

WALT DISNEY TRAVEL COMPANY TERMS AND CONDITIONS FOR WALT DISNEY WORLD® RESORT

PLEASE READ CAREFULLY. THESE TERMS AND CONDITIONS CONTAIN IMPORTANT INFORMATION ABOUT YOUR LEGAL RIGHTS, INCLUDING, YOUR AGREEMENT TO BINDING ARBITRATION AND CLASS ACTION WAIVER.

I. General Terms

Prices. All prices are in U.S. dollars and are subject to change until the package is paid in full. After payment in full, the package price may change due to taxes or other governmental requirements. Prices are also subject to change due to modifications to the package or its components. **Everyone on the same reservation must be on the same package.** Additional charges may apply for more than two adults per room.

Booking Procedures

- A minimum of 10 rooms must be reserved. If there are changes made to the package resulting in less than 10 rooms being reserved at any time, then these Terms and Conditions will not apply and the Walt Disney Travel Company Terms and Conditions available at <https://disneyworld.disney.go.com/terms-conditions-package-2027/> will apply instead.
- A maximum of 50 rooms may be reserved, subject to availability. Once the required deposits and all guests' full, legal names (including children) for the rooms are received, additional rooms may be requested subject to availability.
- Reservations must be booked a minimum of 5 business days prior to Guest arrival except that certain Disney Resort Hotel packages may be booked up to 1 business day prior to Guest arrival.
- If any portion of the package is fulfilled by a third party travel supplier (such as a car rental agency or hotel operated by a third party), by booking the package, Guest understands that Walt Disney Travel Co. LLC ("WDTC"), Walt Disney Parks and Resorts U.S. Inc., and all their affiliates (collectively, "Disney") may provide personal information to the supplier in connection with the reservation, subject to the supplier's privacy policy.

Reservation Information

- All Guests' full legal names (including children) and children's ages must be submitted at least 45 days prior to Guest arrival; provided that, for packages including a special offer, deal, discount or other promotion, all Guests' full, legal names (including children) and children's ages must be submitted before the end of the booking period for such special offer, deal, discount or other promotion or at least 30 days prior to Guest arrival, whichever comes first. Any additional Guests must be added to the reservation prior to arrival.
- Name changes are permitted up to one (1) day before arrival as long as the lead name on the reservation remains the same. Reservations and package components are nontransferable.

Deposit and Payment Procedures

- **For reservations made 31 days or more prior to Guest arrival:**
 - If individuals will make their room reservations by phone, a deposit of \$200 per reservation will be due and must be received by Disney within 3 days of booking the reservation or the reservation will automatically be cancelled. For reservations that include a travel protection plan, the total price of the plan is due at the time of booking. For reservations that include runDisney race registrations, the cost of such race registrations is due at the time of booking. **Payment in full is due no later than 30 days prior to Guest arrival.**
- **For reservations made 30 days or less prior to Guest arrival,** payment in full is due at booking.
- Payment may be made with a valid payment card, check, money order, bank wire transfer or ACH. See Guest invoice for payment instructions.

Cancellation and Refunds

- **For cancellations made 30 days or more prior to Guest arrival,** amounts paid, minus cancellation fees assessed by third party hotels or other suppliers, non-refundable runDisney race registrations, non-refundable travel protection plan costs, and other amounts owed, will be refunded.
- **For cancellations made 2 days to 29 days prior to Guest arrival,** amounts paid, minus a cancellation fee of \$200 per package and minus any cancellation fees assessed by third party hotels or other suppliers, non-refundable runDisney race registrations, non-refundable travel protection plan costs and other amounts owed, will be refunded.

- **For cancellations made 1 day or less prior to Guest arrival or for no-shows**, the full price of the package is non-refundable.
- No refunds will be made for early departure from hotel, unused or partially used admission tickets, options or features (including meals), or for personalized products or experiences.
- Any refunds allowed by WDTC in its sole discretion after arrival must be requested in writing within 90 days after departure and may be assessed a \$25 processing fee. Refunds will be issued to the original form of payment. All refunds will be made through the Guest's travel agent if payment was made by the travel agent. Disney is not responsible for the receipt of refunds by Guests from their travel agents.

Changes. Changes to a reservation, if permitted, are subject to availability and the prices applicable at the time the change is made. Guest must pay any increase in price resulting from the change. In addition, changes made 30 days or less prior to Guest arrival are also subject to a change fee of \$50 per package plus any change fees assessed by third party hotels or other suppliers. If Guest changes their reservation, updated Terms and Conditions will apply to the modified reservation.

Travel Protection Plan. If Guest has purchased a travel protection plan, the cost is refundable within 14 days (30 days for residents of Utah) after the date the plan is added to the package as long as Guest has not filed a claim or departed on the trip. Guests can see the Certificate of Insurance for their state of residency for details on refunds, terms, conditions and exclusions at <https://www.archinsurancesolutions.com/coverage/disneyparks/>. By clicking this link, Guest will leave the Walt Disney World Resort website and different terms of use and privacy policy will apply.

Travel Documents

- For Guests with an address in the U.S. who make their reservation 11 days or more prior to Guest arrival, travel documents such as vouchers, Magical Extras entitlements and other fulfillment cards (collectively, "**Travel Documents**") will either be sent by mail or email prior to arrival, subject to receipt of final package payment in full.
- All other Guests, including those residing outside the U.S., will receive Travel Documents at the Guest's hotel.
- For third party hotel packages, Guests can pick up Disney theme park tickets and certain other fulfillment cards at the Guest's hotel.
- Guests with Disney Resort hotel packages may have entitlements linked to an account they create online (their MyDisney account) and ticket and other entitlements will be fulfilled via a radio frequency card, or if purchased and linked to their reservation, a MagicBand.
- Title to the Travel Documents (including radio frequency devices) passes upon delivery of the Travel Documents in Lake Buena Vista, Florida to the shipper. Guest is responsible for any duty or custom charges or expenses. Vouchers, if applicable, must be presented at time of use.
- Additional fees may be charged for the replacement of any lost or misplaced Travel Documents.

Attractions, Tickets and Features

- Parks, attractions, hours of operation, recreation, entertainment, restaurants and other products, services, experiences, offerings or items are subject to change, closure, cancellation, varying levels of availability, discontinuance and may be limited for any reason, including, due to rehabilitation, refurbishing, capacity, seasonal considerations, weather, low demand, government or other authority guidance or order, health and safety circumstances, labor disruptions, special events or any other reason, all without notice and without liability. Dining amenities, activities, services and other offerings may be modified, limited in capacity or unavailable. For packages that include water park admission, water parks are subject to extended rehabilitation, seasonal, capacity and weather closures or may close for other reasons. On certain dates a water park may only be open for special events or to limited groups.
- Unless specifically stated, admission entitlements are not valid for special or premium events or other activities, including those which are separately priced, require separate admission or are not open to the general public. Admission entitlements are nontransferable, not for resale, and must be used by the same person on all days.
- Age restrictions apply for access to certain facilities. Guests must be 21 years of age or older with valid proof of age to redeem alcohol entitlements. Guests must comply with property rules, including, those at <https://disneyworld.disney.go.com/park-rules/>. Disney reserves the right to deny admission to any person.
- Features for all packages are subject to change and may be based on features available on date of Guest arrival, not those in effect at time the package reservation is made.
- Costs for parking (self and valet) at certain locations, incidentals, gratuities, childcare and any other items not specifically listed as part of the package components are not included in the package price.

- Guests may be required to have a park reservation in addition to valid admission to visit a park. For tickets that require a park reservation to enter a theme park, each Guest (age 3 or older) is required to have both a theme park reservation and ticket valid for admission to the same park on the same date they plan to visit. With the purchase of a ticket, Guests become eligible to make park reservations to visit during their ticket usage window. Park reservations are limited in number and subject to the availability of park reservations allocated to the applicable ticket as determined by Disney, applicable blockout dates, and park capacity. Ticket blockout dates are dates on which a ticket is not valid for park admission and not eligible to make or hold any park reservations. A ticket does not guarantee park entry, even on dates when a ticket is not blocked out. Disney determines the number of park reservations available to holders of this ticket type for any date, and ticket holders may access only those reservations that Disney makes available to their ticket type. Once all park reservations made available to a ticket type for any date are reserved, holders of that ticket type may not make reservations for that date using their ticket unless and until reservations become available due to cancellations or Disney makes additional reservations available to such ticket holders, which Disney is not required to do, but may or may not do from time to time in its discretion. On any given date, park reservations may still be available for other admission types and/or other admission types may be available for purchase, even though park reservations are not available for certain tickets. Ticket holders, regardless of their ticket type, are not entitled to any or all reservations Disney makes available to others on any date, to all reservations up to park capacity on any date, or to any minimum number of reservations on any date. Even for dates that are not blocked out to a ticket type, it may not be possible for ticket holders to get park reservations to visit on their preferred dates or preferred park, including popular dates like weekends or holiday periods. Since park reservations are available on a first-come, first-serve basis, it may not be possible for ticket holders to get park reservations for certain dates or parks. Park reservations are nontransferable and void if transferred or sold. Park reservations are not guaranteed for any specific dates or park, no matter the ticket type. Disney reserves the right to change or cancel ticket features and benefits, including park reservation requirements, at any time without notice or liability. Different admission types may have different (or no) reservation requirements from time to time or at any given time. Other restrictions, such as the time during which a ticket holder may hold or make reservations, may apply, and may change from time to time in Disney's discretion without notice or liability.

Check-In/Check-Out. Check-in is generally 3 p.m. or 4 p.m. (some hotels have check-in after 4 p.m.) and check-out is by 11 a.m. or 12 p.m. Check-in delays may occur during peak periods. Guest must be 18 years of age or older to check in.

Room Information

- Adjacent rooms, connecting rooms or specific room location and types of rooms or bedding are on a request basis only and are subject to availability at check-in. These requests may result in additional charges to be paid to the hotel.
- Guests needing accessible accommodations may request assistance from Disney regarding room availability and features. Disney may contact third party hotels on the Guest's behalf. All accommodations are subject to availability.
- Disney Resort hotels are smoke free environments except for designated outdoor smoking areas. A fee will be charged for smoking in Guest rooms, on balconies or on patios.
- At Disney Resort hotels, notwithstanding a Guest's use of a sign on their door, their request to forgo housekeeping or any other request made, Disney reserves the right to enter a Guest's room for any purpose, including, performing maintenance and repairs or checking on the safety and security of Guests or property. The hotel will give reasonable notice prior to entry by knocking and announcing the intent to enter the room.
- View the list of Disney Resort hotels at <https://disneyworld.disney.go.com/faq/resorts/resort-hotel-list/>.
- Disney reserves the right to accommodate Guests to a comparable or upgraded hotel in Disney's discretion.

Car Rental. Renter must be at least 21 years old. A daily underage fee applies to renters ages 21-24 and is charged at pickup. A valid driver's license and a major credit card in the renter's name are required; non-U.S. or Canadian residents must also present a passport. Cash renters must leave a deposit and meet current cash qualification requirements. Minimum rental period is 24 hours. Rates include unlimited mileage and applicable concession, license, and Florida surcharges for the reserved dates. Drop-off fees, taxes, or surcharges may apply for returns outside Florida or in Key West and are payable at pickup. Child restraint seats are required where mandated by law, must be requested at booking and cost extra. Additional time, drivers, equipment, protection products, insurance options, refueling, tolls, service, and other charges are not included. Local rental requirements and standard Disney Tour qualifications apply. Cleaning fees may apply if vehicle requires extensive cleaning or deodorizing (including for smoking). Other terms may apply. The terms and conditions of any transportation services provided by car rental agencies will be as represented by those third parties.

Memory Maker. If Memory Maker is purchased as part of the package, visit <https://disneyworld.disney.go.com/photopass> for details and restrictions.

Disney VIP Tour. If a Disney VIP Tour is purchased as part of the package, visit disneyworld.com/VIPtours for details and restrictions. Disney VIP Tours purchased as part of the package are subject to the WDTC cancellation policy set forth in these Terms and Conditions.

California Travel Consumer Restitution Fund. For purchases from within California only: WDTC is a participant in the California Travel Consumer Restitution Fund (the “Fund”). This transaction is covered by the Fund if the passenger, or the person making payment for the passenger, is located in California at the time of sale. The passenger, or the person making payment for the passenger, located in California at the time of sale may file a claim with the Fund if the claimant is owed a refund of more than \$50 for transportation or travel services as a result of a Fund participant’s bankruptcy, insolvency, cessation of operations, or material failure to provide the transportation or travel services purchased. The maximum amount a claimant may recover from the Fund is \$15,000, not to exceed the amount paid to the Fund participant by or on behalf of the claimant for the transportation or travel services. A claim must be submitted to the Fund within one (1) year after the scheduled completion date of travel. A claim must include certain required information and a \$35 processing fee. Claimants must agree to waive their rights to bring any action at law or equity that is against the Fund participant and arises from the transaction that is the subject of the claim. Claim forms may be requested by writing to: Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94977-6001; or by visiting www.tcrinfo.org.

United States Tour Operators Association \$1 Million Travelers Assistance Program. WDTC is a participant in the United States Tour Operators Association (“USTOA”) \$1 Million Travelers Assistance Program (the “Plan”). The Plan protects consumers for up to \$1,000,000 in the aggregate from loss of deposits and payments for tours or vacation packages in the event of a Plan participant’s bankruptcy, insolvency or cessation of business or the material failure to complete performance of a tour or vacation package. A claim can be filed when a Plan participant declares bankruptcy, becomes insolvent or ceases business, or one hundred twenty (120) days following the failure of a Plan participant to refund a payment or deposit after a cancellation or material failure to complete performance of a tour or vacation package. The Plan covers tours or vacation packages purchased up to seven (7) days following official notification to USTOA of a Plan participant’s bankruptcy, insolvency or cessation of business. The Plan may not cover all losses. Claims must be filed no later than ninety (90) days after the bankruptcy, insolvency, cessation of business or failure to refund on account of cancellation or non-performance, as the case may be. Claim forms may be obtained at www.ustoa.com; or from the USTOA Executive Office located at 345 Seventh Ave., Suite 1801, New York, NY 10001; or by calling the USTOA at (212) 599-6599; or via e-mail to ustoaclaims@ustoa.com.

General Conditions and Responsibility

- The maximum continuous stay at any single Disney Resort hotel or campground is 30 nights. After a 30-night stay (whether under one or multiple reservations), a Guest may not book another stay at the same hotel or campground for 28 days.
- Disney is not liable or responsible in any way for any loss, injury, or damage caused or arising in connection with transportation, hotel or other services or products of third parties provided in connection with a stay, or as a result of acts of God, acts of government or other authorities, health and safety circumstances, labor disruptions, wars, civil disturbances, hijacks, thefts, or any circumstance beyond its control.
- Disney reserves the right to decline, cancel or modify a reservation (including after a reservation has been confirmed) or decline any Guest, at any time and for any reason, including, if the reservation includes or resulted from a mistake or error of any kind (including a mistake or error in the rate, resort, room type, or description of the hotel), or where it appears that a Guest has engaged in fraudulent or misleading activity in making the reservation. If a reservation is cancelled by Disney, Disney will have no responsibility beyond the refund of monies paid related to the cancellation.

Venue/Governing Law

- All sales take place in and are consummated in the State of Florida. Products and services are intended for use in the U.S. only.
- These Terms and Conditions, including the COVID-19 and Any Other Communicable or Infectious Disease provision below, will be governed by the laws of the State of Florida.
- If any portion of these Terms and Conditions is deemed invalid or unenforceable, the remaining portions will nevertheless remain in force. Disney’s failure to enforce these Terms and Conditions will not be deemed a waiver of any rights or remedies it may have or of any subsequent breach of these Terms and Conditions. References in these Terms and

Conditions to Disney having no liability include Disney and its directors, officers, employees, subcontractors, agents and representatives. References in these Terms and Conditions to "include" or "including" mean "including, but not limited to."

- Any claim, action or lawsuit arising out of these Terms and Conditions, reservations and bookings, and/or all packages, products and services provided in connection with the reservations and bookings must be filed and maintained exclusively in a court in Orange County, Florida having subject matter jurisdiction; provided that the COVID-19 and Any Other Communicable or Infectious Disease provision below will be subject to its own terms and conditions, including venue.

II. COVID-19 And Any Other Communicable Or Infectious Disease; Liability Waiver, Class-Action Waiver, Binding Arbitration, And Other Provisions

By purchasing an admission ticket(s) or pass(es) and/or by making a park, resort, and/or hotel reservation(s) and/or by participating in a tour(s), meeting(s) and/or event(s), and in consideration thereof, and in consideration for being able to visit and/or participate in attractions, transportation, activities, tours, meetings and events at the Walt Disney World® Resort, I agree, understand, and acknowledge, on my own behalf and on behalf of any individual who uses a ticket, pass, or reservation made by me or who accompanies me to a tour, meeting or event, as follows (collectively, the "COVID-19 and Other Communicable/Infectious Disease Provision"):

ASSUMPTION OF RISK

I acknowledge that an inherent risk of exposure to the disease COVID-19 (as defined by the World Health Organization and any strains, variants, or mutations thereof) and SARS-CoV-2 (the virus that can cause COVID-19) (collectively, "COVID-19"), and any other communicable or infectious disease, exists in any public place where people are present. "Communicable disease" means any disease or illness caused by microorganisms such as bacteria, viruses, parasites, or fungi that can be spread, directly or indirectly, from one person to another. "Infectious disease" means any disease or illness caused by microorganisms such as bacteria, viruses, parasites, or fungi that enter the body, multiply, and can cause an infection. COVID-19 is an extremely contagious communicable disease that can lead to severe illness and death. No precautions can eliminate the risk of exposure to COVID-19, and the risk of exposure applies to everyone. According to the [Centers for Disease Control and Prevention](#) ("CDC"), older adults (people 65 years and older) and people of any age who have underlying medical conditions might be at higher risk for severe illness and death from COVID-19. I acknowledge that the risk of exposure to COVID-19 and any other communicable or infectious disease includes the risk that I will expose others that I later encounter, even if I am not experiencing or displaying any symptoms of illness myself. By visiting and/or participating in attractions, transportation, activities, tours, meetings and events at the Walt Disney World® Resort, I agree to voluntarily assume any and all risks in any way related to exposure to COVID-19 and any other communicable or infectious disease, including illness, injury, or death of myself or others, and including without limitation, all risks based on the sole, joint, active or passive negligence of any of the Released Parties, named below. I acknowledge that my visit and participation are entirely voluntary.

WAIVER

On my own behalf and on behalf of my heirs, executors, personal representatives, administrators, and assigns, I agree to forever waive, covenant not to sue, release, and discharge the Released Parties, named below, from any and all liability, claims, causes of action, damages, costs, or expenses of every kind, including all claims and causes of action based on the sole, joint, active or passive negligence of any of the Released Parties, arising out of or in any way relating to exposure to COVID-19 and any other communicable or infectious disease during my visit to and/or participation in attractions, transportation, activities, tours, meetings and events at the Walt Disney World® Resort. This waiver of liability and the assumption of risk set forth above is intended to be as broad and inclusive as is permitted by law.

ACKNOWLEDGMENT OF ASSUMPTION OF RISK AND WAIVER BY OTHER USERS

I attest, acknowledge, and agree that any individual for whom I have bought a ticket or pass or made a reservation or who uses a ticket, pass, or reservation made by me or who accompanies me to a tour, meeting or event has independently and carefully read this COVID-19 and Other Communicable/Infectious Disease Provision and has knowingly and independently acknowledged and agreed to all its provisions, including without limitation (1) to voluntarily assume any and all risks in any way related to exposure to COVID-19 and any other communicable or infectious disease, including illness, injury, or death of himself, herself, or others, and including without limitation, all risks based on the sole, joint, active or passive negligence of any of the Released Parties, named below, and (2) to agree, on his or her own behalf and on behalf of his or her heirs, executors, personal representatives, administrators, and assigns, to forever waive, covenant not to sue, release, and discharge the Released Parties, named below, from any and all liability, claims, causes of action, damages, costs, or expenses of every kind, including all claims and causes of action based on the sole, joint, active, or passive negligence of any of the Released Parties, arising out of or in any way relating to

exposure to COVID-19 and any other communicable or infectious disease during his or her visit to and/or participation in attractions, transportation, activities, tours, meetings and events at the Walt Disney World® Resort.

THIRD-PARTY BENEFICIARIES

I acknowledge and agree that any individual for whom I have bought a ticket or pass or made a reservation or who uses a ticket, pass, or reservation made by me is and is intended to be a third-party beneficiary of that ticket, pass, or reservation made by me.

WAIVER OF CALIFORNIA CIVIL CODE § 1542

I acknowledge and agree that I am familiar with, understand, and do waive any rights and benefits of the provisions of Section 1542 of the California Civil Code, and any similar provisions of other jurisdictions, which provides that:

A general release does not extend to claims that the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party.

INDEMNITY/INSURANCE

On my own behalf and on behalf of my heirs, executors, personal representatives, administrators, and assigns, I agree to indemnify and hold each of the Released Parties harmless from and against any and all claims made or incurred by anyone, including myself and any individual who uses a ticket, pass, or reservation made by me, or who accompanies me to a tour, meeting or event, arising out of or in any way relating to my purchase of an admission ticket(s) or pass(es), my making of a reservation(s), and/or my participation in a tour(s), meeting(s) or event(s) and subsequent visit to and/or participation in attractions, transportation, activities, tours, meetings and events at the Walt Disney World® Resort and arising out of any and all risks described above in the section titled Assumption of Risk or in any other way related to exposure to COVID-19 and any other communicable or infectious disease, wherever such activities may occur and whether suffered before, during, or after such participation. My indemnification obligations will include, without limitation, all attorneys' fees and costs incurred by any of the Released Parties through and including any appeals. I understand and agree that I am not relying on the Released Parties to have arranged for, or carry, any insurance of any kind for my benefit relative to my visit to and/or participation in attractions, transportation, activities, tours, meetings and events at the Walt Disney World® Resort, and that I am solely responsible for obtaining any mandatory or desired life, travel, accident, property, or other insurance related to my visit to and/or participation in attractions, transportation, activities, tours, meetings and events at the Walt Disney World® Resort, at my own expense.

SCOPE

I agree that the Waiver and Indemnity provided for in this COVID-19 and Other Communicable/Infectious Disease Provision will cover all physical and emotional injuries and/or damages, including without limitation all illness and bodily injury (including death), whether suffered by me or anyone else before, during, or after my visit and/or participation. Additionally, I agree that the scope of the Waiver and Indemnity will include any claims related, in whole or in part, to my own actions and the actions of third parties, whether foreseeable or unforeseeable.

TERM

The Waiver and Indemnity provided for in this COVID-19 and Other Communicable/ Infectious Disease Provision applies to any and all visitation to and/or participation in attractions, transportation, activities, tours, meetings and events at the Walt Disney World® Resort and/or presence on the Released Parties' property arising out of the purchase of an admission ticket(s) or pass(es), the making of a reservation(s) and/or the participation in a tour(s), meeting(s) and/or event(s) pursuant to which I and the Released Parties agreed to this COVID-19 and Other Communicable/Infectious Disease Provision, from the date of execution.

RELEASED PARTIES

The Released Parties are: Walt Disney Parks and Resorts U.S., Inc.; Disney Destinations, LLC; Disney Vacation Development, Inc.; Disney Vacation Club Management LLC; Disney Business Productions, LLC; and their respective parents, subsidiary, and other affiliated or related companies, and all officers, directors, employees, shareholders, members, agents, contractors, sub-contractors, representatives, successors, assigns, insurers, and volunteers of each of the foregoing entities.

SEVERABILITY/PARTIAL INVALIDITY

If any provision or part thereof of this COVID-19 and Other Communicable/Infectious Disease Provision is held to be invalid, void, or unenforceable by a court of competent jurisdiction, such provision or part thereof will be deemed modified to conform to applicable law, or if this would cause an illogical or unreasonable result, such provision or part thereof will be stricken from this COVID-19 and Other Communicable/Infectious Disease Provision without affecting the binding force or effect of any other part or provision.

BINDING ARBITRATION

I AGREE THAT, UPON ELECTION BY EITHER PARTY, ANY DISPUTE, CLAIM, OR CONTROVERSY ARISING UNDER OR RELATING IN ANY WAY TO THIS COVID-19 AND OTHER COMMUNICABLE/INFECTIOUS DISEASE PROVISION OR EXPOSURE TO COVID-19 AND ANY OTHER COMMUNICABLE OR INFECTIOUS DISEASE DURING MY VISIT TO AND/OR PARTICIPATION IN ATTRACTIONS, TRANSPORTATION, ACTIVITIES, TOURS, MEETINGS AND EVENTS AT THE WALT DISNEY WORLD® RESORT, NOW OR IN THE FUTURE, WILL BE RESOLVED BY BINDING ARBITRATION. CLAIMS SUBJECT TO ARBITRATION INCLUDE COUNTERCLAIMS, CROSS CLAIMS, THIRD PARTY CLAIMS, INTERPLEADERS, OR ANY OTHER CLAIMS, WHATEVER THE CAUSE(S) OF ACTION ASSERTED (INCLUDING CLAIMS FOR INJUNCTIVE, DECLARATORY, OR EQUITABLE RELIEF). I ACKNOWLEDGE AND AGREE THAT ARBITRATION REPLACES MY RIGHT TO GO TO COURT. I THEREFORE AGREE TO WAIVE ANY RIGHT TO A JURY TRIAL OR TO LITIGATE ANY CLAIMS IN COURT BEFORE A JUDGE OR JURY. I AGREE THAT I THEREFORE WAIVE ANY RIGHT TO LITIGATE ANY CLAIMS IN COURT AS A CLASS ACTION OR OTHER REPRESENTATIVE OR COLLECTIVE ACTION (SUCH AS AN ACTION IN THE FORM OF A PRIVATE ATTORNEY GENERAL). I ALSO AGREE TO WAIVE ANY RIGHT TO PURSUE IN ARBITRATION ANY CLASS ACTION OR OTHER REPRESENTATIVE OR COLLECTIVE ACTION (SUCH AS AN ACTION IN THE FORM OF A PRIVATE ATTORNEY GENERAL), OR TO PARTICIPATE AS A CLASS MEMBER IN A CLASS ACTION OR OTHER REPRESENTATIVE ACTION IN ARBITRATION OR IN COURT BEFORE A JUDGE OR JURY. I ALSO AGREE THAT NO ARBITRATION OR PROCEEDING CAN BE COMBINED WITH ANOTHER WITHOUT THE PRIOR WRITTEN CONSENT OF ALL PARTIES TO THE ARBITRATIONS OR PROCEEDINGS.

The arbitrator will have the exclusive authority to resolve any dispute relating to the interpretation, applicability, or enforceability of these terms or the formation of this COVID-19 and Other Communicable/Infectious Disease Provision, including the arbitrability of any dispute and any claim that all or any part of this COVID-19 and Other Communicable/Infectious Disease Provision is void or voidable.

A. In the event of a dispute, I agree to send a notice of dispute, which is a written statement that sets forth my name, address, and contact information; the facts giving rise to the dispute; and the relief requested to the Released Parties at 500 South Buena Vista Street, Burbank, California 91521-7620, USA, Attention: Legal. The Released Parties will send any notice of dispute to me at the contact information that they have for me. The Released Parties and I will attempt to resolve a dispute through informal negotiation within sixty (60) days from the date the notice of dispute is sent. After that sixty (60) day period and not before, the Released Parties or I may commence an arbitration proceeding. I may instead litigate a dispute in small claims court if the dispute meets the requirements to be heard in small claims court, whether or not I negotiated informally first.

B. If the Released Parties and I do not resolve a dispute by informal negotiation or in small claims court, the dispute will be resolved by binding arbitration before a neutral arbitrator whose decision will be final except for a limited right of appeal under the Federal Arbitration Act, 9 U.S.C. § 1 et seq. Arbitration will be administered by JAMS Mediation, Arbitration and ADR Services ("JAMS") in accordance with the JAMS Streamlined Arbitration Rules and Procedures (the "JAMS Rules"). The JAMS Rules and instructions about how to initiate an arbitration are available at www.jamsadr.com or 1-800-352-5267. Arbitration may be conducted in person, through the submission of documents, by phone, or online. Proceedings that cannot be conducted through the submission of documents, by phone, or online, will take place in the State of Florida; provided, however, that if circumstances prevent me from traveling to the State of Florida, JAMS may hold an in-person hearing in my hometown area. The Released Parties and I agree to submit to the exclusive jurisdiction of the federal or state courts located in the State of Florida in order to compel arbitration, to stay proceedings pending arbitration, or to confirm, modify, vacate, or enter judgment on the award entered by the arbitrator. The arbitrator may award damages to me individually as a court could, including declaratory or injunctive relief, but only to the extent required to satisfy my individual claim. In accordance with the JAMS Rules, the party initiating the arbitration (either me or the Released Parties) is responsible for paying the filing fee. However, if the arbitrator issues me an award of damages and: (a) that award is greater than the amount of the Released Parties' last written settlement offer; or (b) if the Released Parties did not make a settlement offer, then in addition to paying for any JAMS Case Management Fees and all professional fees for the arbitrator's services, the Released Parties will reimburse me for the filing fees I incurred.

Except as provided above with respect to jurisdiction in the State of Florida, nothing in this arbitration provision will be construed as consent by the Released Parties to the jurisdiction of any other court with regard to disputes, claims, or controversies unrelated to this agreement.

This agreement to binding arbitration evidences a transaction in interstate commerce, and thus the Federal Arbitration Act, 9 U.S.C. §§ 1-16, governs its interpretation and enforcement. This agreement to binding arbitration will survive its termination. If any portion of this agreement to binding arbitration is deemed invalid or unenforceable, the remaining portions will nevertheless remain in force.

VENUE BUT FOR ARBITRATION

In the event that neither party elects to resolve disputes under binding arbitration, as provided above, any legal action arising out of or relating to this COVID-19 and Other Communicable/Infectious Disease Provision will be commenced exclusively in the Circuit Court of the Ninth Judicial Circuit in and for Orange County, Florida (or if such Circuit Court will not have jurisdiction over the subject matter thereof, then to such other court sitting in said county and having subject matter jurisdiction). In any such action, I specifically waive any right to bring a class action or other representative or collective action (such as an action in the form of a private attorney general). I SPECIFICALLY WAIVE THE RIGHT TO TRIAL BY JURY.

For questions about the package or the *Walt Disney World®* Resort:

Help Center: <https://disneyworld.disney.go.com/help/>

Phone Number: 407- WDISNEY (934-7639) (voice)

407-827-5141 (TTY)

Walt Disney Travel Co., LLC
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Suite 1955
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These Terms and Conditions are subject to change without notice.

Updated as of March 12, 2026