation to compensate passengers and all claims relating to cancellation, delay or denied boarding in respect of any flight must therefore be made to the relevant air Carrier.

6. Cruises

(a) All Cruises are subject to Disney Cruise Line s Conditions of Carriage which can be viewed online at <http://disneycruise.disney.go.com/booking-conditions-gb> and are contractually incorporated into your contract with us. Shore Excursions will be supplied by local operators and subject to their terms and conditions. We and/or Disney Cruise Line will endeavour to appoint reputable and competent local operators who comply with the local laws and regulations of the relevant country. You must ensure that you are fit and healthy to undertake Shore Excursions.

(b) Carriage by sea is governed by EU Regulation 392/2009 (known as the "Passengers Liability Regulation" or "PLR") and from the 23 April 2014 the Athens Protocol 2002 (The Athens Convention 2002) which are available at: <http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:131:0024:0024:EN:PDF> and <http://www.transportrecht.org/dokumente/AthenProt2002e.pdf> or on our website and are expressly incorporated into these Booking Conditions. Any liability of us or Disney Cruise Line for death or personal injury or for loss or damage to luggage arising out of carriage by sea shall be determined solely in accordance with the PLR or where applicable the Athens Convention. The PLR limits Disney Cruise Line's liability for death or personal injury to a maximum of 400,000 Special Drawing Rights/SDRs as defined by the International Monetary Fund (£384,681.96 pound sterling) or 300,000 SDR s (£288,511.47 pound sterling) for Domestic Carriage by sea in the UK as Disney Cruise Line's principal place of business is in the UK. Damages for loss or damage to luggage are limited. It is presumed that luggage has been delivered undamaged to you and each member of your Booking Group unless written notice is given to us and/or Disney Cruise Line. You must give us and/or Disney Cruise Line written notice promptly where any damage to your luggage is apparent, before or at the time of your disembarkation or redelivery of the luggage to you, or in the case of damage (which is not apparent) or of loss, within 15 days from the date of your disembarkation or redelivery of the luggage to you, or from the time when such redelivery should have taken place.

(c) Medical personnel on-board are independent contractors and are not employees, agents, or representatives of us or Disney Cruise Line and we do not control the medical services or undertake to supervise any care or treatment provided by medical professionals on-board. Neither we nor Disney Cruise Line shall be liable for any death, personal injury, illness, emotional distress, mental suffering or psychological injury caused by reason of any treatment, diagnosis, advice, examination, prescription or other service provided by such medical personnel, or, by the failure of such medical personnel to provide any treatment, diagnosis, advice, examination, prescription or other service. It is your obligation and responsibility to seek medical assistance from the doctor on-board as and when necessary during the Cruise. The doctor and medical personnel on-board are not specialists and the medical centre carries medical supplies and equipment in compliance with flag state requirements and is not equipped to the same standards as a land-based hospital. Medical facilities and standards in the various ports of call during your Cruise may vary and may be limited. Neither we nor Disney Cruise Line are liable for or make any representations or warranties regarding the quality or standards of medical treatment at any port of call or other places at which you are landed or referred. In the event that medical attendance of any kind or ambulance assistance, whether on shore, at sea or by air is required, you shall be liable for the full charge and/or cost thereof and you shall indemnify us, Disney Cruise Line and the on-board doctor/medical provider upon demand for such charge and/or costs. If by reason of illness or through any other cause you require special or extra accommodation or special or extra attention during your Cruise, you will be charged accordingly. You are advised to ensure that your insurance covers medical treatment, evacuation and repatriation.

7. Paying for Your Booking

(a) Paying for your Walt Disney World or Disney Cruise Line Booking			
All Payments may be made by visiting www.disneyworld.co.uk/payment or calling 0800 169 0730.			
Holidays which include:	Booking Date	Deposit	Balance payable
Disney World Theme Park tickets only	n/a	n/a	Payable in full at time of booking
Disney World Accommodation	8+ weeks before departure	£50 pp	Payable 8 weeks before departure
(not including a Flight or Disney Cruise)	8 weeks or less before departure	n/a	Payable in full at time of booking
Disney World Flight Inclusive Package	70+ days before departure	£150 pp	Payable in full 10 weeks before departure
	10 weeks or less before departure	n/a	Payable in full at time of booking
Disney Cruise With or without a Flight	90+ days before departure	£150 pp plus 100% of cost of flights (non-refundable) for European Cruise packages	Payable 90 days before departure
	90 days or less before departure	n/a	Payable in full at time of booking
(b) Paying for your DLP Booking - Payment may be made by calling our Disney Experts on 0800 169 0737 or online at http://www.disneyholidays.co.uk/disneyland-paris/help/manage-my-booking/			
DLP Bookings which include:	Booking Date	Deposit	Balance payable
Hotel, Park tickets & transport (excluding flights)	70+ days before departure	15%	Payable in full 70 days before departure
	70 days or less before departure	n/a	Payable in full at time of booking
Hotel, Park tickets & transport (including flights)	70+ days before departure	15% + 100% costs of flights	Payable in full 70 days before departure
	70 days or less before departure	n/a	Payable in full at time of booking

8. If We Change Your Booking

(a) On occasions changes to your Booking are unavoidable and we reserve the right to make these. Changes are normally minor in nature. A significant change to a Booking includes a change of accommodation to a lower category and/or price for the whole or a major part of your time away, a change of flight departure time of more than 12 hours, a change of UK departure airport (except between London airports), or a significant change of Resort or Theme Park area. We do our best to avoid cancelling Bookings but we must reserve the right to do so. We will only cancel your confirmed Booking after you have made full payment where we are forced to do so as a result of Force Majeure or lack of minimum numbers. We will notify the Lead Name or your Travel Agent of cancellation for this reason as soon as reasonably practicable. If we have to make a significant change or cancel your Booking, we will tell you as soon as reasonably possible. If there is time to do so before departure, we will offer you the choice of the following options:-

i. for significant changes - either accepting the changed arrangements or cancelling in which case you will receive a full refund of all monies you have paid to us; or

ii. for all other changes which are not significant - purchasing an alternative Package from us, of a similar standard to that originally booked, if available. For any alternative Package which we offer you, you will not be asked to pay any more than the price of the original Package. If any alternative offered by us is in fact cheaper than the original one, we will refund the price difference. You may reject any alternative Package we offer you and choose any other available Package however you must pay the applicable price of that Package and this may mean paying more if it is more expensive (or receiving a refund if it is cheaper).

(b) We will, where compensation is appropriate, pay you the compensation payments set out below subject to the following exceptions. Compensation will not be payable and no liability beyond offering the choices specified above can be accepted where we are forced to make a change or cancel as a result of Force Majeure. No compensation will be payable and the above options will not be available if we cancel your Package as a result of your failure to comply with any requirement of these Booking Conditions entitling us to cancel (such as you failing to pay on time), or where a change is a minor one. A change of, flight time of less than 12 hours, airline (except where otherwise stated), type of aircraft (if advised) or destination airport will all be treated as minor changes.

Period before departure:	0-13 days	14-27 days	28-41 days	42-56 days	56+ days
Compensation payable per person (excluding infants)	£40	£30	£20	£10	£0

In the case of reduced price or special offer Bookings, the compensation payable will be 50% of the above rates.

(c) For Cruises, we may without prior notice (where necessary in our sole discretion and/or that of the master of the ship) change, substitute, postpone, cancel or deviate from any scheduled sailing, itinerary or call at any port, and may substitute another ship, and we shall not be liable for any loss or damage incurred by you as a result.

9. Transfer of a Booking

A Booking may be transferred to another person subject to the amendment fees set out in Section 10 below. We aim to agree to such a transfer where the request is not less than 14 days inclusive before the scheduled departure date, and the primary reason for the request is that the relevant Booking Group member will be prevented from travelling by reason of an unavoidable event, such as illness, death of a close relative or jury service. We may require satisfactory evidence before agreeing to a transfer. No transfer will be accepted 13 days or less before the scheduled departure date and shall be treated as a cancellation by the Booking Group member in respect of whom the transfer is requested, and cancellation charges shall become payable (see Section 11). All transfers to another person will be subject to an administration charge of £100 for Bookings which include a flight (See Note 2) and/or cruise, and £50 and for all other Bookings, in addition to any cancellation fees which may be due. The person to whom the Booking is transferred must comply with all the terms of the existing Booking and accept the transfer and the terms and conditions of your Booking. The original Lead Name shall remain responsible for the payment of any balance that may be or become due in respect of the original Booking by virtue of the transfer.

Note 2 - Where your Booking includes any flight(s), these may not be transferable even within the 70 day period (the £100 administration charge will still apply). This will be dependent upon the terms and conditions of the air Carrier. You should note that some Carriers do not allow transfers and that a flight booking may have to be cancelled and re-booked, in which event the re-booking will always be subject to flight availability and to payment of any charges imposed by the Carrier which may, in some cases, be the full cost of a ticket. All other transfers more than 70 days before departure will be treated as a new Booking. Any discount or promotion applicable to the original Booking may not apply to the new Booking, in which case any difference in price shall be added to the price payable for the Booking.

10. If You Change Your Booking (see Section 11 if you want to cancel your Booking)

(a) If, after we have issued your Confirmation Invoice, you wish to alter your Booking in any way (other than a transfer to another person as per Section 9), the Lead Name (or your Travel Agent) must make a written request to us at least 14 days before departure, quoting your booking reference. This should be received in writing to Walt Disney Travel Company, 3 Queen Caroline Street, London W6 9PE or by email to disneytraveluk@disneyonline.com for Walt Disney World Bookings and disneyholidays@disney.co.uk for DLP Bookings, quoting your booking reference. Any amendment will be subject to availability and costs and an amendment fee will also be charged. Before we accept any amendment, we shall advise the Lead Name if there are any further charges to be paid. These charges shall be paid on confirmation of the amended Booking. No changes are allowed from a full price Booking to a special or other promotional offer.

(b) The following terms and exceptions will apply to any requested amendment to your Booking:

FOR WALT DISNEY WORLD AND DISNEY CRUISE HOLIDAYS

If a Booking is changed, the price payable at time of original booking will be the price applicable at the time the change is made.

In the event the value of your Booking (excluding Holidays which include flights and/or a cruise) is the same or increases as a consequences of any amendment to that Booking the amendment fee will be waived. For any amendments made more than 14 days before the scheduled departure date affecting your Hotel, Disney Park Tickets and Disney Dining which form part of your Booking, you will be charged at £50 per Booking .Any amendments affecting your Hotel, Disney Park Tickets and Disney Dining which form part of your Booking requested 14 days or less before your scheduled departure date will be treated as a cancellation and the applicable cancellation charges will apply. Please note that changes made to the number of persons in your Booking Group may result in a change to the price of your Booking. We will use our reasonable endeavours to replace lost or stolen airline tickets, subject to the cost of any new tickets issued, which may be higher than the price of the original.

Walt Disney World Holiday Includes			Amendment Date	Amendment fees
Accommodation	Flight	Cruise		
Yes	No	No	Less than 56 days before departure date	Cancellation fees as per section 11, below
			56+ days before departure date	£50 per booking
Yes	Yes	No	Less than 70 days before departure date	Cancellation fees as per section 11, below
			70+ days before departure date	£50 per person (Note 3)
Yes or No	Yes or No	Yes	Less than 90 days before departure date	Cancellation fees as per section 11, below
			90+ days before departure date	£50 per person (Note 3)

Note 3 - plus any additional cost or fees which our third party partners or carriers may impose.

FOR DISNEYLAND PARIS HOLIDAYS

If a Booking is changed, the price payable will be the price applicable at the time the change is made. We will use our reasonable endeavours to replace lost or stolen airline tickets, subject to the cost of any new tickets issued, which may be higher than the price of the original.

Amendments to your DLP Booking by you shall incur the following charges:

(a) Amendments to your DLP Hotel and Disneyland Paris Tickets Booking

If your Amendment results in a higher value booking, the following charges shall be payable:

Date the change is made	Charge
Any time after Confirmation Notice issued up to 3 days prior to travel (excluding change to arrival day made 7-3 days prior to travel)	The difference between the price of your original DLP Booking and the price of your amended DLP Booking
7-3 days prior to travel (change to arrival day)	This will be treated as a cancellation and the cancellation charges below shall apply
2-0 days prior to travel	This will be treated as a cancellation and the cancellation charges below shall apply

If your Amendment results in a lower value booking, the following charges shall be payable:

Date the change is made	Charge
Any time after Confirmation Notice issued up to 3 days prior to travel (excluding change to arrival day made 7-3 days prior to travel)	35% of the difference between the price of your original DLP Booking and the price of your amended DLP Booking plus £50 per DLP Booking
7- 3 days prior to travel (same arrival day)	75% of the difference between the price of your original DLP Booking and the price of your amended DLP Booking plus £50 per DLP Booking
7-3 days prior to travel (change to arrival day)	This will be treated as a cancellation and the cancellation charges below shall apply
2-0 days prior to travel	This will be treated as a cancellation and the cancellation charges below shall apply

(b) Amendments to your DLP Hotel plus Transport (excluding Flights) Booking

If your Amendment results in a higher value booking, the following charges shall be payable:

Date the change is made	Charge
Any time after Confirmation Notice issued up to 3 days prior to travel (excluding change to arrival day made 7-3 days prior to travel)	(i) The difference between the price of your original DLP Booking and the price of your amended DLP Booking (ii) any additional travel costs
7-3 days prior to travel (change to arrival day)	This will be treated as a cancellation and the cancellation charges below shall apply
2-0 days prior to travel	This will be treated as a cancellation and the cancellation charges below shall apply

If your Amendment results in a lower value booking, the following charges shall be payable:

Date the change is made	Charge
Any time after Confirmation Notice issued up to 8 days prior to travel	35% of the difference between the price of your original DLP Booking and the price of your amended DLP Booking (ii) any additional travel costs (iii) £100 per DLP Booking
7- 3 days prior to travel (same arrival day but other change(s) requested)	75% of the difference between the price of your original DLP Booking and the price of your amended DLP Booking (ii) any additional travel costs (iii) £100 per DLP Booking
7-3 days prior to travel (change to arrival day only)	This will be treated as a cancellation and the cancellation charges below shall apply
2-0 days prior to travel	This will be treated as a cancellation and the cancellation charges below shall apply

(c) Amendments to your DLP Hotel plus Flight Booking

Most flights booked are not able to be changed or amended however we will use our reasonable endeavours to assist where possible. Where we are able to do so the charges will be:

If your Amendment results in a higher value booking, the following charges shall be payable:

Date the change is made	Charge
Any time after Confirmation Notice issued up to 3 days prior to travel (excluding change to arrival day made 7-3 days prior to travel)	(i) The difference between the price of your original DLP Booking and the price of your amended DLP Booking (ii) any additional travel costs
7-3 days prior to travel (change to arrival day)	This will be treated as a cancellation and the cancellation charges below shall apply
2-0 days prior to travel	This will be treated as a cancellation and the cancellation charges below shall apply

If your Amendment results in a lower value booking, the following charges shall be payable:

Date the change is made	Charge
Any time after Confirmation Notice issued up to 8 days prior to travel	35% of the difference between the price of your original DLP Booking and the price of your amended DLP Booking (ii) any additional travel costs (iii) £50 per DLP Booking
7- 3 days prior to travel (same arrival day but other change(s) requested)	75% of the difference between the price of your original DLP Booking and the price of your amended DLP Booking (ii) any additional travel costs (iii) £50 per DLP Booking
7-3 days prior to travel (change to arrival day only)	This will be treated as a cancellation and the cancellation charges below shall apply
2-0 days prior to travel	This will be treated as a cancellation and the cancellation charges below shall apply

We will use our reasonable endeavours to replace lost or stolen airline tickets, subject to the cost of any new tickets issued, which may be higher than the price of the original.

11. If You Cancel Your Booking

(A) If you wish to cancel your Booking, the Lead Name must write to us requesting the Booking to be cancelled. This should be received in writing to Walt Disney Travel Company, 3 Queen Caroline Street, London W6 9PE or by email to disneytraveluk@disneyonline.com for Walt Disney World Bookings and disneyholidays@disney.co.uk for DLP Bookings, quoting your booking reference. In the event of any cancellations (whether at your request or otherwise as provided in these Booking Conditions) the following cancellation fees shall be payable (as a % of total Booking price):

FOR WALT DISNEY WORLD AND DISNEY CRUISE HOLIDAYS

(a) Cancellation Fees for Bookings (including flight(s) and/or cruise):

Period before scheduled departure date that cancellation notice is received

by us or a deemed cancellation occurs	Cancellation charges as a % of total Contract Price (Note 4)
More than 70 days	Loss of deposit (£150 pp)
70 - 56 days	30%
55 - 36 days	60%
35 - 15 days	80%
14 - 0 days	100%

Note 4 - if your Booking includes a Cruise:

European Cruises:

- cancellation notice 90+ days = loss of deposit (£150pp) plus cost of flights
- cancellation notice 89-56 days = 30%

Caribbean & Bahamian Cruises:

- cancellation notice 90+ days = loss of deposit (£150pp)
- cancellation notice 89-56 days = 30%

All Cruise Cancellations 55 days or less, see table above
ruise & Stay Packages:

If you wish to cancel your resort accommodation and/or Theme Park Tickets only, this will incur a cancellation fee of £50 per person. If one or more, but not all, of the members of your Booking Group cancel, no allowance or refund will be made for any part of your Booking not used or taken, nor can any refund be made for lost, mislaid or destroyed tickets or Hotel/Villa and/or ticket vouchers. If we receive notice of cancellation after we have sent tickets and final documents to you, no refund (if due) will be paid until all such tickets and documents have been returned by you or your Travel Agent to us.

(b) Cancellation Fees for Bookings (excluding flights and/or cruise, but including Ticket Only):

Period before scheduled departure date that cancellation notice is received

by us or a deemed cancellation occurs

More than 56 days

56 - 29 days

28 - 15 days

14 - 5 days

Less than 4 days

Cancellation charges as a % of total Contract Price

£50 pp

30%

40%

50%

100%

FOR DISNEYLAND PARIS HOLIDAYS

(a) Cancellation Fees for DLP Bookings (including Hotel, Disneyland Paris Tickets, flight(s) and /or other transport options):

Period before scheduled departure date that cancellation notice is received

by us or a deemed cancellation occurs

More than 61 days

60 - 14 days

13 - 0 days

Cancellation charges as a % of total Contract Price (Note 6)

15%

50%

100%

Note 6 - Please note that where your DLP Booking includes flights the cancellation fee will also include 100% of the cost of your flight.

(b) Cancellation Fees for DLP Bookings of Hotel and Disneyland Paris Tickets only:

Period before scheduled departure date that cancellation notice is received

by us or a deemed cancellation occurs

More than 61 days

60 - 8 days

7 - 3 days

2 - 0 days

Cancellation charges as a % of total Contract Price

15%

35%

75%

100%

If one or more, but not all, of the members of your DLP Booking Group cancel, no allowance or refund will be made for any part of your DLP Booking not used or taken, nor can any refund be made for lost, mislaid or destroyed tickets or Hotel and/or ticket vouchers. If we receive notice of cancellation after we have sent tickets and final documents to you, no refund (if due) will be paid until all such tickets and documents have been returned to us or to your Travel Agent. Cancellation of certain transport arrangements, typically scheduled airline tickets can result in up to 100% cancellation charges regardless of the notice period given by you to us. We reserve the right to pass on these charges where they exceed the applicable cancellation charges shown in the relevant table above. Similarly, name changes (including initial changes), destination and date changes can be treated by such suppliers as a cancellation and rebooking, regardless of the period of notice given to us.

If the supplier treats the change as a cancellation and rebooking we will pass on to you the cost imposed by the supplier, which could be up to 100% of the transport element of your DLP Booking and you must also pay the charge listed in "Amendments to your DLP Booking" above. Carriers may also refuse to issue replacement tickets for lost or stolen tickets and new tickets may have to be purchased by you. The cost of the new ticket may be greater than the cost of the original ticket.

(B) Cancellation of certain transport arrangements, typically scheduled airline tickets can result in up to 100% cancellation fees regardless of the notice period given by you to us. We reserve the right to pass on these fees or charges where they exceed the applicable cancellation fees (shown in the relevant table above).

Similarly, name changes (including initial changes), destination and date changes can be treated by such suppliers as a cancellation and rebooking, regardless of the period of notice given to us. If our supplier treats the change as a cancellation and rebooking we will pass on to you the cost imposed by the supplier, which could be up to 100% of the transport element of your Booking and you must also pay the amendment fees set out in the Section 10 ("If you Change your Booking") above. Carriers may also refuse to issue replacement tickets for lost or stolen tickets and new tickets may have to be purchased by you. The cost of the new ticket may be greater than the cost of the original ticket.

12. Our Liability to You

- (a) Compliance by us or our suppliers with any applicable regulatory requirements will be proper performance of our, and our suppliers' obligations. This does not necessarily mean compliance with each and every local law and regulation, particularly where these impose absolute obligations. You must show that reasonable skill and care has not been used if you wish to make any claim.
- (b) Services and products offered or provided to you by independent third party service providers on board a Cruise are charged as extras. These contractors may include a doctor, medical personnel, hairdresser, manicurist, masseuse, photographer, entertainer, fitness instructors, spa personnel, beauticians, internet/I.T. personnel or other instructional concessionaires, art or other auctioneers, shopkeepers and others providing services. These limitations apply to all independent contractors. These contractors work directly for you when performing their services. Neither Walt Disney Travel Company nor Disney Cruise Line is responsible for their performance (or for any such contractor's acts or omissions) or any products offered or provided by them.
- (c) We shall not be liable to you where the cause of the failure in your Package or any death or personal injury you may suffer is not due to any fault on our part or that of our servants, agents or suppliers because it is either attributable to you or any member of your Booking Group, or attributable to someone unconnected with your Package and is unforeseeable or unavoidable; or because the failure is due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or due to an event which neither we, nor our servants, agents or suppliers could have foreseen or forestalled.
- (d) If any international convention applies to or governs any of the services or facilities included in your Booking arranged or provided by us, or provided by any of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you or any member of your Booking Group compensation and/or the amount (if any) of compensation payable to you or any member of your Booking Group by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). International Conventions which may apply include: in respect of international air travel, the Warsaw Convention 1929 (including as amended by the Hague Protocol of 1955 and by any of the additional Montreal Protocol of 1975) or the Montreal Convention 1999; in respect of rail travel, the COTIF Convention concerning International Carriage by Rail 1980 (as amended); in respect of carriage by sea the PLR and where applicable, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and, in respect of hotels, the Paris Convention 1962. We will provide you with copies of the relevant conventions if you ask us. This means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these conventions or any other international conventions applicable to your Booking (see Section 6).
- (e) You must assist us in recovering from any third party any sum which may compensate us for any sums we pay you. In particular, you are obliged to assign to us any rights that you may have against any other person whose acts or omissions have caused or contributed to our legal liability to pay you compensation. You must also provide us with all assistance we may reasonably require. Finally, you must follow the procedures for the notification of complaints set out in Section 13 below ("If You Have A Complaint").
- (f) Should you become ill while on your Holiday, you must, in addition to reporting your illness to our representative, local agent or Duty Office, consult a local doctor and also consult your GP upon your return to the UK. Should you then wish to make a claim against us as a result of that illness, you must provide us with details of both the local doctor whom you saw and your GP, together with written authority for us to obtain a medical report from both those doctors.
- (g) If you or any member of your party suffers during your Package any difficulty through misadventure as a result of any activity which does not form part of your Package, we will offer you prompt assistance. All assistance (financial or otherwise) is subject to our reasonable discretion and a maximum total cost to us of 1,000 GBP per booking and is subject to you notifying us that you require such assistance within 30 days of the incident. If you are entitled to have any costs and expenses arising from such an incident met by or from any insurance policy or if you obtain a costs order against anyone in relation to the incident, you must repay to us the costs and expenses we spend in assisting you.
- (h) Notwithstanding anything to the contrary elsewhere in these Booking Conditions, we shall not in any circumstances be liable to you or any member of your Booking Group for any loss or anticipated loss of profit, loss of revenue, loss of use, loss of contract or other opportunity (whether direct, indirect or consequential) nor for any consequential, incidental or indirect loss or damage of any kind whatsoever.
- (i) For claims not involving personal injury, death or illness or which are not subject to any of the conventions contemplated in Section 12(d) above, any liability which we may incur for the negligent acts and/or omissions of our suppliers shall be limited in total to a maximum of the price which you paid for your Booking, excluding insurance premiums and administration charges.
- (j) The amount of compensation we will pay for any loss or damage to luggage is limited in accordance with the conventions listed in Section 12(d) above. For claims for missing or damaged baggage you must follow the rules on the back of your ticket or contained within the Carrier's conditions of carriage. Please note, time limits apply within which to notify us or the Carrier and make a claim. We will not accept liability for high-value items which you should insure for the appropriate amount. If there are no applicable limits for luggage then our liability will be limited to £500 per person.

13. If you have a Complaint

(a) If you have a complaint about your arrangements whilst away, you must immediately notify the supplier of the service in question locally. If they are unable to resolve the problem immediately, and a member of our staff is not available, you should contact us straight away and we will endeavour to assist. If you are still not satisfied on your return home, you must write to us within 28 days of your return, providing all other relevant information to allow us to investigate your complaint properly. Any correspondence regarding your Booking should be sent to Walt Disney Travel Company, 3 Queen Caroline Street, Hammersmith, London W6 9PE or via email to: disneytraveluk@disneyonline.com for Walt Disney World Bookings and disneyholidays@disney.co.uk for DLP Bookings. Please write your Booking reference number on your email, and include your daytime and evening telephone numbers.

(b) If you do not give us the opportunity to resolve any problem locally by reporting it to the supplier, or calling and informing us, then we may not be able to deal with any complaint on your return. Disputes which cannot be settled amicably may be referred to arbitration under an independent scheme devised by ABTA and administered by the Chartered Institute of Arbitrators. This provides simple and inexpensive arbitration on documents alone. The Scheme does not apply to claims for more than £5,000 per person or £25,000 per Booking or claims which are solely or mainly in respect of physical injury or illness or the consequence of such injury or illness. The Scheme can, deal with compensation claims which include an element of minor injury or illness subject to a limit of £1000 on the amount the arbitration can award for per person in respect of this element. If you elect to seek compensation under this Scheme, written notice requesting arbitration must be received by ABTA within 18 months after the date of return from the Holiday. After this time limit, arbitration under this Scheme will be available if we in our absolute discretion agree. For injury and illness claims, you may use the ABTA Mediation Procedure. This is a voluntary scheme and requires our agreement. Details of the Arbitration and mediation schemes are available from us on request or from ABTA at www.abta.com.

14. Your Behaviour

If we or any other person in authority is of the reasonable opinion that you are behaving in such a way as to cause or be likely to cause danger or upset to any other person (including our staff or agents) or damage to property, or could be disruptive or is/are suffering from a contagious disease, we will be entitled to terminate your Holiday. You will not be allowed to proceed with your travel arrangements and/or will be required to leave the flight, ship, accommodation or other service and we will have no further responsibility to you including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. You will be responsible for making full payment for any damage or loss caused by you or any member of your Booking Group during your time away. Payment must be made direct at the time to the service supplier concerned, failing which you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full costs and expenses including legal costs) as a result of your actions or those of any member of your Booking Group.

15. Special Requests

If you have any special requests, please tell us when you make your Booking. We will try to meet your needs but cannot guarantee to do so.

16. Travel Insurance

It is a condition of your Booking that the Booking Party, including infants and children, are adequately insured on holiday. It is your responsibility to take out before travelling insurance suitable for your needs for the entire duration of the Booking. We shall not be liable for any costs or losses through your failure or the failure of your Booking Group to take out adequate insurance cover.

17. Health and Travel Documentation

It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. We are not liable if you are refused entry onto any transport or into any country due to failure on your part to carry contact documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

18. Pregnancy, Infants and Minors

Women who have entered their 24th week of pregnancy as of the scheduled departure date of their Holiday may be refused passage (whether on a flight or on a Cruise) due to safety concerns. In such case, neither a physician's medical statement nor a waiver of liability will be accepted. In addition, neither Walt Disney Travel Company nor any Carrier shall be responsible or liable for any complications to pregnancy at any stage. Infants under twelve (12) weeks old will not be allowed to travel on-board any Cruise.

A Minor not travelling with a parent or legal guardian must be accompanied by a Responsible Adult. The parent/guardian of a Minor not travelling with them must authorise a Responsible Adult to have custody and control over the Minor at all times and to contract on their behalf with us. All Adult Guests/Responsible Adults on the booking shall be jointly and severally responsible for the conduct and behaviour of any Minors on their Booking.

19. USA -Travel Authorisation (ESTA)

It is mandatory for anyone travelling to or transferring through the US under the Visa Waiver Program, to obtain approval to travel no later than 72 hours prior to travel by completing an online process ESTA (Electronic System for Travel Authorisation) scheme. The cost of an ESTA is currently approx \$14 per person and can be obtained by visiting <https://esta.cbp.dhs.gov> or the Visit USA website at www.visitusa.org.uk where further information on the scheme and up to date fee can also be found. Once completed and approved, the ESTA application is valid for two years and allows multiple visits without the need to reapply. Travellers can apply for an ESTA even if they have no firm plans to travel to the US. Failure to obtain an ESTA could result in the passenger being denied boarding.

20. Law and Jurisdiction

Your contract with us and any non-contractual obligations arising from or in connection with it shall be governed by and construed in accordance with English law and shall be determined by the non-exclusive jurisdiction of the Courts of England and Wales.

21. Data Protection

Walt Disney Travel Company will collect and hold personal information in accordance with its Data Protection Policy. You consent to our processing and transferring information in this way (if we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to accept and confirm your Booking).

22. Medical Equipment and Safety Equipment Related to Disability or Reduced Mobility

(a) You must (a) notify us prior to the time of making your Booking of any relevant personal circumstances and needs of any member of your Booking Group including, without limitation, any Disability, if not self-reliant or there is restricted mobility - for example if you have difficulty in walking 500 metres; and (b) notify us at any time from when the Booking is made until 48 hours prior to the flight's departure or by calling our Call Centre (i) For travel to Walt Disney World or Disney Cruise Line 0800 169 0730; (ii) for Disneyland Paris: 0800 169 0737 if any member of your Booking Group previously reported to be with reduced mobility or as not being self-reliant no longer fall into either category.

(b) You must advise us at the time of making your Booking or as soon as possible before the start of your Holiday of the need to bring any medical equipment on board a flight, to a resort or on board any ship. Not all medical equipment can be carried or used on-board aircraft or any ship and you must check with Disney Cruise Line prior to carriage. If you fail to notify us or, in relation to any carriage comprised in your Booking the relevant Carrier, of any disability or mobility issues of any member(s) of your Booking Group, or if any member, in our reasonable opinion or that of the Carrier, is unfit or unable to travel or whose condition may constitute a danger to themselves or others on-board or where the Carrier is unable to carry such member in an operationally feasible and/or safe and/or dignified manner, we and/or the Carrier shall be entitled to refuse carriage to that person. If, any member of your Booking Party cannot be carried safely and in accordance with applicable safety requirements, then we and/or the Carrier can refuse to accept a reservation or embarkation any member of your Booking Group who is of a disabled person or person with reduced mobility on the grounds of safety. Such a refusal will be based on an assessment of risk by us and/or the Carrier taking account of applicable legislation and international regulations which, in the case of your Cruise, will include the ISM Code and SOLAS. It is therefore important that the fullest information is provided by you and every member of your Booking Group before or at the time of making your Booking and if circumstances or requirements change. This is important to ensure that there are no issues relating to the design of the ship or port infrastructure and equipment, including port terminals, which may make it difficult or impossible to carry out the embarkation, disembarkation or carriage of any member(s) of your Booking Group in a safe or operationally feasible manner.

(c) Here are some examples of conditions which you must tell us about to ensure safe carriage: a requirement for a dialysis machine, oxygen cylinders, or high risk conditions such as epilepsy. This is not a definitive list and you should tell us about any condition which requires constant care or constant medication and which, if such care is not provided or medication or taken, could have serious consequences. If you require a wheelchair during a Cruise, you must make provisions for the use of that wheelchair prior to making your Cruise Booking and you must check with us to ensure that such wheelchair(s) are suitable for use around the ship. The ship will carry wheelchairs, but those will only be available for emergency use. For the safety of the ship and all passengers and crew on board, all wheelchairs and other aids to mobility brought onto the ship by you or any member of your Booking Group must be stored in that person's stateroom when not being used. Where we consider it necessary, we may require you to be accompanied by another person who is capable of providing the assistance needed for disabilities or reduced mobility. This requirement will be based on safety grounds. Full time wheelchair users or who require assistance with personal care must be accompanied by a travelling companion fit and able to assist them in day to day tasks. The assessment of whether or not it is necessary or desirable for an accompanying person will be based on information provided at the time you make your Booking. You are required to provide as much information as possible to enable a full risk assessment to be made and may be asked to provide further information to ensure that we have all relevant information.

23. Luggage, Valuables and Other Possessions

You must comply with the luggage allowances of the Carrier(s). Please note air Carriers may charge luggage fees and restrict luggage to one bag per person so check with your air Carrier before you depart. You must retain valuables such as cash, negotiable securities or other financial instruments, gold, silverware, jewellery, ornaments, works of art, photographic/video/audio equipment or supplies, laptop computers, cellular phones or other valuables in your personal control at all times.

Neither we nor any airline or any supplier will be responsible for any damage to or loss of any of these items. When you are on a Cruise, Disney Cruise Line will not be liable for any valuables unless the same have been deposited with the ship's master or other designated representative who has issued a written receipt for the item(s) deposited. In the event of such deposit, the liability of the Carrier and/or us for loss or damage will be limited in accordance with the PLR or The Athens Convention if applicable. The use of safes in cabins does not constitute a deposit with the Master for these purposes. Dangerous or illegal articles such as weapons, explosives, oxygen, combustible substances or non-prescription controlled substances may not be brought to the Walt Disney World Resort or taken aboard any flight or Cruise. Any such items shall be confiscated and may be disposed of without any liability to you or any member of your Booking Group.