

**THE WALT DISNEY TRAVEL COMPANY INTERNATIONAL BOOKING TERMS AND CONDITIONS (EFFECTIVE 1 JULY 2018
UPDATED 11 February 2025)**

Your Booking contract is with The Walt Disney Company Limited trading as Walt Disney Travel Company International (**we, our and us**) unless otherwise explained to you below. We are registered in England & Wales under Company Registration Number 530051 and our registered office is at 3 Queen Caroline Street, Hammersmith, London W6 9PE. 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).

Any correspondence regarding your Booking should be sent to Walt Disney Travel Company International, Mail Code 2428, 3 Queen Caroline Street, Hammersmith, London W6 9PE or via email to: disneytraveluk@disneyonline.com.

1. Definitions

In these terms and conditions:

Booking means any type of request you make with us for a contract for accommodation only, Ticket(s) only, or any combination of accommodation, Ticket(s), , flight(s) or any other transport options or other travel services. The contract is concluded – after receiving your deposit, if applicable – by our confirmation to your booking. We confirm your Booking by issuing a Confirmation Invoice.

Booking Group means all persons named on the Booking and the Confirmation Invoice or any person travelling with you as part of your Booking.

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.

Change means any change to your Booking requested by you but excluding any transfer of a Booking made pursuant to Section 10.

Confirmation Invoice means written confirmation of your Booking.

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.

Lack of conformity means a failure to perform or the improper performance by Walt Disney Travel Company International or the relevant organiser or supplier of the Package.

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 travel services 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; (d) the rental of cars.

Ticket(s) means Walt Disney World Resort Theme Park Tickets booked with us.

Territory means United Kingdom, Belgium, France, Germany, Italy, Spain, Republic of Ireland, Sweden and the Netherlands.

Travel Agent means any agent through whom your Booking is made. **Unavoidable and Extraordinary Circumstances** means any situation beyond the control of Disney or the relevant organiser or supplier which could not have been avoided even if all reasonable measures had been taken including (without limitation) serious technical or security problems, war or threat of war, terrorist activity or the threat of terrorist activity, riots, civil commotion, disaster, Act of God, nuclear event or disaster, natural disasters such as fire, floods or earthquakes, closure of ports or airports, strikes or other industrial action, incidents of serious infectious or other diseases, medical problems or illnesses in resort, or other travel destinations, lawful deviation at sea in response to a distress call or other emergency and seriously adverse weather conditions and the effects of Brexit (as defined above); which make it impossible to perform the Booking contract.

Any references to prices in € (Euros) is the fixed value payable by non-UK bookers.

2. Your Booking

(a) Packages and Tickets are not available for purchase outside of the Territory except where we are obliged by law to make Packages and Tickets available for purchase in the EU member states.

(b) 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. All correspondence and communication in connection with the Booking will be limited to the Lead Name (including but not limited to Changes and cancellations to the Booking). Any email correspondence about the Booking must be via the email address provided at the time of booking. The Lead Name is responsible to provide the correct information relating to every person in the Booking Group and to provide all information relating to the Booking (including any changes to it) and these Booking Conditions to all persons in the Booking Group. All Packages offered and advertised by us and any other services are subject to availability at the time of our confirmation of your 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 International.

(c) 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 Booking 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 deemed significant and 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 12 below.

3. Your Financial Protection

(a) We hold an Air Travel Organiser's Licence (ATOL number 10401 issued by the Civil Aviation Authority (CAA)) which protects Packages which include a flight and sold by us on disneyholidays.co.uk or any of our UK telephone number. You will be supplied with an ATOL Certificate, which specifies (i) that the package you have booked is financially protected, (ii) where you can get information on what this means for you and (iii) who to contact if things go wrong. We, or your travel agent identified on your ATOL Certificate, will provide you with the services that you have booked, as specified on the ATOL Certificate (or a suitable alternative under the conditions set out in article II.1.7.1). In some cases, where neither we nor your travel agent are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an

alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or your travel agent identified on your ATOL Certificate, are unable to provide the services listed on the ATOL Certificate (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Any monies paid to a travel agent with respect to a booking that includes air travel, are held by the relevant agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to your travel agent's obligation to pay it to us for so long as we do not fail. In the unlikely event that we fail, any money held at that time by your travel agent, or subsequently accepted from you by your travel agent, is and continues to be held by your travel agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

- (a) For further information, visit the ATOL website at www.atol.org.uk. If your Package booked on disneyholidays.co.uk or via our UK phone number and it does not include any flight(s), one of our ABTA bonds (30 Park Street, London, SE1 9EQ, www.abta.com) will financially protect your booking for Walt Disney World Bookings ABTA number W1803 and ABTA number P6684. If already abroad, you will be returned to the point where your contracted arrangements with us commenced. Please go to <https://abta.com/> for a copy of the guide to ABTA's scheme of financial protection. You agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original booking. You also agree to accept that in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.
- (b) If your Package booking was made on disneyholidays.com, Ireland or Europe section in EUR, or any of our Europe or Ireland phone numbers your booking will be protected by the financial protection provided through **International Passenger Protection Limited** with Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. LMIE's registered office: 5-7 rue Leon Laval, L-3372, Leudelange, Grand Duchy of Luxembourg, Registered Number B232280 (Registre de Commerce et des Sociétés). LMIE is a European public limited liability company and is supervised by the Commissariat aux Assurances and licensed by the Luxembourg Minister of Finance as an insurance and reinsurance company. See more information in Schedule 1.
- (c) The combination of travel services offered to you is a package within the meaning of the UK Package Travel and Linked Travel Arrangements Regulations as amended by The Package Travel and Linked Travel Arrangements (Amendment) (EU Exit) Regulations 2018 (Package Travel Regulations). Therefore, you will benefit from all rights applying to packages. More information on key rights under Package Travel and Linked Travel Arrangements Regulations is available at <https://assets.publishing.service.gov.uk/media/62dea082e90e0766afece5ee/package-travel-regulations-2018-guidance.pdf>.

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 20 days of departure. We may increase the price of your Package to allow for increases which are a direct consequence of changes in the cost of fuel, taxes or other fees, tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports imposed by third parties and/or exchange rates relevant to the Package. If the increase is 8% or more of the price of your Package (excluding amendment fees), 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 fees 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. Where you do not confirm within 14 days whether you wish to accept the proposed change or terminate the contract we may terminate the contract and refund all payments made except for any administration charges or insurance premium without undue delay and in any event not later than 14 days after the contract is terminated. Should the price of your Package go down due to the changes mentioned above, 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.

5. Flights

- (a) All flights are subject to the relevant airline's Conditions of Carriage available on their websites. The Carrier's(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 we 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(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 (unless exemptions apply) 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 https://ec.europa.eu/transport/modes/air/safety/air-ban/search_en) which details air Carriers that are subject to an operating ban with the EU Community. Walt Disney Travel Company International 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. Other means of transport

- (a) All our transport options are subject to the relevant carrier's Conditions of Carriage available on their websites. In particular, Eurostar's Conditions of Carriage can be seen [here](#).
- (b) The Carrier's(s') travel 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.

7. Paying for Your Booking

(b) Paying for your Walt Disney World Booking

All Payments may be made by calling **0800 169 0730**.

Payment for Walt Disney World bookings can be made by visiting www.disneyworld.co.uk/payment

Bookings which include:	Booking Date	Deposit	Balance payable
Disney World Theme Park tickets only	n/a	n/a	Payable in full at time of booking
	8+ weeks before departure	£50 / €65 pp	Payable 8 weeks before departure
Disney World Accommodation (not including a Flight)	8 weeks or less before departure	n/a	Payable in full at time of booking
	100+ days before departure	£150 / €185 pp	Payable in full 100 days before departure
Disney World Flight Inclusive Package	100 days or less before departure	n/a	Payable in full at time of booking

(a) Stored payment information

Stored payment information (or stored credentials) are used to process recurring or one-time payments, following an initial transaction.

We begin processing a payment when you complete a secure booking on our website, or provide card details to our call centre agents to complete a booking by phone. At this time, you are presented with the option to save your card, which will enable us to securely retain your payment details to help facilitate future payments toward your holiday balance.

Where you have authorised us to save your payment details, you agree to The Walt Disney Company Limited trading as Walt Disney Travel Company International storing credentials in compliance with payment processing regulations for use at a later time.

This agreement is valid until your card expires or your holiday has been paid in full, whichever occurs first. Any updates to the payment terms of service will be communicated via the email address used when making your booking. You can withdraw your consent to store credentials by contacting us via disneytraveluk@disneyonline.com with your booking reference and lead passenger surname.

8. If We Change or Cancel Your Booking

- (a) In the event of any Unavoidable or Extraordinary Circumstance then unfortunately we reserve the right to cancel your Booking at any time and refund you all monies paid (no additional compensation will be due to you).
- (b) On occasion 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, for example, a change of accommodation to another property (this does not include a change of accommodation within your chosen resort) or to a lower category and/or price for the whole or any part of your holiday, a change of flight, or other transport departure time of more than 12 hours or a change of UK departure airport (except between London airports). Please note that we do not treat Resort, Theme Park or other accommodation or facility refurbishment as a significant change to your Booking where the enjoyment of your holiday is not seriously impaired.
- (c) We do our best to avoid cancelling Bookings but we must reserve the right to do so. We will only cancel your confirmed Booking where we are forced to do so as a result of Unavoidable and Extraordinary Circumstances as defined above or there are insufficient numbers of guests.
- (d) If we have to make a significant change or cancel your Booking, we will notify the Lead Name or your Travel Agent as soon as reasonably possible.
 - (i) Where there are insufficient numbers of guests we will notify you of the cancellation of the Booking contract no later than:
 - 20 days before the start of your holiday in the case of trips lasting more than 6 days
 - 7 days before the start of your holiday in the case of trips lasting between 2 and 6 days
 - 48 hours before the start of your holiday in the case of trips lasting less than 2 days.
 - (ii) Except where 9(a) or 9(d)(i) applies, without undue delay, we will offer you the choice of the following options:
 - i. either accepting changed arrangements of higher or equivalent standard to those originally booked, if available, at no additional cost, or of lower standard with refund of the price difference; or
 - ii. cancelling in which case you will receive a full refund of all monies you have paid to us (if the change was caused in any way by an Unavoidable and Extraordinary Circumstance then no additional compensation will be due); or

You may reject any changed arrangements we offer you and choose any other available Package, however you must cancel your original booking and pay the applicable price of that other Package and this may mean paying more if it is more expensive (or receiving a refund if it is cheaper).

- (e) For all other changes which are not significant we will notify you in a clear, comprehensible and prominent manner.
- (f) We accept responsibility for providing all the elements of the advertised Package (subject always to any Unavoidable and Extraordinary Circumstance) but if we fail to provide what has been booked (a Lack of Conformity), you must inform our representative without undue delay if you consider that any part of your Package has not been performed in accordance with the terms of the contract (see also Section 14 If You Have a Complaint below). Failure by you to notify us or our representatives about any Lack of Conformity of the Package may be taken into account when determining any price reduction or compensation for damages where such notice would have avoided or reduced the damage. We shall remedy any Lack of Conformity raised by you unless it is impossible to do so, or we will incur disproportionate costs, taking into account the extent of any Lack of Conformity and the value of the travel service affected. 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.

9. Transfer of a Booking

(a) A Booking may be transferred to another person subject to the amendment fees set out in **Section 11** below. We aim to agree to such a transfer where the request is not less than 7 days inclusive before the scheduled departure date. Where we agree to the transfer, both you and the substituted guest shall be jointly and severally liable for the payment of any balance due and for any reasonable additional fees, charges or other costs arising from the transfer. All transfers to another person will be subject to an administration charge of £100 / €125 for Bookings which include a flight (See (b) below) and £50 / €65 for all other Bookings. 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.

(b) Where your Booking includes any flight(s), these may not be transferable even within the 100-day period (the £100 / €125 administration charge may still apply) depending 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 the payment of any charges imposed by the Carrier which may, in some cases, be the full cost of a ticket. 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 12 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 10**), 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 International, Mail Code 2428, 3 Queen Caroline Street, London W6 9PE or by email to: disneytraveluk@disneyonline.com, quoting your Booking reference. Any Change will be subject to availability and costs and an amendment fee will also be charged. Before we accept any Change, 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. Any Change which results in your arrival date moving from one calendar year to another calendar year may be deemed as cancellation and would then be processed in accordance with Section 12. No changes are allowed from a full price Booking to a special or other promotional offer.

(b) The following terms do not apply with respect to Changes requested by you and arising from Unavoidable and Extraordinary Circumstances significantly affecting the performance of your Package Booking):

- (i) 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.
- (ii) We will use our reasonable endeavours to replace lost or stolen tickets (if hard copy paper tickets are required), subject to the cost of any new tickets issued, which may be higher than the price of the original.
- (iii) Where any change is treated by us as a cancellation request then cancellation fees as set out in section 12 shall apply.

FOR WALT DISNEY WORLD BOOKINGS

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 Bookings which include flights) increases as a consequence of any Change to that Booking the amendment fee will be waived.

Changes to your Hotel, Tickets and Disney Dining Booking:

- requested more than 8 days before the scheduled departure date will incur an amendment fee of £50 / €65 per Booking
- requested 7 days or less before your scheduled departure date will be treated as a cancellation request.

Walt Disney World Holiday Includes		Date of Change	Amendment fees
Accommodation	Flight		
Yes	No	Less than 56 days before departure date	Cancellation fees apply
		56+ days before departure date	£50 / €65 per booking
Yes	Yes	Less than 100 days before departure date	Cancellation fees apply
		100+ days before departure date	£50 / €65 per person <i>plus any third party/carrier charges</i>
Yes or No	Yes or No	Less than 100 days before departure date	Cancellation fees apply
		100+ days before departure date	£50 per person <i>plus any third party/carrier charges</i>

11. If you Cancel Your Booking

If you wish to cancel your Booking, the Lead Name must write to us requesting the Booking to be cancelled This should be sent in writing to Walt Disney Travel Company International, Mail Code 2428, 3 Queen Caroline Street, London W6 9PE or by email to: disneytraveluk@disneyonline.com, quoting your booking reference.

If you choose not to cancel your Booking and instead wish to change it then Amendment Fees may also apply. If you choose to cancel your Booking after you have made a Change then we will retain any Amendment Fee which you may have paid.

We do not give refunds for **Ticket only** Bookings.

Package Bookings - Except for cancellation requests arising from Unavoidable and Extraordinary Circumstances significantly affecting the performance of your Package (where you may be entitled to a full refund or any payments made, but not any additional compensation) the cancellation fees set out below shall be payable.

Please note:

Cancellation of certain transport arrangements, typically scheduled airline tickets, can result in up to 100% cancellation fees regardless of the amount of notice you give us. We reserve the right to pass on these fees where they exceed the applicable cancellation fees (shown below). Similarly, name changes (including initial changes), destination and date changes can be treated by the Carrier as a cancellation requiring rebooking, regardless of the amount of notice you give us. If that happens we will pass on to you the fees imposed on us which could be up to 100% of the transport element of your Booking plus any Amendment Fees (see **Section 11**). 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.

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 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.

	Days before scheduled departure date	Cancellation Fee (% = % of total Booking Price)	
		Bookings including Flights	Bookings excluding Flights
Walt Disney World Accommodation only or Package Bookings	100+ days	£150 / €185 pp	£50 / €65 pp
	100 – 8 days or more	£150 / €185 pp + 100% Flight costs	£50 / €65 pp
	7 days or less	100%	100%

12. Our Liability to You

- 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.
- We shall not be liable to you where the cause of the failure in your Booking 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.
- 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.
- 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 14 below ("**If You Have A Complaint**").
- Should you become ill while on 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.
- If you or any member of your party suffers during your holiday any difficulty through misadventure as a result of any activity which does not form part of your Package, we will offer you prompt assistance. Our assistance will consist in particular in providing appropriate information on health services, local authorities and consular assistance and in assisting you to make distance communications and helping you to find alternative travel arrangements. Please note that we may charge a reasonable fee that does not exceed the actual costs incurred by us for such assistance if you have caused this difficulty intentionally or if it is caused through your negligence.
- We shall not be responsible for any failure to use any ticket or loss of recreational opportunities due to limited availability, refurbishing, capacity, weather, special or premium events or any circumstances beyond our control, which includes Unavoidable and Extraordinary Circumstances.
- For claims not involving personal injury, death or illness or which are not subject to any of the conventions contemplated in Section 13(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 three times the price which you paid for your Booking, excluding insurance premiums and administration charges.
- The amount of compensation we will pay for any loss or damage to luggage is limited in accordance with the conventions listed in Section 13(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 / €562 per person.

13. If You Have a Complaint

- For all other Bookings we are responsible for handling your complaint. However, if you have a complaint whilst away, you must immediately inform Guest Services in your hotel, resort or onboard. If they are unable to resolve the problem immediately, or 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. Your complaint should be sent to Walt Disney Travel Company International, Mail Code 2428, 3 Queen Caroline Street, Hammersmith, London W6 9PE or via email to: disneytraveluk@disneyonline.com, quoting your Booking reference.
- If you do not give us the opportunity to resolve any problem at the time of the issue and/or do not report it to Guest Services or call/inform us then we may not be able to deal with your complaint on your return and it may affect any subsequent claim you make.

- (c) 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. 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 your return. 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

These Booking Conditions are binding on you and all members of your Booking Group. You and all members of your Booking Group undertake to comply with these Booking Conditions, as well as all internal rules in force at Walt Disney World Resort (in particular the rules and regulations accessible on this [website](#) if you are travelling to the Walt Disney World Resort) and all instructions or notices relating to our services set forth in our brochure, on the website or in any other document issued by us. If we or any other person in authority is of the reasonable opinion that you or any member of your Booking Group 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 Booking. You will not be allowed to proceed with your travel arrangements and/or will be required to leave the flight, 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 organiser or 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 your and your Booking Group's 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

The European Union plans to introduce a new digital border Entry/Exit system (EES), changing requirements for Non-European nationals travelling to certain European countries, including France ("Specified Countries"). When EES is introduced, Non-European nationals, unless exempt, will need to create a digital record on their first visit to the Specified Countries at the port or airport on arrival and will be required to submit their fingerprints and have their photo or other biometric data required by the relevant authorities taken at dedicated kiosks. This may result in increased wait times at point of arrival and departure. Refusal to provide the required biometric data will result in denied entry into the Specified Countries. Please read about this important change before travel at EES - European Union (europa.eu) and EU Entry/Exit System - GOV.UK (www.gov.uk).

The UK government is introducing an Electronic Authorisation (ETA) to enter the UK for eligible Non-European nationals from 27 January 2025 and from April 2025 for eligible European nationals. Applications to obtain ETA must be made ahead of travel at a small cost. Please read about this important change on Electronic Travel Authorisation (ETA) factsheet – September 2024 – Home Office in the media (blog.gov.uk).

It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure, this includes ensuring you have valid entry visas and passports (with sufficient validity for the duration of your holiday and any additional period which may be required) for all countries you plan to visit or disembark. Please visit <https://travelaware.campaign.gov.uk/> for more information about the requirements for your holiday. To travel within the EU, UK nationals need to hold a valid passport not older than 10 years and with a minimum of six months' validity period left throughout their holiday. You must meet any visa or other entry requirements imposed by the relevant authorities from time to time. Please visit <https://www.gov.uk/visit-europe-brexit> (or any other address communicated by the UK Government) for more information about the requirements for your holiday. We strongly recommend that before making a booking you check any specific entry requirements that may apply to visited country(ies) depending on your personal situation (e.g. nationality, place of residence, countries visited, etc.) as they may require additional formalities and time.

We are not liable if you are refused entry onto any transport or into any country due to failure on your part to carry the correct 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.

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 approximately \$14 per person and can be obtained by visiting <https://esta.cbp.dhs.gov> or the Visit USA website at <https://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 or entry to the US.

18. Pregnancy, Infants & Minors

Women who have entered their 24th week of pregnancy as of the scheduled departure date of their Booking may be refused passage 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 International nor any Carrier shall be responsible or liable for any complications to pregnancy at any stage.

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. 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 exclusive jurisdiction of the Courts of England and Wales.

However, if the client is a resident of another country to which we direct our commercial activities (the United Kingdom, the Republic of Ireland, Germany, Spain, France, the Netherlands, Italy, Sweden, Belgium on the date of publication of these booking terms and conditions), the application of English law does not prevent the customer from availing him-/herself of the mandatory provisions of his/her country of residence or from submitting any dispute to the courts of his/her country of residence.

20. Data Protection

In order to manage your Booking and to comply with our legal obligations to perform the contract with our guests, we require guests provide personal data relating to all persons travelling on the Booking, including children (data subjects). We shall collect and process such personal data in accordance with Disney's Privacy Policy available here www.disneyprivacycenter.com.

21. 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: 0800 169 0730**; 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 or to a resort. Not all medical equipment can be carried or used on-board aircraft. 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 a 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 Group 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. 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.
- (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 taken, could have serious consequences. . 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.

22. 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. 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. Any such items shall be confiscated and may be disposed of without any liability to you or any member of your Booking Group.

Schedule 1

**Information about the Financial Protection
PASSENGER PROTECTION POLICY FOR INSOLVENCY COVER IN RESPECT OF THE
DIRECTIVE (EU) 2015/2302 OR THE LOCAL APPLICABLE LAW IN THE COUNTRY OF RESIDENCE OF THE INSURED PERSON ON
PACKAGE TRAVEL & LINKED TRAVEL ARRANGEMENTS**

If you have booked Package Travel or Linked Travel Arrangements with **The Walt Disney Travel Company International** a division of **The Walt Disney Company** (the **Policy Holder**) then an insurance policy has been arranged by the **Policy Holder** at their expense in the event of their insolvency. This policy has been arranged through **International Passenger Protection Limited** with Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. LMIE's registered office: 5-7 rue Leon Laval, L-3372, Leudelange, Grand Duchy of Luxembourg, Registered Number B232280 (Registre de Commerce et des Sociétés). LMIE is a European public limited liability company and is supervised by the Commissariat aux Assurances and licensed by the Luxembourg Minister of Finance as an insurance and reinsurance company.

The person(s) named on the Confirmation and Deposit Receipt will be reimbursed subject to Policy and Conditions in respect of their net ascertained financial loss sustained arising from cancellation or curtailment of their travel arrangements that constitute a Package Holiday or Link Travel Arrangement due to the insolvency of the **Policyholder**.

This Insurance will reimburse the **Insured Person(s)** in respect of:

1. Loss of either deposit(s) or the full price of the accommodation and all travel services or charge(s) paid in advance by the **Insured Person(s)** to the **Policyholder** for **Travel Service Arrangements** purchased by the **Insured Person(s)** that cannot be provided as a consequence of the **Financial Failure** of the **Policyholder**
or
2. The provision of repatriation services by the Insurer and additional costs reasonably and necessarily incurred following curtailment of any **Travel Service Arrangements** to enable the **Insured Person** to either:
 - i) continue with and complete the scheduled journey or **Travel Service Arrangements**. The amount payable under this policy in respect of accommodation is limited to the additional cost incurred by the **Insured Person(s)** in securing such accommodation of the same or similar standard as enjoyed prior to the interruption of the **Travel Service Arrangements**;
or
 - ii) return to the country of departure if travel has already commenced and the contract between the **Insured Person(s)** and the **Policyholder** involved the carriage of passengers. The amount payable under this policy is limited to the additional cost incurred by the **Insured Person(s)** in respect of the same or similar standard of transportation as enjoyed prior to the interruption of the **Travel Service Arrangements** and, if necessary, the financing of accommodation prior to the repatriation.

HOW TO MAKE A CLAIM – ONLY IN RESPECT OF INSOLVENCY OF THE POLICYHOLDER

Things you must do

You must comply with the following conditions. If you fail to do so, we may not pay your claim, or any payment could be reduced.

1. You must notify IPP as soon as practically possible giving full details of what has happened quoting the name of your Travel Operator quoting

Reference: **TOFI EU V2.21** by contacting:

Telephone: +31 103120666

Email: ippclaims@nl.sedgwick.com

or online at <https://www.ipplondon.co.uk/claims.asp>

2. You must provide IPP with any other information we may require.

3. You must take all reasonable care to limit any loss.

4. If you are abroad at the time of the Financial Failure of your Tour Operator and do not wish to make your own arrangements to get back to your country of departure then we will provide services to assist with your repatriation

Defence of claims

We may, at our discretion:

- take full responsibility for conducting, defending or settling any claim in your name; and
- take any action we consider necessary to enforce your rights or our rights under this insurance.

Fraudulent claims

1. If you make a fraudulent claim under this insurance, we:

- (a) are not liable to pay the claim; and
- (b) may recover from you any sums paid by us to you in respect of the claim; and
- (c) may by notice to you treat this insurance as having been terminated with effect from the time of the fraudulent act.

2. If we exercise our right under clause 1. (c) above:

- (a) we shall not be liable to you in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to our liability under this insurance (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and
- (b) we need not return any of the premiums paid.

HOW TO MAKE A COMPLAINT

Compliance Officer, Liberty Mutual Insurance Europe SE , 20 Fenchurch Street , London EC3M 3AW

Tel: +44 (0) 20 3758 0840 - Email: complaints@libertyglobalgroup.com

quoting your policy and/or claim number;

or

Compliance Officer

Liberty Mutual Insurance Europe SE

5-7 rue Léon Laval , L-3372 Leudelange, Grand Duchy of Luxembourg

Tel: +352 28 99 13 00 - Email: complaints@libertyglobalgroup.com
quoting your policy and/or claim number.

If after making a complaint you are still not satisfied you may be entitled to refer the dispute to an independent organisation. This will depend on where you are based, please see below.

For policyholders and insured persons based in the UK

The Financial Ombudsman Service is a free and impartial service, who may be contacted at:
Exchange Tower, Harbour Exchange, London, E14 9SR

Tel: 0800 023 4567 - Website: www.financial-ombudsman.org.uk

To confirm whether you are eligible to ask the Financial Ombudsman Service to review your complaint find out more at www.financial-ombudsman.org.uk

For policyholders and insured persons based in the EU

If you were sold this product online or by other electronic means and within the European Union (EU) you may refer your complaint to the EU Online dispute Resolution (ODR) platform. Upon receipt of your complaint the ODR will escalate your complaint to your local dispute resolution service – this process is free and conducted entirely online. You can access the ODR platform on <http://ec.europa.eu/odr>

For policyholders and insured persons based in Switzerland

The Swiss Ombudsman of Insurance, who may be contacted at: Ombudsman of Private Insurance and of Suva Postfach 1063, CH-8024 Zurich, Switzerland Tel: 044 211 30 90 - Website: www.ombudsman-assurance.ch

To confirm whether you are eligible to ask The Swiss Ombudsman of Insurance to review your complaint find out more at www.ombudsman-assurance.ch

Alternatively, as Liberty Mutual Insurance Europe SE is a Luxembourg insurance company, all insureds and policyholders are also entitled to refer the dispute to any of the following dispute resolution bodies in Luxembourg:

Commissariat aux Assurances,

7, boulevard Joseph II, L-1840 Luxembourg

Tel: (+352) 22 69 11 – 1 - Email: caa@caa.lu - www.caa.lu

or

Service national du Médiateur de la consommation (this is for individual consumers only)

Ancien Hôtel de la Monnaie, 6, rue du Palais de Justice, L-1841 Luxembourg

Tel: (+352) 46 13 11 - Email: info@mediateurconsommation.lu - www.mediateurconsommation.lu

or

Médiateur en Assurances

ACA,

12, rue Erasme, L-1468 Luxembourg

Tel: (+352) 44 21 44 1 - Email: mediateur@aca.lu - <https://www.ulc.lu/fr/>

Data Protection

Any information you have provided will be dealt with by us in compliance with the provisions of the Data Protection Act 1998. For the purposes of providing this insurance and the handling of any claims or complaints, we may need to transfer certain information which you have provided to other parties.

Sanctions

We will not provide any benefit under this insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

Non Assignment

No title right or interest under this policy may be assigned, transferred, conveyed or otherwise disposed of without Insurer's consent in writing. Any attempt to assign rights of interest without the Insurer's written consent is null and void.