

TERMS AND CONDITIONS OF SALES OF REWARDS SOLUTIONS PRODUCTS

These terms and conditions of sales (hereinafter the « Terms and Conditions of Sales ») define the conditions under which Euro Disney (as defined hereinafter) sells various products to professional clients (companies, agencies, associations...) (hereinafter the « Clients ») for the purpose of, in particular, motivating, rewarding or increasing the loyalty of their employees or customers (hereinafter the « Services »).

The Services consist:

- either in hotel break gift boxes giving access to holidays at Disneyland® Paris, which are sold by Euro Disney Vacances S.A.S. and are subject to the specific conditions described under Chapter II.1 (the « Gift Boxes »); Euro Disney Vacances S.A.S. has its registered office at 1 rue de la Galmey 77700 Chessy, France, and is registered in France with RCS Meaux under n° 383 850 278;
- or in various other services (entrance tickets to the Disney Parks, annual passes, Disneyland® Paris gift vouchers or gift cards, group meals), which are sold by Euro Disney Associés S.A.S. and are subject to the specific conditions described under Chapter II.2; Euro Disney Associés S.A.S. has its registered office at 1, rond-point d'Isigny 77700 Chessy, France, and is registered in France with RCS Meaux under n° 397 471 822. Euro Disney Vacances S.A.S. and Euro Disney Associés S.A.S. are hereinafter individually or collectively referred to as « Euro Disney ».

I – GENERAL CONDITIONS APPLICABLE TO ALL SERVICES

1. General Information

IMPORTANT INFORMATION FOR HOLIDAYS OR VISITS AT DISNEYLAND® PARIS 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-int/health-safety-measures/>. The Client shall ensure that the beneficiaries of the Services read carefully the description of such measures; by choosing to proceed with any of the Services at Disneyland® Paris they commit to fully comply with all such measures. The Client and the beneficiaries of the Services will be solely responsible for the beneficiaries of the Services complying with such measures.

- Internal rules in force at Disneyland® Paris include rules and protocols that specifically relate to the health crisis situation. The Client shall ensure that the beneficiaries of the Services 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 under article 8 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 non-dated Services including access to the Disney® Parks require advance reservation for the chosen date(s) in the Disney® Parks. Therefore, in the event that the ticket for the Disney® Parks does not specify an attendance date, access will only be granted upon presentation of a valid reservation for the chosen date 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/>, or by contacting our Central Reservation Office. No reservation is required for Services including Disney® Parks access on a specific date or on specific dates.

- 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 holiday or visit. The Client and the beneficiaries of the Services are invited to visit the www.disneylandparis.com website for the most recent updates.

- Some government authorities impose movement restrictions. The beneficiaries of the Services should check any measure that may apply before planning their visit to Disneyland® Paris. 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 beneficiaries of the Services should also check available information on the carrier's website.

Certain shows, attractions, restaurants, shops and ancillary facilities operating on a seasonal basis may be closed, delayed or cancelled without notice. Some facilities and/or services may also temporarily be closed without notice for maintenance and/or improvement reasons.

Information concerning minors: Only unsupervised minors who are at least 12 years old will be granted access to the Disney® Parks and only unsupervised minors who are at least 15 years old are authorised to stay in hotels at Disneyland® Paris.

2. Reservations - Orders

Conditions of reservation or order applicable to each type of Services are defined in Section II.

3. Prices and price alterations

The pricing conditions applicable to each type of Services are specified in Section II. Child prices apply to children from 3 up to and including 11 years of age. Unless specified otherwise, children under 3 may come without charge. Rates mentioned on the order form or at the time of booking are firm and fixed for the entire indicated validity period. Euro Disney reserves the right to amend prices at any time before booking, subject to informing the Client of the total cost prior to booking.

Unless expressly provided for otherwise, all prices applicable between Euro Disney and the Client are expressed and payable in "Euro", meaning the currency that has been adopted by

Member states of the European Union as their lawful currency in accordance with legislation of the European Union relating to Economic and Monetary Union.

4. Payment terms

Payments shall be made out to Euro Disney (Euro Disney Vacances S.A.S. or Euro Disney Associés S.A.S. depending on the type of Services) in accordance with the conditions set out in Section II, and using the means of payment indicated thereafter.

Payments by bank transfer are accepted up to 15 days prior to the date of use (date of use excluded) of the Services to:

- EURO DISNEY ASSOCIES S.A.S.:

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

Code Bank: 30004, Code Guichet: 02221, Account n°00019000006, KEY 05,

Code Swift BIC: BNP A FR PP IFE, Code IBAN: FR 76 3000 4022 2100 0190 0000 605.

- EURO DISNEY VACANCES S.A.S.:

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

Code Bank: 30004, Code Guichet: 02221, Account n°00019005244, KEY 05,

Code Swift BIC: BNP A FR PP IFE, Code IBAN: FR 76 3000 4022 2100 0190 0524 405.

Payments by credit card (Visa, Eurocard/Mastercard, American Express and JCB only, except where specified otherwise at time of payment) are accepted for all reservations and orders made pursuant to these terms and conditions up to the reservation/order or payment deadline.

Payments in cash or by cheque are not accepted.

Payments are to be received by Euro Disney at the latest within the periods indicated in section II depending on the time of booking, the means of payment and the type of Services.

Any default on payment on due date may entail cancellation of the booking, and as the case may be cancellation of the tickets, at the Client's fault, as well as application of the fees provided for in the Terms and Conditions of Sales. Euro Disney also reserves ownership on the Services, in particular on the tickets, until full payment has effectively been made on Euro Disney's bank accounts. Failure by the Client to effectively pay the full price owed to Euro Disney for whatever reason shall give Euro Disney the right at its sole discretion to materially repossess the unpaid Services, at the Client's sole cost and risk and without any formality being required.

Amounts which remain unpaid by Clients acting in a professional capacity shall be subject to a late payment penalty at the European Central Bank's latest refinancing, increased by 10 points of percentage, automatically calculated as of the due date indicated on the invoice up to the effective date of payment. As provided by law, the European Central Bank's latest refinancing rate applicable during the first semester of any calendar year shall be that in force on January 1st of the same calendar year and that applicable during the second semester shall be that in force on July 1st of the same calendar year. The Client shall be liable to pay this penalty without any prior notice being required. In addition, except in the event of receivership, compulsory liquidation or any other similar proceeding prohibiting payment on the due date, any delayed payment shall also give rise to the obligation for the Client, where it is a professional, to pay Euro Disney a fixed amount of Euro 40 for recovery costs of unpaid amounts. Euro Disney however reserves the right to claim complementary compensation where it justifies that recovery costs exposed are higher.

In the event of payment by bank card, Euro Disney shall not be liable for the payment of bank card transaction fees due to exchange rate fluctuations or to any other reason.

5. Refunds – Loss /theft

Unless specified otherwise by Euro Disney or in the Specific Conditions, the Services may not be refunded, returned or exchanged, whether in whole or in part, once booked. The Services that have been booked are under the sole responsibility of the Client. Euro Disney shall accept no claim in relation thereto, including in case of loss or theft.

6. Delivery of the Services

Where the Services have to be delivered according to the conditions set out in Section II, they will be delivered within ten (10) working days following receipt of the full payment.

7. Cancellation by Euro Disney

In the event of cancellation by Euro Disney of a Service for reasons other than the Client's default, the Client shall be refunded all monies paid.

8. Liability – Guarantees – Indemnification

Clients acting in a professional capacity hereby declare and guarantee (i) that they fulfil the conditions required to carry out their business pursuant to the terms of the contract concluded with Euro Disney and (ii) that they have taken out all mandatory, appropriate and adequate insurance to cover their professional liability.

The Client shall indemnify Euro Disney, its related companies and subsidiaries for any claims, legal proceedings and/or damages payments arising from or based on its performance or failure to perform its obligations or guarantees under the terms of the contract concluded with Euro Disney.

The Client undertakes to ensure that the participants to the stay or visit, are informed of, and abide by, all the internal regulations in force at Disneyland® Paris, that are made available on the Disneyland Paris website at www.disneylandparis.com, as well as all instructions and guidelines related to the Services, and that they behave in a respectful and courteous manner during their stay or visit to Disneyland® Paris. In the event of the attitude of one of the participants to the stay or visit 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 stay or visit at any time at its sole discretion.

In such cases, the Client may make no claim to any refund or compensation regarding the termination in advance of the stay or visit; Euro Disney reserves the right to claim any costs arising from any such behavior, either for itself or for third parties, from the Client. The Client shall ensure that all the beneficiaries of the Services are well aware of these provisions.

9. Transfer of the Contract

The Client undertakes not to assign, transfer or grant the benefit of this contract to any natural or legal person whatsoever without the prior written permission of Euro Disney, it being understood that any such prior written agreement, to be granted by Euro Disney at its sole discretion, may be required in the event of a merger, transfer of holdings and/or absorption of which the result is a change in control of the Client.

10. 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 or the beneficiary of the Services 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 and specify details of the Client's or beneficiary's dissatisfaction, the date of the stay or visit and the booking number.

Complaints must be made to Euro Disney by any means enabling acknowledgement of receipt to Euro Disney Associés S.A.S., for the attention of Graziella Beccaria, « Disney Business Solutions » Department, BP112, 77777 Marne-La-Vallée Cedex 4, France, by fax using the following number: +33 (0)1 60 45 76 91, or by e-mail to the following address: graziella.beccaria@disney.com.

In the event that no satisfactory solution has been found within 60 days following the claim, the non-professional Client or beneficiary or the Client who has booked a Hotel Break Gift Box 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>.

11. Persons with reduced mobility and special needs

Holidays or stays at Disneyland® Paris are generally suitable for persons with reduced mobility and various services are made available to meet the special needs of visitors. 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 beneficiaries suffers from mobility problems, from a disability or requires special care or needs, the Client or the beneficiaries shall inform Euro Disney thereof before making a booking for that beneficiary 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 they 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.

12. Ownership of Names - Copyright

The Client and the beneficiaries of the Services shall not acquire any rights of ownership or right of use of any name, sign, emblem, logo or brand, including "Euro Disney", "Disneyland", or to works protected by Disney Enterprises, Inc., irrespective of their context or purpose, including use for advertising or promotional purposes.

The Client and the beneficiaries of the Services may not include Services provided by Euro Disney in any package, bundle or group of services that includes services which, in the appraisal of Euro Disney, are liable to adversely affect the image of Disney. Clients are not authorized to resell or attempt to make any financial profit from the use of the Services, or to offer them as any sort of promotional gift, premium or prize without having acquired the express prior written permission of Euro Disney.

The above stipulations shall continue to apply after expiry of the booking contract and/or in the event of cancellation of bookings.

13. Applicable law and jurisdiction

The contract concluded between the Client and Euro Disney shall be governed by French law. Except where mandatory legal provisions dictate otherwise, the PARIS COURTS shall have SOLE JURISDICTION for any dispute concerning its interpretation and/or performance.

II – SPECIFIC CONDITIONS DEPENDING ON THE TYPES OF SERVICES

II.1 SPECIFIC CONDITIONS RELATING TO HOTEL BREAK GIFT BOXES

The combination of travel services offered to the Client in relation to Hotel Break Gift Boxes 1 is a package within the meaning of Directive (EU) 2015/2302 and of article L. 211-2 II of the French Tourism Code.

The Client and/or the beneficiaries will benefit from all EU rights applying to packages, as transposed into the French Tourism Code. 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 as transposed into the French Tourism Code are presented in the information notice relating to Hotel Break Gift Boxes appearing following these Terms and Conditions of Sales.

1. Information relating to the organiser and its financial guarantee - Contacts

In its capacity of organiser of the Packages offered for sale pursuant to these Terms and Conditions of Sales, Euro Disney (Euro Disney Vacances S.A.S.) is duly registered with the French Travel and Holiday Companies' Registry under number IM077100030.

In order to protect the Client and participants to the holiday 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.

Any contact with Euro Disney, including where the Client or beneficiary of the Hotel Break Gift Box requires assistance or an on-site point of contact, may be made using the details indicated on the document entitled "How to book your stay" included with the Hotel Break Gift Box.

2. Description of the Hotel Break Gift Boxes

Hotel Break Gift Boxes give access to a holiday at Disneyland® Paris.

Hotel Break Gift Boxes are presented in a gift envelope with no face value including: a voucher (stating on the front of the voucher the details of the Services included, the period of validity and stating on the back of the voucher the name of the company offering the Gift Box), booking procedures, a Disney's Hotel leaflet, a map of the Disney Parks and also a letter entitled "How to book your stay" containing practical information to prepare the holder's visit.

3. Pricing conditions

Price's Hotel Break Gift Boxes are applicable on the basis of 2 or 4 persons (adults from 18 years old) sharing the same room.

4. Payment conditions

Hotel Break Gift Boxes must be paid in full at the time of order. Order forms must be duly completed, signed and sent to the address indicated thereon, accompanied with the full payment.

5. Delivery

Delivery of Hotel Break Gift Boxes is performed at the Client's expense of €13 inclusive of VAT. Such amount is payable at the same time as the Hotel Break Gift Boxes.

6. Conditions of use and booking conditions

The Hotel Break Gift Boxes are non-nominative and can be transferred to a third party but they are not for resale.

The Hotel Break Gift Boxes may not be used in conjunction with a promotional offer of any kind.

The Client shall inform the beneficiaries of Hotel Break Gift Boxes of their conditions of use as defined hereafter.

Each Hotel Break Gift Box must be booked individually by the holder through Disneyland® Paris Vacances - Central Reservation Office (Phone: 00 33 1 60 30 10 70 / 08 448 003 245) at least 21 days prior to the intended date of start of the holiday, subject to availability. The holder of the Hotel Break Gift Box must bring the voucher and note down the booking reference in the document "How to book your stay" in order to present it upon arrival at the hotel reception in exchange for its benefits. Otherwise, the holder will not benefit from the Services and the booking will be considered as irrevocably cancelled. The Hotel Break Gift Boxes are valid one year from their date of issuance (except from December 20 to 31). Their validity period cannot be extended.

After booking:

As provided by law, the beneficiary of a Hotel Break Gift Box may cancel a booking at any time before the start of the holiday. However, considering that the Hotel Break Gift Box is offered, the holiday will then be lost in its entirety. The stay may also be postponed to a later date (subject to availability and within the validity period of the Hotel Break Gift Box) but may not be transferred to a different hotel. However, the stay cannot be postponed to a later date less than 7 (seven) days prior to arrival.

Holidays booked using Hotel Break Gift Boxes may be transferred 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 Package, indicating the following :

- last name, first name and address of the beneficiary for whom the booking has been made
- last name, first name and address of the third party replacing the beneficiary
- booking reference

The beneficiary and the third party replacing the beneficiary will be jointly and severally liable for any costs, fees or other charges incurred by the transfer.

7. Conditions relating to unsupervised minors

In the event that a booking is made for unsupervised minors under 18, Euro Disney will require a written authorisation from each minor's parents or guardian to be sent prior to the start of the holiday by post to the following address: Disneyland® Paris, B.P 105, Service Relation Clientèle, 77777 Marne-La-Vallée Cedex 4, France, or by fax at + 33 (0) 1 64 74 57 50. Failure to do so may result in Euro Disney reserving the right to reject or cancel the booking without indemnity.

Any contact with the minor or the guardian during the stay may be made using the on-site contact details indicated in the Hotel Break Gift Box.

8. Alteration by Euro Disney

In accordance with Article 11 (1) of EU Directive 2015/2302, Euro Disney may make insignificant changes to the elements and conditions of the holiday up to the start date of the holiday, provided that the Client or the beneficiary 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 holiday booked, the Client or the beneficiary can either accept the proposed alteration or cancel the contract without charge.

9. Euro Disney's responsibility and obligations

Responsibility:

As organiser of the holiday, Euro Disney is responsible for the proper performance of all travel services included in the Hotel Break Gift Box, 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. In other cases, the compensation paid will be limited to three times the public price of the Services included in the Hotel Break Gift Box, except for personal injury and damage caused intentionally or out of negligence.

Obligations:

As organiser of the holiday, Euro Disney is obliged to provide appropriate assistance to the beneficiary in difficulty without undue delay, in particular by:

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

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

10. Travel insurance

Euro Disney does not offer insurance coverage against risks that may arise during the holiday and such coverage is optional for the booking of holiday using a Hotel Break Gift Box.

Should the beneficiary wish to be protected against such risks, he/she may enquire with insurance companies offering travel protection about any appropriate insurance cover.

11. Passport and visa requirements – Health formalities

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 holiday or visit at Disneyland® Paris.

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. We advise that they allow at least 6 to 8 weeks prior to the start of the holiday 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 these Terms & Conditions of Sale, the French authorities do not impose any particular health requirements for entry into France. However it is recommended that the beneficiary checks any update that may be published before the start of the holiday by visiting the website of the French Office of Foreign Affairs (available in several languages): <https://www.diplomatie.gouv.fr/en/coming-to-france/>.

II.2 SPECIFIC CONDITIONS RELATING TO OTHER SERVICES

Conditions of order

To confirm a booking, the Client shall send to Euro Disney, by the deadline indicated on the order form, two copies of the contract, duly initialed, dated and signed by an authorized representative to: Euro Disney Associés S.A.S., Disney Business Solutions, BP 112, 77777 Marne la-Vallée Cedex 4, France.

Payment conditions

To confirm a booking the Client shall send the full payment of the Services that are the subject matter of this Chapter II.2 together with two copies of the contract, duly initialed, dated and signed following the procedure described in the previous paragraph. Payment may be made by one of the means specified in Article I. 4.

Delivery

Except for the Disneyland® Paris gift vouchers and Business Solutions by Disneyland® Paris Gift Cards (see sub-chapters entitled « Disneyland® Paris gift vouchers » and « Business Solutions by Disneyland® Paris Gift Cards »), delivery of the Services that are the subject matter of this Chapter II.2 is free of charge. However, in the event of less than 20 tickets being added to an already made order, these tickets shall be delivered at the Client's expense of €13 inclusive of VAT, to be paid at the time of such additional order.

DATED PARK TICKETS

1. Pricing conditions

Prices of Dated Park Tickets inclusive of VAT are determined on the basis of the number of participants and the chosen date of visit for a minimum booking of 20 tickets. Such prices are guaranteed subject to booking and payment being made more than seven (7) days prior to the date of visit.

The « free driver » benefit must be pre-booked at the same time of the Dated Park Tickets. It consists of one free 1 Park or 2 Parks ticket identical to those purchased by the group, one free meal coupon and one free access to the bus parking area for each driver accompanying a group. Such benefit is valid only for bookings and payments made no less than 15 days prior to the arrival date.

2. Conditions of use

Dated Park Tickets are only valid on the date(s) for which they have been pre-booked. 1 Day / 1 Park Dated Park Tickets give access to the Disneyland® Park or the Walt Disney Studios® Park for one day. 2 Parks Dated Park Tickets give access to both Disney® Parks on the same

day. Access to the Disney® Parks is free for children under 3 years of age. Children under 12 must be accompanied by an adult to access the Disney® Parks.

The Client shall inform holders of Dated Park Tickets of their conditions of use as defined hereinafter.

Dated Park Tickets may be used directly by their holder on the date for which they have been booked. They give free and unlimited access to attractions, shows and parades (to the exclusion of the Shooting Gallery in Frontierland® and the Video Games Arcade in Discoveryland® in the Disneyland® Park) but they do not give access to the Disney® Parks on special events or nights. In the event that a Dated Park Ticket is demagnetized, it will be exchanged at the entrance of the Disney® Parks.

Tickets that have already been used will not be accepted at Disneyland® Paris. It is strictly prohibited to photocopy or duplicate tickets. Any fraud or attempt of fraud in using tickets will result in confiscation of such.

3. Conditions of payment

For any booking made 16 days or more prior to the date of use of the Services (date of use excluded), full payment shall be made at the latest 16 days prior to the indicated date of use (date of use excluded). Any booking made from the 15th day prior to the indicated date of use shall be paid in full at the time of booking. Some preferential rates may be subject to payments being made within a specific period or prior to a specific date.

4. Cancellations and refunds

The Client may cancel its Dated Park Tickets up to 16 days prior to the first date of use (first date of use excluded), subject to making its request in writing, using the details below. It shall return the cancelled Dated Park Ticket within 15 days following the planned date of visit (date as per postmark), unused, by registered post in a single shipment to Euro Disney Associés S.A.S., Disney Business Solutions, BP 112, 77777 Marne la-Vallée Cedex 4, France. No refunds shall be made for tickets that have not been cancelled in writing and/or returned as specified above. Free services included in the "free driver" benefit are not subject to refund.

Within 15 days prior to the first date of use (first date of use excluded), the Client may request a refund of a maximum of 15% of the price of the total number of the dated Group tickets included in an order from the 21st ticket in the form of a credit note subject to returning them unused in a single shipment no later than 15 days after the planned visit date in accordance with the procedure described in the previous paragraph. The Client shall then receive a refund of the corresponding amount in the form of a credit note to be used for the purchase of any type of Services within 12 months from issuance of the credit note. No return will be accepted for the first 20 tickets included in an order.

NON-DATED PARK TICKETS

1. Payment conditions

The prices inclusive of VAT of Non-Dated Park Tickets are valid for an order of a minimum of 30 tickets depending on the offer.

2. Conditions of use

Unless provided for otherwise, Non-Dated Park Tickets are valid 12 months from their date of issuance, depending on the type of Non-Dated Park Tickets, and may be subject to exclusion dates as specified in the ticket description depending on the type of Non-Dated Park Tickets. 1 Day / 1 Park Non-Dated Park Tickets give access to the Disneyland® Park or the Walt Disney Studios® Park for one day. 2 Parks Non-Dated Park Tickets give access to both Disney® Parks on the same day.

Access to the Disney® Parks is free for children under 3 years of age. Children under 12 must be accompanied by an adult to access the Disney® Parks.

The Client shall inform holders of Dated Park Tickets of their conditions of use as defined hereinafter.

1 Day / 1 Park and 2 Parks Non-Dated Park Tickets may be used directly by their holder on any given date during their validity period from the date of issuance indicated on the back of the tickets (except on exclusion dates depending on the type of Non-Dated Park Tickets). They do not guarantee admission to the Disney® Parks, in particular in the case of high attendance. They give free and unlimited access to attractions, shows and parades (to the exclusion of the Shooting Gallery in Frontierland® and the Video Games Arcade in Discoveryland® in the Disneyland® Park) but they do not give access to the Disney® Parks on special events or nights. In the event that a Dated Park Ticket is demagnetized, it will be exchanged at the entrance of the Disney® Parks.

Tickets that have already been used will not be accepted at Disneyland® Paris. It is strictly prohibited to photocopy or duplicate tickets. Any fraud or attempt of fraud in using tickets will result in confiscation of such.

3. Cancellations

The Client may request a refund of the Non-Dated Park Tickets valid 12 months included in an order from the 21st ticket in the form of a credit note subject to returning them, unused, within 30 days from their date of expiry by registered post in a single shipment to Euro Disney Associés S.A.S., Disney Business Solutions, BP 112, 77777 Marne la-Vallée Cedex 4, France, and to listing in writing in such shipment the Non-Dated Park Tickets that it wishes to return. The Client shall then receive a refund of the corresponding amount in the form of a credit note to be used for the purchase of any type of Services within 12 months from issuance of the credit note. No return will be accepted for the first 20 tickets included in an order.

The right of refund is subject to the Client not having sold the Non-Dated Park Tickets beforehand to a beneficiary and having informed the recipients that tickets can neither be exchanged nor refunded. The Non-Dated Park Tickets which have not been returned in accordance with the conditions above cannot give rise to the issuance of any credit note.

ANNUAL PASSES

1. Description of Annual Passes – Pricing conditions

The range of Annual Passes consists of 4 different types of Annual Passes: Discovery, Magic Flex, Magic Plus and Infinity. They give access to the Disney® Parks respectively for 150, 300, 350 and 365 days during one year.

The prices inclusive of VAT of the Annual Passes indicated on the Contract are firm and fixed and are valid for a minimum order of 6 Annual Passes.

2. Conditions of use

Annual Passes are sent to the Client in the form of temporary Annual Passes (vouchers). Temporary Annual Passes must be exchanged within 6 months from their date of issuance against a permanent Annual Pass at the Annual Pass Office in the Disneyland® Park. Temporary Annual Passes are only valid once, on the day of the exchange.

DISNEYLAND® PARIS GIFT VOUCHERS

1. Description of the Disneyland® Paris Gift Vouchers – Pricing conditions

Disneyland® Paris Gift Vouchers may be issued for a face value of 5, 10 or 15 € and allow their holder to pay for purchases at Disneyland® Paris under the conditions specified in Section 3 hereinafter. Disneyland® Paris Gift Vouchers are valid one year from their date of issuance. Their validity period cannot be extended.

Disneyland® Paris Gift Vouchers may be purchased for the price of their face value for a minimum order of €100 if purchased together with other Services or for a minimum order of €300 if purchased separately.

2. Delivery

Disneyland® Paris Gift Vouchers will be delivered at the Client's expense. The delivery charge is €13 inclusive of VAT and is payable at the same time of the Disneyland® Paris Gift Vouchers.

3. Conditions of use

The Client shall inform holders of Disneyland® Paris Gift Vouchers of their conditions of use as defined hereinafter.

Disneyland® Paris Gift-vouchers can be used to pay for any goods and services in the shops, hotels, bars and restaurants in Disneyland® Paris (Disney® Parks, Disneyland® Golf and Disney® Village included), except at Lego Store, Planet Hollywood, Starbucks Coffee, King's Ludwig Castle, Mc Donald's, Rainforest Café, Earl's Sandwich, Vapiano, Five Guys, foods carts, souvenirs carts, and Cinema Gaumont. They may also be used to buy AT PUBLIC RATE Disney®s Parks Tickets, as well as full or partial payment AT PUBLIC RATE for a room in one of the 7 Disneyland® Paris hotels that must be reserved at the Disneyland® Paris Central Reservation Office under the conditions set forth in the then-current Disneyland® Paris brochure. Disneyland® Paris Gift Vouchers may be cumulated up to a limit of € 750. All other means of payment used at Disneyland® Paris are accepted in complement to the payment of a transaction for an amount superior to the face value of the Disneyland® Paris Gift Vouchers presented.

Disneyland® Paris Gift Vouchers shall NOT BE REFUNDED, NOR TAKEN BACK, OR EXCHANGED, in whole or in part for any other service. No change is given in cash if the purchase price is lower than the face value of the DisneylandParis Gift Voucher.

Disneyland® Paris Gift Vouchers must be exclusively used for the payment of individual services. Under no circumstances shall the Client, or any other holder, use them to pay for events organized for groups such as conventions, seminars, team buildings group tickets, group lunch, or bookings made online on www.disneylandparis.com.

BUSINESS SOLUTIONS BY DISNEYLAND® PARIS GIFT CARDS

1. Description of the Business Solutions by Disneyland® Paris Gift Cards – Pricing conditions

Business Solutions by Disneyland® Paris Gift Cards may be issued for a face value of 100, 150, 200 or 250 € and allow their holder to pay for purchases at Disneyland® Paris under the conditions specified in Section 4 hereinafter. Business Solutions by Disneyland® Paris Gift Cards are valid 18 months from the date of their activation. Their validity period cannot be extended and they will not be accepted once expired.

Business Solutions by Disneyland® Paris Gift Cards may be purchased for the price of their face value for a minimum order of €100 if purchased together with other Services or for a minimum order of €300 if purchased separately.

2. Delivery

Business Solutions by Disneyland® Paris Gift Cards will be delivered at the Client's expense. The delivery charge is €13 inclusive of VAT and is payable at the same time of the Business Solutions by Disneyland® Paris Gift Cards.

3. Remote activation of the Business Solutions by Disneyland® Paris Gift Cards

The Client must confirm to the Disneyland® Paris Business Solutions Department, by email, reception of the Business Solutions by Disneyland® Paris Gift Card order and specify its contract reference. This procedure will allow Euro Disney to activate the Business Solutions by Disneyland® Paris Gift Card within 48 working hours.

4. Conditions of use

The Client shall inform holders of the Business Solutions by Disneyland® Paris Gift Cards of their conditions of use as defined hereinafter.

The Business Solutions by Disneyland® Paris Gift Cards can be used, subject to their prior activation, in the shops, restaurants and ticketing kiosks of the Disney Parks, the shops, restaurants and bars operated by Disneyland® Paris at Disney® Village and in Disney Hotels shops, restaurants, bars and concierge desks to the exclusion of the sales locations listed hereinafter: Earl of Sandwich, Starbucks Coffee, Rainforest Café, McDonald's, King Ludwigs Castle, Planet Hollywood, Vapiano, Five Guys, The Lego Store, Marina Del Rey, Panorama Magique, Arcade games, Celestia Spa, Goofy's Pro Shop at Golf Disneyland, Cinéma Gaumont and all karts, chalets and points of sale « Glass sculpting » (Glass Fantaisies, Crystal Arts, Merlin l'enchanteur).

The balance of the Business Solutions by Disneyland® Paris Gift Card can be viewed on the sales receipt issued after a transaction paid in part or in whole with the Business Solutions by Disneyland® Paris Gift Card in a Disneyland® Paris sales point or at any time, before or after a transaction, on presentation of the Business Solutions by Disneyland® Paris Gift

Card, at any Disneyland® Paris shop. All other means of payment accepted at Disneyland® Paris can be used in complement to Business Solutions by Disneyland® Paris Gift Card(s) for the payment of a transaction for an amount superior to the face value of such Disneyland® Paris Gift Card(s).

The Business Solutions by Disneyland® Paris Gift Cards cannot be recharged and amounts charged on the Business Solutions by Disneyland® Paris Gift Cards cannot be refunded. The Business Solutions by Disneyland® Paris Gift Cards will not be replaced or refunded in the event of loss, theft or damage. The Business Solutions by Disneyland® Paris Gift Cards cannot be resold by their holder.

The Business Solutions by Disneyland® Paris Gift Cards can be used for payments of individual service exclusively. Their holder cannot use the Business Solutions by Disneyland® Paris Gift Cards to pay for group's events (congress, seminars, team's building' activities, meals groups etc.) or bookings on the www.disneylandparis.com website.

GROUP MEALS

1. Description of Group Meals – Pricing conditions

Group Meals are valid for a restaurant and a specific time booked in advance. Group Meals may only be purchased in combination with an order of Park Tickets.

The prices inclusive of VAT of Group Meals are valid for groups of a minimum of 20 participants.

2. Conditions of use

The Client shall inform participants to Group Meals of the conditions defined hereinafter.

All the participants to the Group Meal must strictly observe the time for which the Group Meal has been reserved. In the event of a group, or certain participants, being late, the restaurant reserves the right to cancel the Group Meal without incurring any liability. No documents will be issued for Group Meals. Group Meals will be delivered upon participants announcing themselves at the restaurant at the reserved time and indicating the name of the group. The group will be placed in a reserved section of the restaurant, which will remain open to the public.

3. Cancellations

Any partial or total cancellation shall give rise to cancellation fees calculated on the total amount of the Group Meals being cancelled depending on the date of cancellation: from the date of execution of the contract up to 91 days prior to the date of visit at Disneyland® Paris⁽¹⁾: 10%, between 90 days and 31 days prior to the date of visit at Disneyland® Paris⁽¹⁾: 25%, between 30 days and 16 days prior to the date of visit at Disneyland® Paris⁽¹⁾: 50 %, between 15 days and 3 days prior to the date of visit at Disneyland® Paris⁽¹⁾: 75 %, within 2 days prior to the date of visit at Disneyland® Paris⁽¹⁾ and "no show": 100 %.

⁽¹⁾Date of visit at Disneyland® Paris excluded

III – INFORMATION NOTICE RELATING TO HOTEL BREAK GIFT BOXES

Key rights under Directive (EU) 2015/2302 as transposed into the French tourism code:

- Travellers will receive all essential information about the package before concluding the package travel contract.
- The organiser and the retailer are 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 retailer.
- 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 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 organizer or the retailer has to provide assistance if the traveller is in difficulty.
- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organizer or the retailer 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 Vacances S.A.S. acts as organiser, 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 Vacances S.A.S.'s insolvency.

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