

Terms and Conditions for Residents of the United Kingdom

Booking Terms and Conditions of Your Contract

The cruises featured on this website or in our brochure are offered for sale by Magical Cruise Company Limited trading as Disney Cruise Line (referred to as “Disney Cruise Line”). Registered Office: 3 Queen Caroline Street, Hammersmith, London, W6 9PE, England. These are the Booking Terms and Conditions that govern your Contract with Disney Cruise Line (referred to as the “Booking Conditions”) and are binding on all parties.

Please read these Booking Conditions carefully as they contain important terms and conditions which govern your Contract and affect your legal rights. In the event of any conflict between these Booking Conditions and the terms of any Disney Cruise Line advertisement or offer, or the oral or written representations of any Disney Cruise Line representative, these Booking Conditions shall prevail. These Booking Conditions incorporate the conditions of carriage of any carrier providing transport of any kind including by land, sea and air and embody the provisions of the law of the country of the carrier concerned and may be subject to International Convention either or both of which may limit or exclude the liability of any Carrier. You can access Disney Cruise Line’s Conditions of Carriage by going to [Conditions of Carriage](#).

How Brexit may affect your Cruise Booking

Brexit means the United Kingdom ceasing to be a member state of the European Union, notwithstanding any transition period that may be in force following the date of the United Kingdom's departure from the European Union. Currently the date for Brexit has not been confirmed. The terms on which Brexit happens are beyond our control and may give rise to consequences which we could not have avoided even if all reasonable measures had been taken by us; in that event: (a) If the consequence of Brexit is that, despite taking all reasonable measures we are unable to provide you with the Cruise or Cruise Package or other travel services which you have booked we reserve the right to cancel your booking; we shall give you as much notice as is reasonably possible of such cancellation and will refund any payment previously made by you for your booking, but in accordance with the requirements of the law (that is, the Package Travel and Linked Travel Arrangements Regulations implementing Directive (EU) 2015/2302) we will not be liable for payment of any compensation or other losses arising from that cancellation. In these circumstances we would treat Brexit as an Unavoidable and Extraordinary Circumstance as further defined in these Booking Conditions below; (b) If, notwithstanding Brexit, we are still able to provide you with the Cruise or Cruise Package or other travel services which you have booked but as a consequence of Brexit our cost of providing those services to you increases by an amount equivalent to more than 2% of the total price payable by you in respect of your booking, we reserve the right to charge you an additional amount over and above that in accordance with the Prices and Extras section below. If the increase is 8% or more (excluding amendment fees), you will have the options set out in the Prices and Extras section below. However, we will not impose any such increase in charges within 20 days of the date of your scheduled departure; (c) Please take special note that any delay or disruption to any part of your holiday does not automatically entitle you or anyone else in your Booking Party to cancel and claim a refund or other compensation unless it is impossible for us or our suppliers to perform the Contract. If the Cruise or Cruise Package or travel services can

still be provided any subsequent cancellation by you will be treated in accordance with the Cancellations/Refunds section below. If, however, we determine that it is impossible for your Contract to be performed then it would be treated as the result of Unavoidable and Extraordinary Circumstances; (d) Please also take special note that as a result of Brexit there may be additional travel documentation requirements. 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.

The following definitions are to be applied throughout these Booking Conditions:

"ATOL Regulations" means the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2018.

"A Significant Alteration" means a major change to your Cruise or elements of your Cruise or Cruise Package.

"Booking Party" means any and all Guests named and/or travelling under your booking and Contract including all Minors and persons under your custody.

"Carrier" means Magical Cruise Company Limited, trading as Disney Cruise Line, and the Vessel itself (or a substitute Vessel) and is to include the registered/beneficial owners, charterers, operators and managers of the Vessel and all carriers as defined pursuant to The Athens Convention and where relevant Regulation EC number 392/2009.

"Confirmation" means written confirmation of a Cruise or Cruise Package.

"Contract" means a booking contract made between Disney Cruise Line and a Guest in relation to a Cruise or Cruise Package. The Guest confirms and agrees that the Booking Party has agreed to be bound by these Booking Conditions and all other terms of the Contract, and that the Guest has the Booking Party's authority to do so on each of their behalf.

"Cruise" means the cruise onboard the Vessel as described in this website, the relevant brochure or other documentation published by or on behalf of Disney Cruise Line.

"Cruise Package" means the Cruise and any flights and/or any pre-Cruise and/or post-Cruise package which is sold at the same time as the Cruise, but excluding Shore Excursions or any on-shore shuttle or other transportation services.

"Disabled Person" or "Person with Reduced Mobility" means 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 impairment or as a result of age, and whose situation needs appropriate attention and adaptation to his/her particular needs for the services made available to all passengers.

"Guest" means each and every person named in a Cruise and/or Cruise Package booking and/or on the corresponding documentation.

"Lack of Conformity" means a failure to perform or the improper performance by Disney Cruise Line of a Cruise or Cruise Package.

"Master" means the Captain or his delegated subordinate on any vessel provided by Carrier on which the Guest may be traveling.

"Minor" means a Guest aged 17 years or under at time of embarkation named under a booking for a Cruise or Package which is made by the Minor's parent/guardian or a Responsible Adult.

"Responsible Adult" means an adult aged 21 years or over accompanying a Minor on a Cruise or Cruise Package as authorised by the Minor's parent/guardian as such Minor will not be travelling with their parent/guardian. The Responsible Adult must have custody of and control over the Minor at all times. The Responsible Adult will enter into a Contract on the Minor's behalf in connection with the Disney Cruise Line vacation.

"Shore Excursion" means any on-shore tour or excursion offered for sale by Disney Cruise Line for which a separate charge is payable, whether the Shore Excursion is reserved in the UK prior to commencement of the Cruise or Cruise Package or purchased onboard the Vessel.

"Unavoidable and Extraordinary Circumstances" means a situation beyond the control of Disney Cruise Line or the relevant supplier which could not have been avoided even if 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, medical problems on board the ship or at intended ports or other travel destinations, including, in each case, incidents of infectious or other diseases or illnesses, lawful deviation at sea in response to a distress call or other emergency and adverse weather conditions and the effects of Brexit (as defined above), which makes it impossible to perform the Contract.

"Vessel" means a ship operated, owned, chartered or provided by a Carrier on which a Guest is to travel, will be travelling on or, as the case may be, against which a Guest may have a claim.

BOOKING PROCEDURE

A Cruise or Cruise Package is a package within the meaning of The Package Travel and Linked Travel Arrangements Regulations 2018 implementing Directive (EU) 2015/2302 (hereinafter referred to as the Package Travel Regulations). Therefore, you will benefit from all EU rights applying to packages. Disney Cruise Line is responsible for the proper performance of the package as a whole. Additionally, as required by law, Disney Cruise Line has protection in place to refund your payments and to ensure your repatriation in the event that it becomes insolvent.

A confirmed booking constitutes a binding contract between Disney Cruise Line and you and/or a Responsible Adult, who contracts as an individual and on behalf of a Minor or other person not competent to contract. Passage money and charges prepaid shall be deemed fully earned when paid in full and shall not be refunded in whole or in part under any circumstances whatsoever except in compliance with the section entitled "Cancellations/Refunds" applicable to the voyage for which passage is arranged under this Contract.

The forms needed for your vacation can be completed during Online Check-in by visiting the My Reservations Dashboard at www.disneycruise.com/plan.

MINORS

A Minor aged 17 or under not travelling with a parent or legal guardian must be accompanied by a Responsible Adult in the same stateroom. 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 in connection with the Disney Cruise Line vacation. A Minor authorisation form must be provided to Disney Cruise Line prior to embarkation and can be completed during Online Check-in by visiting the My Reservations Dashboard at www.disneycruise.com/plan. After 9:00 PM, all adult areas serving alcohol are restricted to Guests aged 18 years or older.

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 and the person signing shall be deemed to be the guardian of such Minors for all legal purposes.

LUGGAGE, VALUABLES AND OTHER POSSESSIONS

You and each member of your Booking Party may bring aboard 2 items of luggage. Any additional items may be subject to an excess charge. Please note some airlines may charge luggage fees and restrict luggage to one bag per person so check with your airline carrier before you book. Your luggage (including your Booking Party's luggage) must be stored in your stateroom and must be labelled with the Disney Cruise Line luggage tag. Dangerous or illegal articles such as weapons, explosives, liquid oxygen, combustible substances or non-prescription controlled substances may not be brought to **Walt Disney World®** Resort or taken aboard a Vessel (See <https://disneycruise.go.com/faq/prohibited-items/list/>). Any such items shall be confiscated on the instructions of the Master of a Vessel at embarkation, and may be disposed of at the sole discretion of the Master without any liability to you or your Booking Party. You and your Booking Party should 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 as Disney Cruise Line is not responsible for any damage to or loss of these items.

ALCOHOL POLICY

Each Guest 21 years and older may bring two bottles of unopened wine or champagne (no larger than 750ml) or six beers (no larger than 12oz) onboard in carry-on luggage at the beginning of the voyage and at each port-of-call. All wine/champagne and beer brought onboard must be packed in the Guest's carry-on luggage. Any alcohol packed in checked luggage will be removed and stored until the completion of the cruise. Guests are not allowed to bring liquors or spirits (including powdered alcohol) onboard.

DEPOSIT/PAYMENT INFORMATION

A deposit is required to make a reservation. The deposit amount will be determined at time of booking. All reservations are subject to cancellation if full deposit is not received in the Disney Cruise Line office within the option period specified at time of booking. Final payment in the form of a cheque or credit card (Visa®, MasterCard®, American Express®, Discover® Card, Diners Club®, Japanese Credit Bureau or Disney Visa® Card) must be received on the date stipulated

at the time of booking. Payment policy for group bookings may vary. Please contact your Travel Agent for full details.

Failure to strictly comply with the deposit and final payment schedules, or any other applicable policies and procedures, will result in the automatic cancellation of any pending reservations and Contracts.

For payments by postal service send to:

Disney Cruise Line
PO Box 277763
Atlanta, GA 30384-7763

For payments by courier services such as Federal Express®, Airborne®, DHL®, or UPS® send to:

Disney Cruise Line
Bank of America Lockbox Services
Lockbox 277763
6000 Feldwood Road
College Park, GA 30349
(407) 566-3500

PRICES AND EXTRAS

All prices, savings or promotional offers are correct at the date of publication ("the Contract Price"). We reserve the right to change or correct errors in both advertised and confirmed prices (both before and after the Confirmation has been issued). Before you make a booking, we will give you the up to date Contract Price including the cost of any supplements, upgrades or additional facilities which you have requested. There will be no change to the Contract Price within 20 days of departure. We may increase the Contract Price to allow for increases which are a direct consequence of changes in transportation costs such as fuel or other power sources, scheduled airfares and other airline carrier cost changes which are part of the contract between the airline carrier and their agents and Disney Cruise Line, government action such as changes in VAT, level of other taxes and fees, tourist taxes, landing taxes, embarkation or disembarkation fees at ports and airports, or any other government-imposed changes or exchange rate variations relevant to the Package, but no increase will be made where the increase is 2% or less of the Contract Price; increases of 3% or more will be charged to you. If the increase is an increase of 8% or more of the Contract Price, you may cancel the Contract and receive a full refund of all monies paid except for any administration charges or insurance premiums. No consequential costs or expenses or loss of profits will be payable. Should you decide to exercise your right to cancel where there is an increase of 8% or more of your Contract Price then you must exercise this within 14 days after the date notified or presentation of the further invoice or such other time as may be reasonably requested. Alternatively, you can accept an offer of an alternative Cruise or Cruise Package if Disney Cruise Line is able to provide an alternative and transfer payment is made in respect of the original booking to the alternative Cruise or Cruise Package. If the cost of the alternative Cruise or Cruise Package is less than the original Cruise or

Cruise Package, the difference in price will be refundable. If you do not confirm within 14 days whether you wish to accept the proposed change or terminate the contract, Disney Cruise Line 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.

SIGNIFICANT ALTERATION OF CRUISE BY DISNEY CRUISE LINE PRIOR TO DEPARTURE

Arrangements for a Cruise are made many months in advance by Disney Cruise Line. Occasionally it may be necessary on commercial, operational or any other grounds to make alterations to a Cruise or Cruise Package and Disney Cruise Line reserves the right to do so at any time, including change of departure date or cancellation of the Cruise or Cruise Package. In the event of a Significant Alteration prior to departure of an essential term of the Cruise or Cruise Package, Disney Cruise Line will inform you or your Travel Agent of any cancellation or change of itinerary in writing as soon as reasonably possible. In these circumstances you will be offered the choice of: (i) accepting the alteration; (ii) booking another Cruise or Cruise Package of equivalent or superior quality, if available; (iii) booking another Cruise or Cruise Package of a lower quality, if available, with a refund of the difference in price; or (iv) cancelling and receiving a full refund of all monies paid.

You must notify Disney Cruise Line of your decision in writing or via your Travel Agent within 7 days of receiving the notification of alteration or such time as may be reasonably stipulated. You shall not be entitled to receive compensation where the Significant Alteration is due to an event of Unavoidable and Extraordinary Circumstances.

SIGNIFICANT ALTERATION OF CRUISE BY DISNEY CRUISE LINE AFTER DEPARTURE

After departure, Disney Cruise Line does not guarantee that the Cruise will call at every Port on the Itinerary or follow every part of the advertised route or schedule, or that every part of the Cruise will be provided. Disney Cruise Line reserves the absolute right to decide whether or not to omit any Ports and/or to call at additional Ports and/or to change the advertised route, schedule or other element of the Cruise. However, in the unlikely event of Disney Cruise Line being unable to provide a significant proportion of the Cruise after departure, where this is a Significant Alteration, then Disney Cruise Line will make suitable alternative arrangements, at no extra cost to you, for the continuation of the Cruise.

Disney Cruise Line accepts responsibility for providing all the elements of the advertised Cruise but if it fails to provide what has been booked, you must inform its representative without undue delay if you consider that any of the services under the Contract has not been performed in accordance with the terms of the Contract. Failure by you to notify Disney Cruise Line or its representative about any Lack of Conformity of the Contract by Disney Cruise Line may be taken into account when determining any price reduction or compensation for damages where such notice would have avoided or reduced the damage. Disney Cruise Line shall remedy any Lack of Conformity of the services under the Contract raised by you unless: it is impossible to do so, or Disney Cruise Line will incur disproportionate costs, taking into account the extent of any Lack of Conformity and the value of the contractual service affected. If you do not accept these for good

reason, or it is impossible to make suitable alternative arrangements, Disney Cruise Line will, where appropriate, provide you with transport back to the place of departure or to any other place to which you have agreed with us. Compensation will not be payable if the Alteration is minor or does not affect the value of the Cruise or if Disney Cruise Line is not able to provide a significant proportion of the Cruise due to an event of Unavoidable and Extraordinary Circumstances or is not at fault.

DELAYED DEPARTURE

In accordance with EU Regulation 1177/2010 concerning the Rights of Passengers when Travelling by Sea and Inland Waterways, if there is a delayed departure, Disney Cruise Line will inform you as soon as possible of delay and of the estimated departure and estimated arrival time, as soon as that information is available. Where Disney Cruise Line reasonably expects the departure of the Cruise from the departing Port Terminal to be delayed for more than 90 minutes beyond its scheduled departure time, then you will be offered, free of charge, snacks, meals or refreshments as are appropriate, given the waiting time, provided they are available and can reasonably be supplied. If the delayed departure necessitates a stay of one or more nights or a stay additional to that intended by you and where and when physically possible, Disney Cruise Line shall arrange adequate accommodation onboard the Vessel or ashore and transport to and from the Port Terminal and place of accommodation in addition to snacks, meals and refreshments. The maximum amount that Disney Cruise Line will pay for accommodation ashore and transport to and from the Terminal is 80 Euros per night for a maximum of 3 nights. No payment shall be made unless authorised by Disney Cruise Line in writing. Disney Cruise Line has no obligation to provide such accommodation ashore where the delay is caused by weather conditions, endangering the safe operation of the Ship. These provisions do not apply after the Cruise has commenced or where the Cruise is cancelled. In those circumstances, Disney Cruise Line's obligations are set out under the Sections dealing with Alterations and Cancellations.

CANCELLATIONS/REFUNDS

Cancellations may be made by telephone or in writing. Changes to the Cruise or Cruise Package commencement date or changes of your name or any member of your Booking Party are subject to cancellation fees, stateroom and occupancy availability and prevailing rates at the time of the change. Where a cancellation is made, a cancellation fee shall be deducted from any payments already made and any outstanding balance will be promptly refunded. No refunds will be made in the event of interruption or cancellation by you after the Cruise or Cruise Package commencement date. All appropriate refunds will be made directly to your credit card account or through your Travel Agent if the reservation is made through a Travel Agent. Disney Cruise Line is not responsible for the receipt of refund monies by you from your Travel Agent. All travel documents including airline tickets must be returned before any refund processing can begin. Certain Travel Agents may charge an agency cancellation fee. Disney Cruise Line reserves the right to restrict any changes to a reservation. All changes are subject to availability. Please note that changes made to the overall size of your Booking Party may result in a change to the price of your Cruise or Cruise Package.

The Guest has the right to cancel the Cruise or Cruise Package before the start of the Cruise or Cruise Package without paying any cancellation fee in the event of Unavoidable and Extraordinary Circumstances. In such circumstances, the Guest shall be entitled to a full refund

or any payments made for the Cruise or Cruise Package, but shall not be entitled to additional compensation.

CRUISE CANCELLATION FEES:

CATEGORIES WITH RESTRICTIONS:

Reservations for Inside, Outside or Verandah Categories with Restrictions are NON-REFUNDABLE and NON-TRANSFERABLE. A 100% cruise cancellation fee applies from time of payment.

Cruises 1 to 5 Nights (Excluding Suites and Concierge Staterooms)

Days Prior to Vacation Commencement Date	Fee Amount
89-45 Days	Deposit Per Guest
44-30 Days	50% of vacation price per Guest
29-15 Days	75% of vacation price per Guest
14 days or less	100% of vacation price per Guest

Cruises of 6 Nights or More (Excluding Suites and Concierge Staterooms)

Days Prior to Vacation Commencement Date	Fee Amount
119-56 Days	Deposit Per Guest
55-30 Days	50% of vacation price per Guest
29-15 Days	75% of vacation price per Guest
14 days or less	100% of vacation price per Guest

Suite and Concierge Staterooms: All Sailings

Days Prior to Vacation Commencement Date	Fee Amount
90 days or more	Deposit per Guest
89-56 days	50% of vacation price per Guest
55-30 days	75% of vacation price per Guest
29 days or less	100% of vacation price per Guest

AIR CANCELLATION FEES:

Guest will be responsible for any change or cancellation fees assessed by an airline or by Disney Cruise Line. Cancellation of your cruise booking for any reason will result in the cancellation of any air associated with the cruise in which case, any applicable cancellation or other fees will be applied. No changes are permitted and ticket has no value if guest has not cancelled the ticketed flight reservation prior to ticketed departure time. Changes include, but are not limited to: change of departure or arrival city, change of flight times, cancellation/removal of air, change of date, and name change/correction.

Flexible Fares

Air tickets are paid with your final cruise payment. Changes and cancellations can be made and are subject to the following fees based on the timing of the change or cancellation.

For itineraries with all flights within the United States, Canada, Puerto Rico and the US Virgin Islands:

Days Prior to Vacation Commencement Date	Fee Amount
56 days or more	No Fee
55 to 30 days	\$200 per person
29 to 0 days	\$300 per person

For itineraries with any flights outside of the United States, Canada, Puerto Rico and the US Virgin Islands:

Days Prior to Vacation Commencement Date	Fee Amount
120 days or more	No Fee
119 to 56 days	\$300 per person
55 to 0 days	\$500 per person

Restricted Fares

Air tickets must be paid in full at the time of booking at which time they are non-refundable, non-transferable. Any changes will result in a cancellation of the air booking.

HOTEL CANCELLATION FEES

A cancellation fee in the amount of the total hotel cost for all nights reserved will be assessed if:
i) a hotel reservation outside of Orlando is cancelled 14 days or less prior to arrival date; or, ii) a

hotel reservation in Orlando or at *Aulani, a Disney Resort & Spa* is cancelled 4 days or less prior to arrival date.

GROUND TRANSFER CANCELLATION FEES

A cancellation fee in the amount of the total cost of Ground Transfers will be assessed if Ground Transfers are cancelled 7 days or less prior to arrival date.

CANCELLATION BY DISNEY CRUISE LINE

Disney Cruise Line reserves the right to cancel any Cruise or Cruise Package at any time by notice in writing to you.

If the cancellation is the result of any Unavoidable and Extraordinary Circumstances, then Disney Cruise Line will offer the Guest the choice of: (i) receiving a full refund of all monies paid; (ii) booking another Cruise or Cruise Package of equivalent or superior quality at no extra costs, if available; or (iii) booking another Cruise or Cruise Package of a lower quality, if available, with a refund of the difference in price.

If the cancellation is for any other reason Disney Cruise Line will offer you the same choices as detailed in i), ii) and iii) above and compensation if appropriate of up to £20 per person per night of the duration of the Cruise.

You must send your decision in writing as to which option you wish to exercise either to Disney Cruise Line direct or via your Travel Agent within 7 days of your receiving notification of the cancellation.

SERVICE FEES

Changes to a reservation may result in a per Guest service fee. Please consult your Travel Agent or Disney Cruise Line for further details.

LIABILITY

Disney Cruise Line is not responsible for any improper or non-performance of any services forming part of the Cruise or Cruise Package which are wholly attributable to the fault of you or a member of your booking party, the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of any services to be provided under the Contract; or Unavoidable and Extraordinary Circumstances.

In the event that Disney Cruise Line is responsible for any death, injury or illness caused by the negligent acts and/or omissions of its suppliers of services which form part of the Cruise or Cruise Package, then Disney Cruise Line limits its liability, where applicable, by the International Air Conventions, including the Warsaw Convention 1929 (as amended by The Hague Protocol 1955 or the Montreal Protocol 1999 or otherwise). Flights between the UK and any member state of the European Union are currently governed by EC Regulations 889/2002 which gives legal effect to the Montreal Convention 1999. To the extent that Disney Cruise Line may be liable as a non-performing air carrier to Guests in respect of carriage by air, the terms of the International Air

Convention (including any subsequent amendments and any new convention which may be applicable to a Contract for a Cruise or Cruise Package between the Disney Cruise Line and a Guest) are expressly incorporated into these Booking Conditions. The international Air Convention may permit the carrier to limit its liability for death and personal injury, loss of any damage to luggage and delay; in so far as Disney Cruise Line may have any liability to the Guest in respect of carriage by air, it shall be determined accordingly. Copies of these conventions are available from Disney Cruise Line on request.

Carriage of you, your Booking Party and your luggage by sea is governed by EU Regulation 392/2009 on the Liability of Passengers by Sea in the Event of Accidents ("Regulation EC number 392/2009") or where applicable the Convention relating to the Carriage of Passengers and their Luggage by Sea 1974 as amended by the 1976 Protocol ("Athens Convention"), which are expressly incorporated into these Booking Conditions, and any liability of Disney Cruise Line for death or personal injury or for loss or damage to luggage arising out of carriage by sea shall be determined solely in accordance with these provisions. EU Regulation 392/2009 and The Athens Convention limit the Carrier's liability for death or personal injury or loss or damage to luggage and makes special provision for valuables. Luggage is presumed to have been delivered undamaged to you unless written notice is given to Disney Cruise Line and/or the Carrier: (i) in the case of apparent damage, before or at the time of disembarkation or redelivery; or (ii) in the case of damage which is not apparent or of loss, within 15 days from the date of disembarkation or redelivery or from the time when such redelivery should have taken place.

Any damages payable by Disney Cruise Line shall be reduced in proportion to any contributory negligence by you or your Booking Party and by the maximum deductible specified in EU Regulation 392/2009 and where applicable the Athens Convention. A copy of The Athens Convention is available on request or may be downloaded from the internet at [AthensConvention](#). A copy of EU Regulation 392/2009 is available on request or may be downloaded from the internet at [EU Regulation 392/2009](#).

In so far as Disney Cruise Line may be liable to you or your Booking Party in respect of claims arising out of carriage by air or carriage by sea, Disney Cruise Line shall be entitled to all the rights, defences, immunities and limitations available, respectively, to the actual carrier and under the relevant Conventions, and nothing in these Booking Conditions shall be deemed as a surrender thereof. To the extent that any provision in these Booking Conditions is made null and void by the Warsaw Convention, the Montreal Convention or EU Regulation 392/2009 or The Athens Convention or any legislation compulsorily applicable or is otherwise unenforceable, it shall be void to that extent but not further. Disney Cruise Line's liability will not at any time exceed that of any carrier under its Conditions of Carriage and/or applicable or incorporated conventions or other legislation.

Except for claims arising out of carriage by air, any liability in respect of death and personal injury and loss of and damage to luggage which Disney Cruise Line may incur to you or your Booking Party, whether under the Contract with you in accordance with these Booking Conditions or otherwise, shall always be subject to the limits of liability contained in Regulation EC number 392/2009 and where relevant The Athens Convention for death/personal injury.

Notwithstanding anything to the contrary elsewhere in these Booking Conditions, Disney Cruise Line shall not in any circumstances be liable to you or your Booking Party for any loss or anticipated loss of profit, loss of revenue, loss of use, loss of contract or other opportunity nor for any other consequential or indirect loss or damage of a similar nature. For claims not involving personal injury, death or illness or which are not subject to the Conventions referred to above,

any liability Disney Cruise Line may incur for the negligent acts and/or omissions of its suppliers shall be limited to a maximum of the price which you paid for the Contract not including insurance premiums and administration charges. Where this relates to loss of and/or damage to luggage and/or other personal possessions, then Disney Cruise Line's liability will not exceed £500. Disney Cruise Line will not at any time be liable for any loss of or damage to valuables of any nature.

Hotels, shuttle services or other elements of a Cruise or Cruise Package will be arranged by Disney Cruise Line with local suppliers, who may themselves engage the services of local operators and/or sub-contractors. Standards of hygiene, accommodation and transport in some countries where excursions take place are often lower than comparable standards in the UK. Disney Cruise Line will endeavour to appoint reputable and competent local suppliers. The terms and conditions of the suppliers will be applicable and are expressly incorporated into the Contract. These may limit or exclude liability of the supplier. The liability of Disney Cruise Line will not exceed that of any supplier. Local laws and regulations of the relevant country will be relevant in assessing performance of the services of any supplier. In the event of a complaint by you or your Booking Party, this Contract will be regarded as having been performed if local laws and regulations relating to those services have been satisfied, even if the laws of England and Wales have not been met.

The Vessel carries onboard service providers who operate as independent contractors. Neither Disney Cruise Line nor the Carrier is liable for the acts of omissions of independent contractors. Their services and products are charged as extras. Neither Disney Cruise Line nor the Carrier is responsible for their performance or products. These contractors may include a doctor, medical personnel, hairdresser, manicurist, masseuse, photographer, entertainer, fitness instructors, spa personnel, beauticians, internet/I.T. personnel or other instructional concessionaires, art or other auctioneers, shopkeepers and others providing services. The limitations referred to herein shall apply to all independent contractors. These contractors work directly for you or your Booking Party when performing their services. Neither Disney Cruise Line nor the Carrier is responsible for any such contractor's acts or omissions in providing goods or services to you or your Booking Party.

Such independent contractors, including Shore Excursion providers, do not at any time act as agents or representatives of Disney Cruise Line or the Carrier. Neither Disney Cruise Line nor the Carrier owns or controls any such independent contractors, makes no representation of any kind as to their performance and does not undertake to supervise or control their activities. Any Guest using the services or activities of such independent contractors shall be deemed to agree and consent that any liability for any death, personal injury, illness, emotional distress, mental suffering or psychological injury to such Guest or loss of or damage to property shall be the sole responsibility of the independent contractor providing such service or activity. Neither Disney Cruise Line nor the Carrier shall be or become liable or responsible in any way for any act or omission of any such independent contractors pertaining to, or arising from, or in connection with, such services or activities.

Shore Excursions do not form any part of the Contract. Shore Excursions may be reserved after a Cruise has been booked. Shore Excursions booked will be supplied by local operators. Disney Cruise Line will endeavour to appoint reputable and competent local operators who apply the local laws and regulations of the relevant country. Shore Excursion operators are not Disney Cruise Line's employees, agents or suppliers. Disney Cruise Line is not responsible and will have no liability whatsoever for any acts or omissions of the Shore Excursion operators. Disney Cruise

Line does not operate, perform or otherwise organise and/or audit any Shore Excursions. You and your Booking Party must ensure that you are fit and healthy to undertake Shore Excursions. All Shore Excursions are governed by the terms and conditions of the Shore Excursion providers.

Disney Cruise Line will not pay you or your Booking Party for claims arising out of loss or damage directly or indirectly occasioned by circumstances where performance and/or prompt performance of the Contract is prevented by reason of war, or threat of war, riot, civil strife, industrial dispute whether by Disney Cruise Line's employees or other, terrorist activity or the threat of terrorist activity, failure of suppliers of power, health risks or epidemics, natural or nuclear disaster, fire or adverse weather conditions or adverse sea states. Any Guest's suicide or attempted suicide or a Guest's deliberate exposure to unnecessary danger (except in an attempt to save human life) or the consequences of participating in an unusual and dangerous activity and all similar circumstances are out the control of Disney Cruise Line.

Disney Cruise Line shall in no event be liable for the loss of or damage to cash, negotiable securities, gold, silverware, jewellery, ornaments, works of art, photographic/video/audio equipment or supplies, laptop computers, mobile phones or other valuables unless the same have been deposited with the Master or other designated representative who issued a written receipt for the particular item. In the event of such deposit, Disney Cruise Line liability for loss or damage thereof shall be limited in accordance with Regulation EC number 392/2009 and where applicable The Athens Convention.

WALT DISNEY WORLD RESORT CHECK-IN/VESSEL EMBARKATION

Check-in time for **Walt Disney World** Resort hotels is normally after 4:00 PM. If you or your Booking Party is arriving early, luggage arrangements can be made so you or your Booking Party can visit Theme Parks or enjoy Resort amenities. It is recommended that necessary items including proof of citizenship, valuables, medications (in their original containers) and any other personal items or other items required for check-in or embarkation be packed by you in your day bag. **Walt Disney World** Resort check-out time is normally before 11:00 AM. You or your Booking Party are required to check-in for the Cruise at least 3 hours before scheduled sailing time.

INCLUDED IN VACATION FARE

Contract Prices include shipboard accommodations on a per-Guest basis, and all meals and entertainment as provided on board the Vessel. If you are reserving an onboard suite for more than 5 persons and a **Walt Disney World** Resort hotel room, an additional **Walt Disney World** Resort hotel room will be required at additional cost.

EXCLUDED FROM VACATION FARE

The Resort portion of the fare does not include meals, beverages, or any other item of a personal nature. The Cruise portion of the fare does not include airfare, ground or luggage transfers, fuel supplements, Shore Excursions, sightseeing or meals ashore in the ports of call, gratuities, alcoholic beverages, soft drinks, bottled water, laundry or valet services, or any other items not

specifically included. The fare also does not include *Taxes, Fees and Port Expenses*, as that term is defined at www.disneycruise.com/taxesandfees.

CRUISE HEALTH CONSIDERATIONS

By boarding the Vessels, you and your Booking Party represent yourselves as physically and otherwise fit to travel and that your conduct or condition will not impair the safety or convenience of the Vessels, aircraft and/or the other Guests. Disney Cruise Line reserves the right to require you or your Booking Party to produce medical evidence of fitness to travel on the Cruise or Cruise Package. If you or your Booking Party have a medical condition which requires you or them to take prescription medication or may require you or them to obtain medical care during the course of your Cruise or Cruise Package, please consult with your personal doctor prior to travelling. You need to make your doctor fully aware of the Vessel's itinerary as this may affect your doctor's decision with regard to fitness to travel, which may be dependent upon the availability of any emergency medical treatment. If you or your Booking Party has a condition that may affect fitness to travel you or they must submit a doctor's certificate prior to booking. Complying with this request will help us ensure the safety and comfort of all our Guests, which is our paramount consideration.

Disney Cruise Line carries many disabled and/or mobility-reduced Guests. In order to ensure that we can provide adequate assistance, and also consider whether the Cruise or Cruise Package is generally suitable for the person with reduced mobility, you must notify us of any special needs of you or your Booking Party at the time of booking. If you need a disabled stateroom, then you must ensure that this is booked as there are a limited number of such staterooms on board. If you or your Booking Party require a wheelchair throughout your Cruise or Cruise Package you must make provisions for the use of that wheelchair prior to the Cruise or Cruise Package. These should also be checked with Disney Cruise Line to ensure that these are suitable for use around the Vessel.

Disney Cruise Line and/or the Carrier reserve the right to refuse passage to anyone who has failed to notify it of any Disability or mobility issues or who, in the Carrier's and/or Master's reasonable opinion, are unfit or unable to travel or whose condition may constitute a danger to themselves or others on board or where the design of the Vessel makes it impossible to carry the Guest or where the Carrier is unable to carry the Guest in a operationally feasible and/or safe and/or dignified manner.

Disney Cruise Line shall be entitled to administer a public health questionnaire. You and your Booking Party shall supply accurate information regarding symptoms of any illness including but not limited to gastro-intestinal illness and/or H1N1 virus. Disney Cruise Line and/or the Carrier may deny boarding to you, or a member of your Booking Party, if Disney Cruise Line and/or the Carrier, in its sole discretion, considers you or a member of your Booking Party to have symptoms of any illness, including but not limited to gastro-intestinal illness and/or H1N1 virus. Refusal by you or your Booking Party to complete the questionnaires may result in denied boarding. If you or a member of your Booking Party is denied boarding you will incur 100% cancellation fees and will have to make a claim under your travel insurance.

If you or a member of your Booking Party becomes ill on board the Vessel with viral, bacterial or other illness, the onboard doctor and/or the Carrier may request you or them to remain in their stateroom for reasons of health and safety. A refusal by you or your Booking Party to remain in

your stateroom may result in the Carrier disembarking you or your Booking Party for reasons of health and safety and/or pursuant to the powers of the Master.

You recognise and accept that the Carrier is not in the business of providing medical services and/or operating medical facilities. Any medical personnel on board the Vessel are provided as independent contractors solely for the convenience of you or your Booking Party and they are not employees, agents, or representatives of Carrier. The Carrier does not control the medical services and does not undertake to supervise any care or treatment provided by medical professionals aboard the Vessel. Although Carrier shall be entitled to charge a fee for arranging such services, all such persons or entities providing medical services shall be deemed independent contractors and not acting as agents or representatives of Carrier. Neither Disney Cruise Line nor Carrier shall be liable for any death, personal injury, illness, emotional distress, mental suffering or psychological injury caused by reason of any treatment, diagnosis, advice, examination, prescription or other service provided by such medical personnel, or, by the failure of such medical personnel to provide any treatment, diagnosis, advice, examination, prescription or other service.

It is your obligation and responsibility to seek medical assistance from the doctor on board the Vessel as and when necessary during the Cruise.

The doctor and medical personnel on board are not specialists and the Vessel's medical centre is not required to be and is not equipped to the same standards as a land-based hospital. The Vessel carries medical supplies and equipment in compliance with flag state requirements. Neither Disney Cruise Line, the Carrier nor the doctor shall be liable to you or your Booking Party as a result of any inability to treat any medical condition as a result.

Medical facilities and standards in the various ports of call may vary and may be limited. Neither Disney Cruise Line nor the Carrier makes any representations or warranties regarding the quality or standards of medical treatment at any port of call or other places at which you or your Booking Party is landed. Neither Disney Cruise Line nor the Carrier shall be liable in any way for referring you or your Booking Party ashore for medical services or for the actual medical services rendered ashore. In the event that medical attendance of any kind or ambulance assistance, whether on shore, at sea or by air is required and is provided or ordered by Disney Cruise Line, the Carrier, the Master or the onboard doctor, you or a member of your Booking Party if concerned, shall be liable for the full charge or cost thereof and shall indemnify Disney Cruise Line, the Carrier and the onboard doctor/medical provider upon first demand of any costs incurred by Disney Cruise Line, the Carrier, or the onboard doctor/medical provider, or their employees or agents. If you or a member of your Booking Party by reason of illness or through any other cause requires special or extra accommodation or special or extra attention during the course of the Cruise or Cruise Package, you will be charged accordingly. You are advised to ensure that your insurance covers medical treatment, evacuation and repatriation during all aspects of the Cruise for all your Booking Party.

GUEST RESPONSIBILITY

You have a duty to obey the lawful requests of the Vessel's Master or delegated Officers whilst on board and security or other lawful reasons to allow them to search you or your Booking Party, your stateroom(s), luggage and/or belongings. You and your Booking Party hereby expressly agree to allow any such search.

You and your Booking Party must have received all necessary medical inoculations prior to the Cruise and have in your possession all tickets, valid passport, visas, medical cards, and any other documents necessary for the scheduled ports of call and disembarkation.

Disney Cruise Line and/or the Carrier of any Vessel or aircraft reserves the right in their absolute discretion to refuse boarding or disembarkation at any port you or your Booking Party if your or their conduct is, or in its or their reasonable opinion is, likely to endanger or impair the comfort and enjoyment of other Guests on board.

Neither Disney Cruise Line nor any Carrier will be under any liability whatsoever to you or your Booking Party in respect of any breach or non-observance by you or your Booking Party of the provisions of these clauses. You and your Booking Party must indemnify Disney Cruise Line against any loss or damage occasioned to Disney Cruise Line, any carrier and/or any breach of its suppliers by a breach of this provision.

Your behaviour and that of your Booking Party must not compromise the safety, peace and enjoyment of the Cruise or Cruise Package by other Guests. No solicitation of goods and services of any kind is allowed on any Vessel.

HOLIDAY SHOPPING

Retail establishments in destination ports may be closed for certain holidays.

RIGHT TO CHANGE ITINERARY/DETENTION

Disney Cruise Line may in its sole discretion and without prior notice change, substitute, postpone, cancel or deviate from any scheduled sailing, itinerary or call at any port, and may substitute another vessel for the Vessel, and shall not be liable for any loss or damage incurred by you or your Booking Party as a result of any such change, substitution, postponement, cancellation or deviation. You and your Booking Party shall pay any and all expenses incurred if you or a member of your Booking Party is detained on board the Vessel or elsewhere at any stage of a voyage because of quarantine, port regulations, prevailing applicable law, illness or other cause.

TRANSFER OF A CRUISE OR CRUISE PACKAGE

A booking may be transferred to another Guest who can comply with the terms of the Contract provided that Disney Cruise Line receives the transfer request more than 56 days before the scheduled departure date. Between 56 and 7 days inclusive before the scheduled departure date, Disney Cruise Line will normally agree to such a transfer only where the original Guest will be prevented from travelling by reason of an unavoidable event, such as illness, death of a close relative or jury service and Disney Cruise Line may require satisfactory evidence before agreeing to the transfer. Where Disney Cruise Line agrees 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 of a booking to another person at any time up to 7 days before the scheduled departure date will be subject to an administration charge of £50.

Any request for a transfer to another person which is received by the Company 6 days or less before the scheduled departure date shall be treated as a cancellation by the Guest of the Contract and cancellation charges shall become payable. Where the booking includes airfares these may not be transferable even within the 56 day period. This will be dependent upon the terms and conditions of the air carrier. You should note that some airlines do not allow transfers on scheduled flights and that a flight booking may have to be cancelled and re-booked, in which event the re-booking will always be subject to flight availability and to payment of any charges imposed by the airline which may, in some cases, be the full cost of a ticket.

All other transfers will be treated as a new booking. Any discount or promotion applicable to the original booking may not apply to the new booking, in which case the Guest shall be required to pay any difference in price.

INSURANCE

It is a condition that you must have travel insurance in place for you and your Booking Party for the entire duration of the booking. Details of the insurance policy, which must include medical and repatriation cover (limits of coverage of not less than £1,000,000 is expected), must be provided at the time of booking or as soon as possible thereafter.

Any costs or expense which is reasonably incurred by Disney Cruise Line for and on behalf of you or your Booking Party in respect of any form of medical, dental or similar treatment, hotel, transportation, repatriation or any other expense shall be repayable by you to Disney Cruise Line, whether or not such sum is covered by your travel insurance.

ANIMALS/PETS/ASSISTANCE DOGS

No animals or pets are permitted on board, except assistance dogs licensed to Guests. The Guest shall have full responsibility for such assistance dogs. The Guest must ensure that assistance dogs brought on board comply with National Regulations including the Regulations at the various ports of call. Neither the Master nor Carrier is liable to the Guest in respect of any loss or injury to any Guest's assistance dog whilst on board the ship or in the Carrier's possession/custody. Guests must comply with all of Carrier's policies, procedures and directions relating to service dogs. Carrier will take into custody any animals brought on board by the Guest other than assistance dogs and land the animals at the next port of call at the Guest's sole expense.

REFUSAL OF PASSAGE

Disney Cruise Line may refuse to transport or may disembark at any port any Guest who may be suffering from a contagious or infectious disease, ill health or whose presence in the opinion of the Master may be detrimental to the comfort or safety of other Guests or the crew, or who, in the Master's opinion, might be excluded from landing at any destination by Immigration or other governmental authorities. In such cases the Guest shall not be entitled to any refund of fare or compensation whatsoever. Disney Cruise Line reserves the right to refuse passage to Guests with criminal backgrounds. **Women who have entered their 24th week of pregnancy as of their embarkation date or who will enter their 24th week of pregnancy during the cruise will be refused passage due to safety concerns. Neither a physician's medical statement**

nor a waiver of liability will be accepted. In addition, neither Disney Cruise Line nor the Carrier can be held responsible or liable for any complications relating to pregnancy at any stage. The minimum age to sail aboard the Vessels is 6 months of age, except the minimum age for Transatlantic, Hawaii, and Panama Canal itineraries is 1 year of age.

STATEROOM OCCUPANCY

Occupancy of stateroom on board the Vessels is limited to the number of berths in that stateroom. Disney Cruise Line reserves the right to limit the number of berths and single staterooms sold.

VESSELS' REGISTRY

Vessels' Registry: The Bahamas.

GROUND TRANSFER INFORMATION

Guests who purchase flights through the Disney Cruise Line Air Program or who make their own air arrangements may purchase ground and baggage transfers from Disney Cruise Line, which include transportation between the port of embarkation and the airport closest to the port of embarkation. Please note that those Guests who do not purchase ground transfers from Disney Cruise Line are responsible for all ground and baggage transportation to and from the airport, the port of embarkation and their hotel, if applicable. We recommend that you allow a minimum of 4 hours at the beginning and end of your cruise for travel time, customs clearances and security checks at the port of embarkation and the airport. As of November 8, 2016, the Disney Cruise Line Air Program no longer includes Ground Transfers.

TRAVEL AGENTS

We invite you to visit your local Travel Agent to make your Disney Cruise Line reservation. Travel agencies are not owned or operated by Disney Cruise Line and act on your behalf in arranging vacations.

TERMS SUBJECT TO CHANGE

Disney Cruise Line reserves the right to change all prices and other terms and conditions which appear in the Disney Cruise Line website or brochure without prior notice. Price changes will not affect bookings with timely final payment, except where the increase results from increases in Taxes, Fees and Port Expenses. Prices can go up or down so you will be given the most up-to-date price of your holiday at the time of booking.

SINGLE-OCCUPANCY RATES

Single-occupancy fares are available upon request, subject to availability, and are 200% of the double-occupancy package price.

SMOKING/NON-SMOKING POLICY

For the comfort and enjoyment of all our Guests, the Vessels have been primarily designated as non-smoking Vessels. However, it is recognised that you or your Booking Party may smoke. To provide an onboard atmosphere that also satisfies smokers, designated smoking areas are available on board each ship. Smoking is prohibited in all staterooms. If you or your Booking Party are found smoking in your stateroom you will be charged a \$250 stateroom recovery fee. This fee covers a deep cleaning including air filter replacement, carpet extraction, and the cleaning and replacement of drapes, comforters, blankets, and pillows. You and your Booking party must observe the non-smoking areas and refrain from smoking pipes and/or cigars in any of the public areas. These requests are to provide a comfortable shipboard living atmosphere for everyone.

VACATION PROVIDERS

Magical Cruise Company, Limited (doing business as Disney Cruise Line – Registered Office: 3 Queen Caroline Street, Hammersmith, London, W6 9PE, England) and DCL Island Development, Ltd. are each separate entities and are indirect subsidiaries of The Walt Disney Company. Magical Cruise Company, Limited is the operator of the Vessels. DCL Island Development, Ltd. is the operator and provider of facilities on Disney's Castaway Cay. All arrangements made for or by you or your Booking Party for: (i) air or ground transportation or travel; (ii) Shore Excursions; (iii) tours; (iv) theme parks; (v) hotels; (vi) restaurants; or (vii) other similar activities or services, are made solely for you or your Booking Party's convenience and are at your or your Booking Party's risk. The providers of such activities and services are independent contractors and are not acting as agents or representatives of Magical Cruise Company, Limited. The Identity of the providers of such activities and services is available upon request. Magical Cruise Company, Limited shall not be liable or responsible in any way for any death, personal injury, illness or emotional distress occasioned by you or your Booking Party, or for loss of or damage to any Guest's property, which arises by reason of any act or omission by providers of air or ground transportation, Shore Excursions, tours, restaurants, hotels, theme parks or other similar services or activities. The liability of the provider of such accommodations, services and activities may be governed by and determined in accordance with limitations contained in applicable tariffs, laws, conventions or contracts governing a Guest's relationship with such provider. All concessionaires and their employees operating on the Vessels, including without limitation the fitness centre, spa, hair salon, laundry, internet cafe and photo shop are independent contractors and Magical Cruise Company, Limited is not responsible for any such parties' acts or omissions in providing any goods or services to you or your Booking Party.

PERISHABLES

Coolers are not permitted except if needed for medications, baby food, or items related to dietary constraints. Coolers containing personal items (e.g. soda, alcohol, chips, candy) may NOT be brought on board. Homemade, pre-cooked or other perishable items plus any open snack containers will not be allowed to be brought on board. Disney Cruise Line regrets that it is unable to provide food preparation, refrigeration or storage on board for personal food or beverage items.

INFANT POOL POLICY

For the health and safety of all our Guests, parents/guardians must allow only children who are toilet trained to enter shipboard pools and spas. Diapers and swim diapers are not allowed. However, young children who are not toilet trained are welcome to enjoy our water play areas and splash zones designed exclusively for the enjoyment of children wearing swim diapers.

PASSPORTS/VISAS

You are responsible for obtaining proper documentation to board the Vessel for you and your Booking Party. You and your Booking Party must each hold a full passport and relevant visa valid for the duration of the Cruise or Cruise Package and for varying periods after entry into countries where the Vessels embark and debark, depending on countries' regulations and policies. U.S. and other government regulations related to passport requirements are subject to change. For UK passport information, please visit the Home Office, Identity & Passport Services website at <https://www.gov.uk/government/organisations/hm-passport-office> or call 0300 222 0000. Disney Cruise Line is not responsible for obtaining passports or visas for you or your Booking Party; this is your responsibility. More information regarding what is needed to travel to the United States can be found at <http://cbp.gov> or <https://travel.state.gov>. It is mandatory for anyone travelling to or transferring through the U.S. under the Visa Waiver Program, to obtain approval to travel no later than 72 hours prior to travel by completing the online Electronic System for Travel Authorization (ESTA) process. Additional information can be obtained by visiting <https://esta.cbp.dhs.gov>.

GUESTS WITH DISABILITIES/WHEELCHAIR-ACCESSIBLE STATEROOMS

Disney Cruise Line offers accessible staterooms and suites, equipped for Guests with disabilities. Features include: ramped bathroom thresholds, open bed frames, added phones in the bathroom/nightstand, bathroom and shower handrails, fold-down shower seats, hand-held shower heads, and lowered towel and closet bars. Note: If you require a wheelchair throughout your Cruise or Cruise Package you must make provisions for the use of that wheelchair prior to the Cruise or Cruise Package.

GUESTS WITH DISABILITIES/ADDITIONAL SERVICES

Transfer tiers are provided at some of our feature pools. Sand wheelchairs are available at Castaway Cay. Wheelchair-accessible restrooms are available in the shipboard common areas. Assistive Listening Systems are available in the main theatres. Closed captioning is available for stateroom televisions and selected onboard video monitors. Sign language interpretation is available for live performances on designated Cruise dates or upon request. Stateroom Communication Kits containing door knock and phone alerts, phone amplifier, bed shaker notification, a strobe light smoke detector, and a Text Typewriter (TTY) are available.

GUESTS WITH DISABILITIES / ACCOMMODATIONS

If you would like to receive additional information or request accommodations or specific assistance for you or any member of your Booking Party who has disabilities, please discuss

your needs with the booking agent or your Travel Agent at the time of booking your vacation. For information via TTY, please call (407) 566-7455.

DISABLED PERSONS/CRUISES EMBARKING IN EUROPEAN UNION

EU Regulation 1177/2010 applies where the passenger embarks the ship in a European Union port. At the time of booking, Guests must notify Disney Cruise Line in writing if they are a "Disabled Person" or "Person with Reduced Mobility" that may require special arrangements, medical equipment and/or supplies, or care or assistance at the terminal of embarkation or disembarkation, during embarkation or disembarkation or during the cruise; of any specific needs with regard to accommodation, seating or services required; and, whether they need to bring any specific medical equipment or assistance dogs on board. If a Guest's circumstances change between the date of booking and the cruise, the Guest must inform Disney Cruise Line as soon as possible and advise of the need of any special arrangements including medical equipment. . Disney Cruise Line will refuse boarding to Guests who cannot be carried safely and in accordance with all applicable safety requirements established by International, EU or National Law or where embarkation, disembarkation and/or carriage of the Guest cannot be carried out in a safe manner. Disney Cruise Line can refuse to accept a booking or subsequently disembark any Guest on the grounds of safety, taking into account among other things the ISM Code for the Safe Operation of Ships and/or SOLAS relating to the Safety of Life at Sea. It is important that the fullest information is provided at the time of booking.

Where necessary in order to comply with applicable safety requirements, Disney Cruise Line may require a Disabled Person or Person with Reduced Mobility to be accompanied by another person who is fit and able to assist them in day-to-day activities. This requirement may vary from ship to ship and itinerary to itinerary. Guests who may fall into this category may include those who require assistance with personal care including feeding. All personal care or supervision must be arranged by you at your expense. Disney Cruise Line is unable to provide respite care, one-to-one personal care or supervision or any other form of specialized care for Guests.

You must inform Disney Cruise Line prior to sailing of any medical equipment which you wish to bring on board so that Disney Cruise Line can determine if the equipment can be carried safely on board. The ship cannot carry liquid oxygen or refill or supply oxygen cylinders. Failure to notify Disney Cruise Line of such equipment may result in that equipment not being allowed on board the ship and consequently may affect your ability to participate in the cruise. No more than 2 pieces of such medical equipment are allowed per stateroom and the value of such equipment must not exceed \$4,000 per stateroom in total, unless agreed otherwise in writing by Disney Cruise Line. In the event that any such equipment is lost or damaged by the negligence of Disney Cruise Line and/or its servants or agents, then Disney Cruise Line will replace or repair such equipment at its option.

COMPLAINTS

Any problem which arises during your vacation must be raised by you at the time of the incident with a representative of Disney Cruise Line. Failure by you to notify Disney Cruise Line or its representative about any lack of conformity of the Cruise or Cruise Package by Disney Cruise Line may be taken into account when determining any price reduction or compensation for

damages where such notice would have avoided or reduced the damage. If the problem is not resolved to your full satisfaction during the Cruise, to enable Disney Cruise Line to investigate your complaint fully, you need to notify Disney Cruise Line in writing not later than 28 days after your return from the Cruise. Failure to report your complaint within this timescale could adversely affect Disney Cruise Line's ability to investigate and deal with your complaint and could prejudice any future claim. Complaints relating to EU Regulation 1177/2010 must be made to Disney Cruise Line within 2 months from the date on which the service was performed. Within one month Disney Cruise Line shall give notice whether or not the complaint has been substantiated, rejected or is still being considered. However, the time taken to provide the final reply will be no longer than 2 months from the date of the complaint. If the Guest is still not satisfied then he/she can refer the matter to Cruise Line International Association-UK (CLIA-UK) to investigate the Guest's complaint. CLIA-UK will investigate and respond to the Guest with their decision within a reasonable amount of time.

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. It is your responsibility to make sure that information which Disney Cruise Line holds for you and your Booking Party is up-to-date and accurate.

ATOL/YOUR FINANCIAL PROTECTION

Disney Cruise Line's Air Travel Organiser's License number is 10176. Many of the flights and flight-inclusive holidays in this brochure are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed in this brochure or on this website. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. Please see our booking conditions for information, or for more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate.

Disney Cruise Line, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier 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 Disney Cruise Line, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (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.

CONSUMER PROTECTION

All non-fly Cruises or Cruise Packages sold by Disney Cruise Line in the UK are protected under the ABTA Scheme of Financial Protection. In the unlikely event of Disney Cruise Line's insolvency ABTA will ensure that if you have booked a non-fly cruise, you and your Booking Party will not be stranded abroad and ABTA will arrange to refund any monies paid to Disney Cruise Line for an advance booking.

LAW AND JURISDICTION

Any action, suit or proceedings against Disney Cruise Line and/or employees shall, unless Disney Cruise Line expressly agrees in writing, be governed by English Law and shall be brought in the English courts and shall be subject to the exclusive jurisdiction of the English courts.

Disputes which cannot be settled amicably may be referred to arbitration under an independent scheme devised by ABTA and administered by the Chartered Institute of Arbitrators. This provides simple and inexpensive arbitration on documents alone. The Scheme does not apply to claims for more than £5,000 per person or £25,000 per Booking Party 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 £1,000 on the amount the arbitration can award for per person in respect of this element. If you elect to seek compensation under this Scheme, written notice requesting arbitration must be received by ABTA within 18 months after the date of return from the Cruise or Cruise Package. After the 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.

Rev. 18 July 2019