



BUSINESS SOLUTIONS

BY DISNEYLAND® PARIS

GENERAL CONDITIONS OF SALE BUSINESS SOLUTIONS BY DISNEYLAND® PARIS

IMPORTANT PROVISIONS IN THE CONTEXT OF THE COVID-19 HEALTH CRISIS

In accordance with recommendations from health authorities, Disneyland® Paris has implemented enhanced health and safety measures that are detailed at the following address:

<https://www.disneylandparis.com/en-us/health-safety-measures/>

The Client and all participants to the Event must read carefully the description of such measures; by choosing to participate to an Event at Disneyland® Paris the Client and all participants commit to fully comply with all such measures. The Client and all participants to the Event will be solely responsible for their compliance with such measures.

Internal rules in force at Disneyland® Paris include rules and protocols that specifically relate to the health crisis situation. The Client represents that all participants to the Event have read the most recent version that is available on the

www.disneylandparis.com website before arriving at Disneyland® Paris; failure to observe such rules and protocols may give rise to the application of measures and remedies set out in the second paragraph of article 11.1 hereinafter.

The Disney® Parks capacity has been reduced to promote physical distancing measures recommended by health authorities. Any booking of the Services is subject to availability and all Services including access to the Disney® Parks with no specified date require advance reservation for the chosen date(s) of visit in the Disney® Parks. No access to the Disney® Parks will be granted on the basis of a non-dated ticket unless a valid reservation for the chosen date is presented together with the ticket referenced on that reservation. Advance reservations can be made at the following address:

<https://www.disneylandparis.com/en-int/register-tickets/>. No reservation is required where Services

include access to the Disney® Parks on a specified date or on specified dates, including as part of a holiday package.

Some experiences shows or events may not be available or may be modified depending on the evolution of the safety and sanitary measures and recommendations from public authorities. Euro Disney will not be liable for consequences thereof on the Event or otherwise. The Client should visit the www.disneylandparis.com website for the most recent updates.

Euro Disney reserves the right to modify the Services forming part of the Event that may be required due to the Covid-19 sanitary crisis. In such event Euro Disney will have no liability to the Client or participants to the Event provided that the Client has been informed of such modifications without undue delay. Euro Disney will do its best efforts to maintain an equivalent level of service than that agreed in the Contract and to replace any Services that may become unavailable by equivalent services. In the event that such modifications do not allow performance of the Event in the conditions initially agreed, the Client shall have the right to terminate the Contract and will not be subject to the fees set out in article 3.4.

Some government authorities impose movement restrictions. The Client should make sure to check any measure that may apply in the context of the Event before booking. This may be done by visiting the following website from the European Union: <https://www.reopen.europa.eu/>, or by contacting public authorities. In the event that transportation to Disneyland® Paris has been arranged, the Client should also check available information on the carrier's website.



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1. SUBJECT MATTER

- The purpose of this Agreement is to define the terms and conditions pursuant to which the services ordered by the Client identified on the contract (hereinafter the "Client") and listed in the specific conditions (hereafter the "Services") shall be provided for the event also described in the specific conditions (the "Event").
- Services including the combination of accommodation and at least another holiday service, such as a visit to the Disney® Parks (Disneyland® Park and/or Walt Disney Studios® Park), provided that it is carried out under the conditions specified in Article 3 (2) of Directive 2015/2302 of 25 November 2015 as transposed into national law (the "Directive") are also subject to the terms and conditions specified in the Exhibit attached hereto.

2. ORGANISER

All Services hereunder are organised by Euro Disney Associés S.A.S. (hereinafter "Euro Disney"), Business Solutions Division.

3. RESERVATION, PAYMENT, CANCELLATION, AND MODIFICATION TERMS

3.1 RESERVATION – DEPOSITS- PAYMENTS

Booking of an Event is made upon confirmation by the Client of acceptance of the offer communicated by Euro Disney, subject to Euro Disney confirming the availability of the Services booked. Such confirmation by Euro Disney is materialised by the contract being drawn up. The Client shall, before expiry of the offer as set out by Euro Disney, return to Euro Disney two copies of the contract, initialled, dated and signed by a duly authorised representative, together with payment of the first deposit (as set forth below depending on date of reservation). Except where different conditions have been agreed upon and specified in the specific conditions, the Client shall thereafter have to pay each deposit provided hereafter according to the corresponding payment terms and conditions in the table.

Reservation date (nb of days prior to the first day of the Event*)	Deposits calendar (nb of days prior to the first day of the Event (D)*)
> 120 days	

	1 st deposit 15% upon reservation 2 nd deposit 50% at D-120 3 rd deposit 25% at D-60 Balance at D-15
between 61 and 120 days	1st deposit 65% upon reservation 2nd deposit 25% at D-60 Balance at D-15
Between 15 and 60 days	Deposit 90% upon reservation Balance at D-15
Less than 15 days	100% upon reservation

* Start date of the Event excluded

Should the deposits not be sent to Euro Disney in compliance with the above calendar, Euro Disney shall be entitled to cancel the Event without indemnity for the Client. Such cancellation shall trigger the application of the cancellation fees provided under section 3.4 for a total cancellation.

At the latest fifteen (15) days before the Event, the Client undertakes to communicate by fax or e-mail to Business Solutions Division the number of participants to the Event and, if applicable, the list of participants to be accommodated as well as the menu selection.

3.2 ADDITIONAL SERVICES

Any additional Service not initially requested shall be ordered and paid for at the latest eight (8) days prior to the Event by wire transfer (or by check for payments made more than thirty (30) days prior to the Event).

Any additional Service requested during the Event will be subject to availability and will be invoiced to the Client after the Event.

3.3 PAYMENT TERMS

All Services ordered by the Client for the Event will be registered on a specific account (the "Master Account").

At the end of the Event, Euro Disney will issue a detailed invoice on the basis of all information of the Master Account and address it to the Client for payment.

Client shall pay the deposits and balance as well as additional services within the deadlines indicated in sections 3.1 and 3.2 as follows:

– All payments by wire transfer to:



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**BNP Centre d'Affaires : ILE DE FRANCE EST
ENTREPRISES, Tour Gamma Bât A 14ème Et., 193
rue de bercy, 75012 PARIS.**

**Bank code: 30004, Counter n°0222, Account
n°0001900006
RIB 05, Swift Code BNP A FR PP IFE, IBAN FR76
3000 4022 2100 0190 0000 605.**

– Provided payment occurs at least 30 days before the Event, by cheque sent to Euro Disney Associés SAS, Comptabilité clients, B.P.113, 77777 Marne-la-Vallée Cedex 4, France.

In the event of irregularities in the invoice, the Client agrees to notify Euro Disney's Accounting Department, at the address set forth above, by mail within 15 (fifteen) days following receipt of the invoice. All such notified irregularities will be accompanied by appropriate justification. However, notification of irregularities shall not release the Client from its obligation to pay the undisputed amount of the invoice. Where the Client is a professional, any outstanding amounts, except amounts disputed in accordance with the above provision, will be automatically (without any prior notice being required) subject to a penalty for late payment at the rate of the European Central Bank's latest refinancing rate, increased by 10 points of percentage, automatically calculated as of the due date up to the effective date of payment and shall also give rise to the obligation to pay Euro Disney a fixed amount of 40 Euros for recovery costs of unpaid amounts.

3.4 CANCELLATION TERMS

Any total or partial cancellation by the Client shall be made in writing and sent preferably by fax to Business Solutions Division. In case of total or partial cancellation by the Client, the following cancellation fees will apply:

Cancellation date (nb of days before the first day of the Event)	Total cancellation fees	Partial cancellation fees
> 120 days	15% of total amount of the Event	100% of cancelled Services less 12% of amount due for room and food services *

between 61 and 120 days	65% of total amount of the Event	100% of cancelled Services less 10% of amount due for room and food services *
between 15 and 60 days	90% of total amount of the Event	100% of cancelled Services less 5% of amount due for room and food services *
Less than 15 days	100% of total amount of the Event	100% of cancelled Services

*The amount of room and food services deducted from the cancellation fee is calculated on the total amount of room and food services (not on the cancelled share of room and food services. For example: if the total amount of an Event is 50 000€ including 25 000€ of room and food services and Client cancels the equivalent of 10 000€ of room and food services, Client shall owe Euro Disney 7 000€ as cancellation fees (10 000€ - 12% of 25 000€ = 10 000€ - 3 000€ = 7 000€).

3.5 MODIFICATIONS

Euro Disney reserves the right to reassign any meeting space required for the Event at any time provided that the revised space adequately accommodates the Client's function requirements. Euro Disney will notify the Client of such reassignment in due time.

4. SAFETY

For Events subject to safety requirements, Euro Disney has established a safety manual which is available on-line at www.disneylandparis-business.com. Where the Event is subject to such requirements, the Client hereby undertakes to comply with the terms and conditions of said manual for the organization of the Event and during the Event. The content of this manual is subject to modification from time to time at the entire discretion of Euro Disney; the Client hereby undertakes to regularly check the manual on the aforementioned website so as to comply, at all times, with the terms and conditions therein. In the event the Client does not have access to internet, the Client may obtain a copy of this manual from Euro Disney Associés SAS, Business Solutions by Disneyland® Paris, BP 112, 77777 Marne-la-Vallée Cedex 4, France. Euro Disney reserves the right to terminate the Contract or the Event at any moment



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during the Event, without prior notice and without any indemnity, in the event that the Client fails to comply in whole or in part with the aforementioned manual and has not remedied such breach promptly upon first notice received from Euro Disney.

Euro Disney is entitled to cancel some of the Services agreed at any moment during the Event without any indemnity, should safety conditions not be met, in particular, but not limited to, in case of inclement weather.

5. CATERING

Unless Euro Disney has expressly agreed to different arrangements, any catering Services (drinks included) the Client wishes to propose to the participants during the Event will be provided exclusively by Euro Disney.

6. COPYRIGHT AND RELATED LAWS

The Client shall be solely responsible for any authorisation request and/or declaration to the competent authorities as well as for any payment of amounts due for copyright and to artists for the shows and musical programs organised and produced for the Event by the Client. The Client guarantees Euro Disney against any claim, request or suit related thereto.

Euro Disney will handle all declarations and pay, on behalf of the Client, all payments related to public appearance rights due to the authors for the music performances and shows organised by Euro Disney and held during the Event. Euro Disney will invoice these amounts to the Client for reimbursement.

Any adaptation, reproduction and/or representation of artworks of shows proposed, produced and/or organised by Euro Disney is forbidden. An adaptation, reproduction or representation by any means without Euro Disney's prior written approval would be considered as an infringement subject to penalty pursuant to Article L.335-2 and seq. of the French Intellectual Property Code.

7. LIKENESS – LICENCE

Client authorizes free of charge Euro Disney and its affiliated companies or any authorized person or company to (i) take pictures and/or film the Event and the Event participants so long as the Client's name, logos, trademarks as well as the faces of participants are not recognizable or are blurred during editing (the "Event Images") and (ii) reproduce, transfer, modify

and communicate to the public the Image Events for informational, promotional, advertising or commercial purposes on all material known or unknown (including but not limited to printed materials, audiovisual, digital, internet, intranet, multimedia materials) by all means of transfer or stockage and for all purposes (including but not limited to emailings, mailing, social media, printed material, advertising, press reports, etc). This authorization is valid worldwide for five (5) years.

8. CONFIDENTIALITY AND PROPERTY RIGHTS

Neither party shall use, publish nor diffuse in any manner whatsoever including through the Internet, any fact or information it could have had knowledge of during this Agreement without the prior written authorisation from the other party.

Nothing in this Agreement shall be deemed to give the Client property rights or rights to use the names, logos, trademarks, copyrights such as "EURO DISNEY", "DISNEYLAND" as well as the protected works of Disney Enterprises Inc., whatever the medium, including the internet, context or destination may be, in particular for any advertising or promotional purposes or associating explicitly or tacitly Euro Disney to its activities. Consequently, any use by the Client of the brands and elements protected by copyright belonging to Disney Enterprises Inc. shall require the prior written approval of Euro Disney.

The Client guarantees that it shall not include the Services provided by Euro Disney in any all-inclusive tour, package, or group of services comprising services which, in Euro Disney's estimation, may be prone to harm the Disney image, and, in particular, it shall not offer the Services of Euro Disney by way of any promotional gift, reward, or prize draw. Also the Client undertakes that the Event shall in all instances be consistent with the Disney image and its family orientated values.

9. DATA COLLECTION

9.1 Definitions

"Data Protection Laws" means the following laws, as may be applicable from time to time, as well as any amendment thereto or replacing provisions thereof: (a) French law n° 78-17 of January 6, 1978 ("loi Informatique et libertés"), as modified, and other national laws implementing the e-Privacy Directive 2002/58/EC; (b) the EU General Data Protection



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Regulation 2016/679 (as amended and replaced from time to time), as well as any other laws or regulations that may replace or amend any of the provisions of European Union law on data protection (the "GDPR"); and (c) any other national laws or regulations relating to privacy and/or data security and to processing of personal data.

"Personal Data", "process", "processing" have the meaning given to them in the GDPR, and any similar terms must be interpreted accordingly.

9.2 Processing of personal data communicated by professional Clients:

The professional Client collects personal data of the participants to the activities that it offers, in the context of its own activities and for its own purposes.

In the context of booking of an Event from Euro Disney, the professional Client may be required to communicate to Euro Disney a list containing personal information of participants. The Personal Data so communicated will be processed by Euro Disney for its own account and for its own purposes, in particular for providing the Services booked, using the means that it chooses. In this context, the professional Client and Euro Disney each and separately act as data processors for their own activities and shall comply with their respective obligations by virtue of Data Protection Laws.

9.3 Processing of personal data communicated by non-professional Clients

In the context of booking of an Event from Euro Disney, the non-professional Client may be required to communicate to Euro Disney a list containing personal information of participants. When entering into the contract, the non-professional Client represents and warrants that he/she has obtained the consent of the participants to the Event for the processing of their personal data in such context and that he/she will inform them of the conditions of processing of their personal data by Euro Disney.

9.4 Where the event includes one or more hotel nights
some information collected in the context of the reservation of the Event and relating to participants that are not French citizens may be used for the purpose of filling out the registration form that the hotel

is legally required to establish when checking in foreign Guests.

10. SATISFACTION SURVEYS

The Client accepts that Euro Disney might conduct oral or written participant satisfaction surveys in public areas. It is expressly agreed that the results of such surveys will not be communicated to the Client.

11. LIABILITY AND INSURANCE

11.1 LIABILITY

It is the Client's responsibility to ensure compliance of the purpose of the Event with laws and regulations in force, and to obtain or file any required prior authorization or declaration with the competent authorities, for instance for the sale of goods to the public in the meeting spaces assigned for the Event. Failure to communicate said authorization or declaration to Euro Disney will, as of right, result in the Event being cancelled and in the application of the cancellation procedure as set forth in section 3.4.

The Client undertakes to ensure that the participants to the Event abide by all the internal regulations in force at Disneyland® Paris (in particular the rules and regulations accessible on www.disneylandparis.com) as well as all instructions and guidelines related to the Services set out in any document issued by Euro Disney, as well as behaving in a respectful and courteous manner while at Disneyland® Paris. In the event of the attitude of one of the participants to the Event being liable to be prejudicial, dangerous or disruptive for any employee, subcontractor, agent or Guest of Euro Disney or the public in general, Euro Disney reserves the right to terminate their participation to the Event at any time at its sole discretion. In such cases, the Client may make no claim to any refund or compensation regarding such termination in advance of the Event; Euro Disney reserves the right to claim any costs arising from any such behaviour, either for itself or for third parties, from the Client. The Client shall ensure that all participants to the Event are well aware of these provisions.

The Client shall be fully liable for any material damages or bodily injuries incurred by any person, including but not limited to the Client's employees, the Event participants, Euro Disney's employees and/or any equipment belonging to the Client, Euro Disney or any third party and due to the Client's fault or negligence or due to the use of its own equipment.



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As a consequence, the Client shall protect, defend and indemnify Euro Disney against any claims, suits, damages, liabilities, judgments, costs and expenses (including all legal costs) whether based upon contract, tort, or otherwise arising out of any willful or negligent act or omission of the Client or its employees and waives (as well as its insurers) any recourse against Euro Disney and its insurers.

In case of damages incurred by the Client as a result of a material breach of the Contract by Euro Disney, Euro Disney shall indemnify the Client in accordance with French tort law. In such event, Euro Disney's maximum liability shall be limited to the total amount of the Event.

11.2 INSURANCE

Except as specifically agreed otherwise between the parties, the Client shall maintain, at its own cost, throughout the term of this contract, the following insurance General civil liability with the minimum amounts of €1.000.000 (One Million euros), protecting the client for claims for personal injury, property damage and consecutive financial loss which may arise from or in connection with this contract and from or out any act or omission of the Client. Such insurance shall be subscribed with well-known insurance companies.

Certificates of insurance shall be furnished to Euro Disney at the time of signature of this Contract and in any case before the Event has begun Euro Disney declares that it has subscribed with well-known insurance companies insurances in sufficient amounts to cover its general liability.

12. FORCE MAJEURE

If the performance by either party of its obligations under this Agreement is delayed or prevented in whole or in part by any force majeure event, as this term is defined under French law and case law, this party shall be excused, discharged and released from performance to the extent such performance or obligation is so limited or prevented by such occurrence without liability of any kind.

13. GOVERNING LAW AND COMPETENT COURTS

The Agreement shall be governed by French law.

EXCEPT WHERE MANDATORY LEGAL PROVISIONS DICTATE OTHERWISE, ANY DISPUTE BETWEEN THE PARTIES SHALL BE SUBMITTED TO THE EXCLUSIVE JURISDICTION OF THE COURTS OF PARIS.

APPENDIX APPLICABLE TO THE RELEVANT SERVICES OF THE REGULATIONS RELATING TO TOURIST PACKAGES

1. Scope

The terms and conditions of this exhibit apply to bookings for Services, which include the combination of accommodation and at least another holiday service, such as a visit to the Disney® Parks (Disneyland® Park and/or Walt Disney Studios® Park) under the conditions specified in Article 3 (2) of Directive 2015/2302 of 25 November 2015 as transposed into national law.

The combination of travel services offered to the Client in such a case is a package within the meaning of Directive (EU) 2015/2302. Therefore, the Client will benefit from all EU rights applying to packages. Euro Disney will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Euro Disney has protection in place to refund the Client's payments in the event that it becomes insolvent.

The essential rights provided for by Directive (EU) 2015/2302 are presented in the information notice relating to Packages appearing following this exhibit.

2. Organiser – Guarantees – Contacts

All Services are organised by Euro Disney Associés S.A.S., having its registered office at 1 rue de la Galmy, 77700 Chessy, France, registered with the Meaux Trade and Company Register number 397 471 822 and with the French Travel and Holiday Companies' Registry under number IM077100029.

In order to protect the Client and participants to the Event against the risk of insolvency, Euro Disney has taken out insolvency protection in accordance with applicable regulations with APST - Association Professionnelle de Solidarité du Tourisme, 15 avenue Carnot, 75017 Paris, France, and professional liability insurance with AXA Corporate Solutions Assurance, 4 rue Jules Lefebvre, 75009 Paris, France.



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Contacts

Any contact with Euro Disney can be made using the following details:

- By telephone: + 33 (0) 1 60 45 75 00
- By post:

Business Solutions by Disneyland® Paris
Bâtiment Minnie Mouse
BP112
77777 Marne-la-Vallée Cedex 4, France

- By e-mail: dlp.business@disney.com

To allow swift treatment, it is recommended that the Client indicates the date and name of the Event.

In case assistance or an on-site point of contact is required, the Client may contact:

- the reception of the hotel or of the convention center whose details are available at the hotel or convention center
- City Hall in the Disneyland® Park: + 33 (0) 1 64 74 31 68.

3. Cancellation by the Client

The Client may cancel the contract totally or partially at any time before the start of the Event by paying the cancellation fee set out in the following grid:

Cancellation date (nb of days before the first day of the Event)	Total cancellation fees	Partial cancellation fees
> 120 days	15% of total amount of the Event	20% of cancelled Services less 12% of amount due for room and food services *
between 61 and 120 days	65% of total amount of the Event	65% of cancelled Services less 10% of amount due for room and food services *
Between 15 and 60 days	90% of total amount of the Event	90% of cancelled Services

		less 5% of amount due for room and food services *
Less than 15 days	100% of total amount of the Event	100% of cancelled Services

* The amount of room and food services deducted from the cancellation fee is calculated on the total amount of room and food services (not on the cancelled share of room and food services. For example: if the total amount of an Event is 50 000€ including 25 000€ of room and food services and Client cancels the equivalent of 10 000€ of room and food services, Client shall owe Euro Disney 7 000€ as cancellation fees (10 000€ - 12% of 25 000€ = 10 000€ - 3 000€ = 7 000€).

4. Alteration or cancellation by Euro Disney

Alteration:

In accordance with article 11 (1) of the Directive, Euro Disney Euro Disney may make insignificant changes to the elements and conditions of the contract up to the start date of the Package, provided that the Client is clearly, comprehensibly and visibly informed on a durable medium.

If Euro Disney is obliged to make significant alterations to one or more of the main features of the Event booked, the Client can either accept the proposed alteration or cancel the contract without charge. The deadline within which Clients must communicate their decision will be specified in the notification of the modified elements.

Cancellation:

In the event that Euro Disney is obliged to cancel the Event, it will proceed to the full refund of any payment made, as well as to the payment of appropriate additional compensation in consideration of any damage resulting therefrom. However, no compensation will be due in the event that the cancellation results from an impediment caused by exceptional and unavoidable circumstances and that the Client has been notified thereof as soon as possible before the start of the Event.

5. Refunds

Any refund due as a result of cancellation will be made within 14 days of the date of cancellation.



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6. Transfer of contract

The Client may transfer the contract to another person who complies with all the conditions applicable to such contract, provided that such decision is notified to Euro Disney on a durable medium no later than 7 days before the start of the Event, indicating the following:

- last name, first name and address of the Client
- last name, first name and address of the third party replacing the Client
- Reference of the Event

Upon receipt of this notification, a booking confirmation will be sent to the third party replacing the Client.

The Client and the third party replacing the Client will be jointly and severally liable for the payment of the full price of the Event, as well as for any additional costs, fees or other charges incurred by the transfer.

7. Insurance against risk of cancellation / assistance / repatriation

Euro Disney does not offer any insurance covering cancellation costs or the cost of assistance for repatriation / accident / sickness / death and such insurance is optional for the Services booked hereunder.

In the event that the Client seeks protection against the aforementioned risks, the Client may contact any of the insurance companies offering travel protection to know the appropriate guarantees that they offer.

8. Euro Disney's responsibility and obligations

Responsibility:

Euro Disney is responsible for the proper performance of all travel services included in the contract, irrespective of whether these services are to be performed by itself or by other travel suppliers.

In the event that Euro Disney's responsibility is incurred for the acts of such travel suppliers, Euro Disney shall benefit from the limits of liability laid down by international conventions limiting the conditions under which compensation is due by a service provider providing a package travel service. By way of derogation from terms of section 10.1 of the contract, in other cases the compensation paid will be limited to three times the price of the Event, except for personal

injury and damage caused intentionally or out of negligence.

Obligations :

In its capacity of organiser, Euro Disney is obliged to provide appropriate assistance to the Client in difficulty without undue delay, in particular by:

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

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

9. Complaints

Complaints arising during performance of the contract shall be brought as quickly as possible to the attention of the service provider concerned in order for a solution to be sought immediately. If no solution is found immediately, the Client is required to inform Euro Disney without undue delay taking into account the circumstances of the case. Failure to notify a lack of conformity in accordance with the aforementioned conditions may be taken into account when determining the appropriate price reduction or compensation for damages where such notice would have avoided or reduced the damage suffered. Complaints must be made in an appropriate manner, include evidence of the subject of the dispute.

Complaints must be made to Euro Disney by any means enabling acknowledgement of receipt to Euro Disney Associés S.A.S., « Business Solutions by Disneyland Paris » Department, BP112, 77777 Marne-La-Vallée Cedex 4, France, by fax on + 33 (0) 1 60 45 73 98 or by e-mail to the following address: dlp.business@disney.com.

The claim shall specify details of the Client's dissatisfaction, the date of the Event and the reference of the Event.

In the event that no satisfactory solution has been found within 60 days following the Client's claim, the Client has the possibility to refer to the French ombudsman for the holiday and travel sector (Médiation Tourisme et Voyage), whose contact details and procedure of referral can be found on its website: <http://www.mtv.travel>.



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10. Persons with reduced mobility and special needs

Services available at Disneyland® Paris are generally suitable for persons with reduced mobility and various services are made available to meet the special needs of participants. However, certain activities and attractions at Disneyland® Paris are subject to physical restrictions. For more information, Clients are invited to consult the "Guests with Disabilities" section of the www.disneylandparis.com website.

In any case, if one of the participants to the Event suffers from mobility problems, from a disability or requires special care or needs, the Client shall inform Euro Disney thereof before making a booking for that participant so that it can be determined to what extent it is possible to address them. Euro Disney will do its best to accommodate special requests notified at the time of booking but cannot be guaranteed unless they are confirmed in writing. In some cases, special requests may result in additional costs that will be communicated to the Client.

11. Passport and visa requirements – Health formalities

To visit Disneyland® Paris Nationals of a Member state of the European Union, of a state party to the Agreement on the European Economic Area and Swiss nationals need to hold a passport or national identity card valid throughout their stay.

Nationals of other countries may be subject to other police formalities depending on their nationality; they may enquire about the formalities applicable to them by logging onto the France-Visas website, which is accessible in several languages through the following address: <https://france-visas.gouv.fr/>. It is their responsibility to comply with these formalities, if applicable, and any damage resulting from non-compliance with these requirements will be for their sole account. In particular, should they be unable to use the Services booked because they have failed to comply with the aforementioned requirements, we reserve the right to retain cancellation charges in accordance with section 3.4 of the contract. We advise that they allow at least 6 to 8 weeks prior to the start of their stay in the event that they need to have such formalities carried out but more specific information depending on their particular situation should be consulted on the website mentioned hereinabove.

At the time of publication of this exhibit, the French authorities do not impose any particular health requirements for entry into France. However it is recommend that the Client checks any update that may be published before the start of the Package by visiting the website of the French Office of Foreign Affairs (available in several languages): <https://www.diplomatie.gouv.fr/en/coming-to-france/>.

INFORMATION NOTICE

Key rights under Directive (EU) 2015/2302:

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8 % of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable



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alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.

- Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.

- The organiser has to provide assistance if the traveller is in difficulty.

- If the organiser becomes insolvent, payments will be refunded. If the organiser becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Where Euro Disney Associés S.A.S. acts as organizer, it has taken out insolvency protection with d'APST Association Professionnelle de Solidarité du Tourisme. Travellers may contact this entity (APST, 15 avenue Carnot 75017 Paris, France – E-mail : info@apst.travel – Tél. : + 33 (0) 1 44 09 25 35 ou + 33 (0) 1 44 09 88 00) if services are denied because of Euro Disney Associés S.A.S.'s insolvency.

Directive (EU) 2015/2302 as transposed into French law may be consulted on <https://www.legifrance.gouv.fr/>.