

## ORDER YOUR ANNUAL PASS IN 3 STEPS RENEWAL OFFER\* FOR YOUR ANNUAL PASS

### 1 - FILL IN THE FIELDS BELOW IN CAPITAL LETTERS

Annual Pass offers and communications will be sent to the member's address.

ADDRESS FOR DELIVERY

Mr.       Mrs.       Miss  
 Last name \_\_\_\_\_  
 First name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 City \_\_\_\_\_ Postcode \_\_\_\_\_  
 Phone\*\* \_\_\_\_\_ | Country \_\_\_\_\_

To ensure that you receive all of our offers and invitations for the Annual Pass programme, please fill in all fields.

**MEMBER 1**  
Please write your name on the back of your photographic ID and stick it here

Mr.       Mrs.       Miss  
 Last name \_\_\_\_\_  
 First name \_\_\_\_\_ Date of birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 Email\*\* \_\_\_\_\_  
 Address \_\_\_\_\_  
 (If different from the delivery address)  
 City \_\_\_\_\_ Postcode \_\_\_\_\_

**DISCOVERY**     **DISCOVERY** + parking option, €40 extra\*\*\*     **MAGIC FLEX**     **MAGIC PLUS**     **INFINITY**

Expiry date of the previous Annual Pass \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Member number (last 12 digits) \_\_\_\_\_

Pass amount selected **(A)** \_\_\_\_\_ €

**MEMBER 2**  
Please write your name on the back of your photographic ID and stick it here

Mr.       Mrs.       Miss  
 Last name \_\_\_\_\_  
 First name \_\_\_\_\_ Date of birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 Email\*\* \_\_\_\_\_  
 Address \_\_\_\_\_  
 (If different from the delivery address)  
 City \_\_\_\_\_ Postcode \_\_\_\_\_

**DISCOVERY**     **DISCOVERY** + parking option, €40 extra\*\*\*     **MAGIC FLEX**     **MAGIC PLUS**     **INFINITY**

Expiry date of the previous Annual Pass \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Member number (last 12 digits) \_\_\_\_\_

Pass amount selected **(B)** \_\_\_\_\_ €

For more than 2 Annual Passes, please fill out the above information onto plain paper accompanied by ID photos.

Unit prices per adult or child\*\*\*\*

Number of Annual Passes of the same type purchased at the same time, for a single family at the same address	FROM 1 TO 4	5 AND ABOVE
	Annual Pass <b>DISCOVERY</b>	€149
Annual Pass <b>MAGIC FLEX</b>	€219	€175
Annual Pass <b>MAGIC PLUS</b>	€259	€207
Annual Pass <b>INFINITY</b>	€399	€319

Would you like to receive regular and free information by electronic communications about Disneyland® Paris Paris  Yes  No

Information for use by Euro Disney Associés SCA for membership management purposes and, if necessary, marketing. In accordance with the French law, "Informatique et Libertés", or "IT and Freedoms", of the 6th January 1978, you have a right to access, rectify information concerning you, which you can exercise through Euro Disney Associés SCA, Annual Pass Marketing Department, BP 100, 77777 Marne-la-Vallée, Cedex 04, France.

If you do not want your data to be used for marketing purposes by postal mail, please tick this box

If you do not want your information to be used for telephone marketing purposes, please tick this box

\*The renewal offer entitles you, for any re-subscription to a Discovery, Magic Flex, Magic Plus or Infinity Annual Pass to 4 additional months for free, or 16 months for the price of 12. Offer can not be combined with other offers or discounts and is reserved for Annual Pass members. To benefit from this offer, you must return this order form no later than 60 days before the expiration date, and at the latest by the expiration date of your currently valid Annual Pass. The new Annual Pass will be valid from the day after the expiration date of the old one. Terms and conditions apply, for details please visit our website, under the Annual Pass section.

\*\*Disney Parks car park is free for light-duty vehicles and motorcycles, the days of your Annual Passes validity until the closure time of the Disneyland® Park. A supplement of €10 per day will be asked for campers. Parking is strictly forbidden on the buses' parking area. Free parking doesn't apply during special events (except events reserved for Annual Passes holders). Access to the car park is strictly personal. \*\*\* Disney Parks car park free during the Disneyland® Park opening hours. Access to the car park is strictly personal. \*\*\*\* Children from 3 years.

Ordering by correspondence valid from 21<sup>st</sup> of March to the 6<sup>th</sup> of November 2018 inclusive.

The mentioned prices were determined based on the economic conditions in force as of June 28<sup>th</sup> 2017, and may be revised in accordance with the Disneyland® Paris general terms and conditions applicable.

## 2 - YOUR ORDER

Total amount of Annual Passes chosen (**A + B**) = ..... €

+ Car Park option(s) for the Annual Pass Discovery ..... x 40€ = ..... €

**AMOUNT DUE** = ..... €

By signing, each adult member agrees that they have read the description of the type of Annual Pass chosen and the general conditions of Annual Pass subscription overleaf and accepts them.

Date :  /  /

**SIGNATURE :**  
(obligatoire)

## 3 - PLEASE SEND BACK TO US:

- This form signed and dated.
- Your payment method below, duly completed and signed, or your temporary Annual Pass.
- A front/back copy of an identity document belonging to the payer and for each Annual Pass member if different.
- A parental authorisation and a copy of a piece of ID, front/back, of a parent or legal guardian if a minor who does not have the same family name as the parent or legal guardian.

Disneyland Paris, Annual Pass by correspondence,  
77 777 Marne-la-Vallée, Cedex 4, France.

Annual Passes ordered by correspondence will be sent to you by post (no shipping charges. Allow 25 working days from receipt of your complete application by our teams). Please note applications that are incomplete or without payment will not be considered.

### YOUR PAYMENT METHOD

in the case of a purchase or a new subscription to your Annual Pass

Signature obligatoire

Carte Bleue / Visa  EuroCard / MasterCard  American Express

I authorise Euro Disney Associés SCA to charge my credit card (details below) for the amount of: €.....

Expiry date  /

Please give the last 3 digits of the number on the back of your card

# ANNUAL PASS SUBSCRIPTION TERMS AND CONDITIONS

Valid for a definitive Annual Pass subscribed to from the 21<sup>st</sup> of March to the 6<sup>th</sup> of November 2018

The terms and conditions below set out the provisions governing the relationship between the company Euro Disney Associés SCA (hereinafter referred to as "Euro Disney" or "Annual Pass Office") and each of its members (hereinafter referred to as "Member") of the Annual Pass programme for entry to the Disneyland® and Walt Disney Studios® parks (hereinafter the "Disney Parks") of Euro Disney (hereinafter, the "Programme").

## ARTICLE 1 - PURPOSE

The purpose of the programme is to enable each Member to, on presentation of an identity card issued by Euro Disney, which includes, apart from the first and last names of the Member, their photo and valid membership number (hereinafter the "Annual Pass"), access the Disney Parks, under the conditions set out below.

## ARTICLE 2 - SUBSCRIPTION TO THE PROGRAMME 2.1. Programme subscription terms and conditions

**2.1.1.** The Programme must be subscribed to by an adult or, if the Member is a minor or lacks the legal capacity, their legal representative or guardian. **2.1.2.** Subscription to the programme is strictly personal. The Annual Pass is neither transferable nor refundable. Identification must be presented on subscription at the Annual Pass Office. Identification may be required for each use of the Annual Pass (access to the Disney Parks, as well as for parking, use of discounts and offers, etc.) in order to check the identity of the Member and to guarantee strictly personal use of the Annual Pass. Identity checks may also be carried out at Disney Parks entrances to ensure personal use compliance for the Annual Pass. Non-compliance with the personal use condition of the Annual Pass may lead to immediate confiscation and deactivation, as well as subscription termination. **2.1.3.** The subscription is for a period of twelve (12) months (except special offers). A single Annual Pass will be issued per Member. **2.1.4.** A copy ("Duplicate") of the definitive Annual Pass, while valid, for a minor, may be issued at any time to a parent at their request. Only one Duplicate will be issued per valid Annual Pass. The parent requesting the Duplicate guarantees Euro Disney that the request is made with the consent of the other parent. Euro Disney reserves the right to cancel at any time the Duplicate at the request of the other parent. Any requests for Duplicates should be sent by post to the following address: Euro Disney Associés SCA, Annual Pass by correspondence, BP 126, 77777 Marne-La-Vallée Cedex, France, together with a signed letter of parental consent, a photocopy of the child's identification and of the parent making the request, or, where the last names of the child and parent are not the same, a copy of the family register. Any deactivation, suspension, confiscation or termination of the Annual Pass will be mirrored in the Duplicate. Conversely, any deactivation, suspension, confiscation or termination of the Duplicate, including for non-compliance with these terms and conditions of subscription, will be mirrored in the Annual Pass. Moreover, the Duplicate will be automatically deactivated in case of renewal or of any exchange of an Annual Pass for higher monetary value. A Duplicate of a new Annual Pass must be requested in writing from: Euro Disney Associés SCA, Annual Pass by correspondence, BP 126, 77777 Marne-La-Vallée Cedex, France, together with the supporting documents cited above. Euro Disney will send the Duplicate following a period of 21 days from receipt of the complete reactivation request (referencing the postmark date). **2.1.5.** Payment method: depending on the Annual Pass subscription method, payments must be made: - to the Annual Pass Office in cash, credit card (Visa, EuroCard/MasterCard, American Express or JCB, unless otherwise specified when paying), or Chèques Vacances or Traveller's Cheques or Gift Cards in euros (no change given - please ask for a list of accepted Gift Cards), or by monthly payment in euros (unless otherwise stated in any communication relating to the subscribed Annual Pass); - on the website [www.disneylandparis.com](http://www.disneylandparis.com) by card only (Visa, EuroCard/MasterCard, American Express or JCB, unless otherwise indicated when paying) or by monthly payment in euros (unless otherwise stated in any communication); - by correspondence by card (Visa, EuroCard/MasterCard, American Express or JCB, unless otherwise specified when paying), by Chèques Vacances or Traveller's Cheques or Gift Cards in euros (no change given - for a list of accepted Gift Cards), or by monthly payment in euros (unless otherwise stated in any communication relating to the subscribed Annual Pass); - from authorised partners depending on payment methods accepted by them. - at Park entrances: by cash, card (Visa, EuroCard/MasterCard, American Express or JCB, unless otherwise specified in your rules), or Chèques Vacances or Traveller's Cheques or Gift Cards in euros (no change given - for a list of accepted Gift Cards, please ask). NB: Monthly payments are available under the terms and conditions set out in article 2.1.9. **2.1.6.** The Annual Pass prices are determined by the economic conditions prevailing at the date of their publication and may be revised until the agreement of the contract depending on any variations or imposition of related fees and taxes. In all cases the price to be applied will be indicated before the agreement of the contract. **2.1.7.** An Annual Pass can only be exchanged for another Annual Pass of a higher monetary value, subject to payment by the Member of the price difference between the two Annual Pass. Such an exchange can be made at any time. **2.1.8.** Any changes to the situation of Members, or any comments or complaints, should be posted to the following address: Disneyland Paris, Visitor Communication, BP 100, 77777 Marne-la-Vallée Cedex 4, France or via the website [www.disneylandparis.com](http://www.disneylandparis.com) (hereinafter, the "Website") via the "Contact us" section. **2.1.9. Monthly payment terms 2.1.9.1.** Monthly payment is a payment method for amounts due under the subscribed Annual Pass; it is not a monthly price paid for an Annual Pass. **2.1.9.2.** Monthly payments are available at the Annual Pass Office, by post or on the France section of the website [www.disneylandparis.com](http://www.disneylandparis.com) for euro payments from a bank account (i) located in the single euro payments area (SEPA) and (ii) opened at a bank that accepts direct debits in euros known as "SEPA Direct Debit Core" ("SDD Core"). Any change in bank and/or postal details must be sent to Euro Disney as soon as possible at the following address: Disneyland Paris, Annual Pass Financial Department, TSA 31637, 75901 Paris Cedex 15, France. **2.1.9.3.** Payments for the monthly payment must be made in euros. Any expenses resulting from the application of an exchange rate will be charged to the debtor. Communications concerning the management of the monthly payments contract are only available in French for debtors resident in France and in English for debtors residing outside France and will be carried out electronically, for which the debtor must provide a valid email address. **2.1.9.4.** Unless otherwise stated in other communications, monthly payments are available on purchase of an Annual Pass at full price or with permanent reduction at the Annual Pass Office or by correspondence. Monthly payments are also available for purchases on the website of Annual Pass at full price for home delivery. **2.1.9.5.** Unless otherwise stated in any communication relating to the Annual Pass subscribed to, the monthly payment benefit is subject to the condition of an initial minimum payment of €55 per Annual Pass subscribed to, as well as the provision of various documents and commitments. Following the initial payment, the remaining balance due will be spread over 11 monthly payments. In the absence of the initial payment, in accordance with communications related to the subscribed Annual Pass, the total price will be spread over 11 monthly payments. **2.1.9.6.** For all monthly payment Annual Pass subscribed to at the Annual Pass Office: - any incomplete monthly payment arrangements (bank details and debit mandates) on the day of subscription to the Annual Pass(s) must be finalised as soon as possible and no later than the date which will be provided by Euro Disney. In the meantime, any Annual Pass issued will not allow access to the Disney Parks, as no payment methods had been provided. Any days already missed due to late submission of the required documents will not be eligible for refund/compensation. - any file remaining incomplete, or any payment fault that is not settled in the times set out, will immediately result in the automatic suspension and termination any Annual Pass(s) within the file, without the need for any further formality. **2.1.9.7.** For all monthly payment Annual Pass subscribed to on the website: - The monthly payment arrangements (bank details, debit mandate, payment commitment and identity card of the account holder to be debited) must be completed as soon as possible and within the timescales provided by Euro Disney. In the meantime, any Annual Pass issued will not allow access to the Disney Parks, as no payment methods had been provided. Any days already missed or payments already made, due to late submission of the required documents, will not be eligible for refund/compensation. - any monthly payment file remaining incomplete, or any missed payments that are not settled within the times set out, will immediately result in the automatic suspension and termination any Annual Pass(s) within the file, without the need for any further formality. **2.1.9.8.** For monthly payment Annual Pass ordered by correspondence: - any incomplete monthly payment arrangements on the day of subscription to the Annual Pass(s) must be finalised within the timescales provided in the reminder mail sent by Euro Disney. While incomplete, the Annual Pass(s) will not be produced. Beyond this period, the subscription request will be rejected. - any missed payments that are not settled within the times set out, will immediately result in the automatic suspension and termination of any Annual Pass(s) within the file, without the need for any further formality. **2.1.9.9.** The first monthly payment is made in the month following the issue date of the Annual Pass(s). This payment, and those that follow, takes place on the 10th of the month, or on the following working day. In the case of an incomplete payment file or any other anomaly that does not allow for payment on this date, a second collection attempt is made on the 25th of the month. **2.1.9.10.** The Member, no longer fulfilling the terms and conditions of monthly payments, must pay the balance due for the Annual Pass(s) by any other means of payment accepted by Euro Disney. **2.1.9.11.** The loss or theft of an Annual Pass or the termination of a subscription to the Annual Pass programme due to a violation of the Terms and Conditions of Subscription by a Member does not lead to a halt in the payments of amounts due. **2.1.9.12.** Euro Disney reserves the right to charge, and collect from the bank account indicated, any bank refusal costs, excluding non-payments due to technical problems, which remain their responsibility. **2.2. Issuance of the Annual Pass 2.2.1.** Depending on the subscription method, and subject to acceptance by Euro Disney of the request for subscription to the Programme, the Member will be issued either a definitive or a temporary Annual Pass. The definitive and the temporary Annual Pass are valid for the period indicated on the Annual Pass. **2.2.2.** Temporary Annual Pass are only valid for one entry. Thereafter, the temporary Annual Pass must be exchanged, on the day of its first use, for a definitive Annual Pass, and this is to be done before the validity expiration period of the temporary Annual Pass. **2.3. Acceptance of subscription requests** Subscription requests will be accepted by Euro Disney provided that: (i) the request file is complete at the time of application, except (a) in the case of monthly payments at the Annual Pass Office where the monthly payment file documents can be provided at a later date; (b) in the case of a subscription request made online, the file may be supplemented with the missing information and/or documents within 25 days of the request and (c) in the case where a subscription request by correspondence and monthly payment, the file can be supplemented with the missing information and/or documents within the timescales set out in the reminder mail. (ii) the person who made

the Annual Pass request (or on whose behalf the request was made) was not named in the non-subscription file as under section 7.3 below; and (iii) the person who made the Annual Pass request (or on whose behalf the request was made) is not already a Member of the Programme. **2.4. Subscription renewal** Unless otherwise stated in communication relating to the Annual Pass subscribed to, subscriptions to an Annual Pass can be renewed; any renewal request requires subscription by the member to a new contract and the issuance of a new Annual Pass. The general terms and conditions for subscriptions and benefits applicable under the renewal will be those in effect on the issue date of the new Annual Pass.

**ARTICLE 3 - TERMS AND CONDITIONS FOR THE USE OF THE ANNUAL PASS 3.1.** The Annual Pass provides access to the Disney Parks during their public opening hours (as published on the Website or on any other media at the discretion of Euro Disney), as their capacity limits allow. The Annual Pass does not give access to the Disney Parks for parties or special events. **3.2.** There are, depending on the type of Annual Pass subscribed to, certain restricted days (hereinafter "Restricted Days") during which the Annual Pass concerned does not allow access to the Disney Park(s). These Restricted Days are listed, for the validity period of each Annual Pass, in the documentation provided to each Member on issuance of their Annual Pass and can also be found on the Website. **3.3.** By subscribing to the programme, the Member agrees to abide by these terms and conditions of subscription to the programme as well as the internal rules of the Disney Parks, as well as all warnings and instructions contained on any communications media from Euro Disney. Any Annual Pass(s) used fraudulently by the Member or any other person will be immediately confiscated. **3.4.** For safety reasons, visitors with reduced mobility or disabilities, pregnant women and children are asked to seek information on the risks, terms and conditions of access to certain attractions in the locations provided for this purpose at the entrance to the attractions concerned or by inquiring at City Hall at the Disneyland® Park and Studio Services at Walt Disney Studios®.

**ARTICLE 4 - ABSENCE OF RIGHT OF WITHDRAWAL** The right of withdrawal does not apply to Annual Pass, in accordance with Article L121-28 of the Consumer Code, which excludes services "of accommodation, other than residential accommodation, goods transport, vehicle hire, catering and leisure activities to be provided at a pre-determined date or a period".

**ARTICLE 5 - LOST OR THEFT OF ANNUAL PASS 5.1.** In case of the loss or theft of an Annual Pass, the Member shall promptly notify Euro Disney, by going to the Annual Pass counter located outside of the Disney Parks, or by writing at the following address: Disneyland Paris, Annual Pass by correspondence, BP 100, 77777 Marne-la-Vallée, Cedex 4, France. The Annual Pass, as well as any potential Duplicate, will then be deactivated and can no longer be used. **5.2.** In case of the loss or theft of a Duplicate, the Member (or their legal representative) shall promptly notify, in writing only, Euro Disney at the following address: Disneyland Paris, Annual Pass by correspondence, BP 100, 77777 Marne-la-Vallée, Cedex 4, France. Duplicates that are lost or stolen will in no case be reactivated and no new duplicate will be issued. **5.3.** To request a reactivation of an Annual Pass that was lost or stolen, the Member shall go to the Annual Pass counter located outside of the Disney Parks to show their identification and pay forty (40) euros. Euro Disney will deliver a new Annual Pass. No park ticket will be delivered in case of loss or stolen Annual Pass. **5.4.** The reactivation of the lost or stolen Annual Pass does not reactivate the Duplicate. Once the lost or stolen Annual Pass is reactivated, a new Duplicate must be requested in writing from: Euro Disney Associés SCA, Annual Pass by correspondence, BP 126, 77777 Marne-La-Vallée Cedex, France, together with the supporting documents listed in Article 2.1.4. Euro Disney will send the Duplicate following a period of 21 days from receipt of the complete reactivation request (referencing the postmark date). No Duplicate will be reissued if the request is made within one month preceding the expiry of the Annual Pass concerned. **5.5.** Euro Disney will in no case be liable for any loss or theft of an Annual Pass and/or its Duplicate.

**ARTICLE 6 - SUBSCRIPTION TERMINATION BY THE MEMBER** During the validity period of the Annual Pass, the subscription may be terminated if the following conditions are met: (i) the Member has a legitimate reason to terminate the contract, that is to say the occurrence of any event beyond their control and which makes it impossible to continue to use their contract (long-term hospitalisation, transfer abroad); (ii) the termination request is accompanied by the necessary supporting documents sent to the Annual Pass Office before the expiry of the Annual Pass in question (based on the postmark date); (iii) the Annual Pass has not been used during its validity period on any day other than that of its issuance. Upon receipt of a termination request that complies with the cumulative requirements above, Euro Disney will refund the Annual Pass if applicable under the following conditions: Refund amount = (Annual Pass prices - price of a one day/one park ticket) x number of months remaining/12. For the purposes hereof, it is stated that: a) the price of the Annual Pass is the amount paid by the Member to purchase the Annual Pass that is to be terminated; b) the price of a one day/one park ticket is the selling price of a ticket allowing access to one of the Disney Parks for one day, as practised at the entrance to the Disney Parks on the day of receipt of the termination request; c) the number of months remaining is the number of months remaining between the termination request and the expiration date of the Annual Pass to be terminated, being specified that any started month is considered as a used month.

**ARTICLE 7 - PROGRAMME SUBSCRIPTION TERMINATION BY EURO DISNEY 7.1.** Subscription to the Programme may be terminated automatically and immediately by Euro Disney specifically for the following reasons: - Failure to pay for the Annual Pass, particularly in cases of rejected cheques (except for monthly payments, for which termination is immediate and automatic under points 2.1.9.5, 2.1.9.6 and 2.1.9.7 above); - False declarations provided to the Annual Pass Office; - Falsification of documents necessary for the establishment or re-issuance of the Annual Pass; - Non-compliance by the Member of the terms and conditions of the Annual Pass subscription (particularly the strictly personal nature of the Annual Pass); - Failure by the Member to abide by the terms and conditions attached to the Annual Pass member benefits, such as in particular the resale of such benefits; - Behaviour of the Member that is in breach of public order and sound morality; - Breach of the Member of Disney Parks internal rules and/or a breach of laws and regulations in effect. **7.2.** The termination of the subscription by Euro Disney involves in all cases the confiscation and immediate deactivation of the Annual Pass and any related Duplicates, without refund, neither partial nor total. **7.3.** In case of theft committed by a Member, Euro Disney reserves the right to refuse any new subscription to the Programme for 18 months counting from the date the alleged offences were committed, the Member being then recorded on a non-subscription register. Any Member recorded on the non-subscription register has the right to access their personal data and can have them corrected in case of error or oppose, only for legitimate reasons, their treatment by contacting: Disneyland Paris, Visitor Communication, BP 100, 77777 Marne-la-Vallée Cedex 4, France.

## ARTICLE 8 - PERSONAL DATA

### Objection to telephone marketing (French phone number):

In accordance with Article L223-1 of the Consumer Code, you can register on the telephone marketing objection list by visiting the following website: <http://www.bloctel.gouv.fr>. Please note that this objection will not apply in the context of our contractual relations.

### Personal information:

Information collected as part of the Programme is intended for the exclusive use of Euro Disney Associés SCA in order to manage the membership programme. In accordance with the law n°78-17 of 6 January 1978 as amended, you have the right to access, rectify and delete your personal data via: Disneyland Paris, Marketing Department, BP 100, 77777 Marne-la-Vallée Cedex 4.

**ARTICLE 9 - INTELLECTUAL PROPERTY RIGHTS** It is understood that you will not acquire, hereunder, any ownership rights or any right to use the names, denominations, signs, emblems, logos, trademarks, copyrights or other or industrial property belonging to the Euro Disney company, to Disney Enterprises, Inc., or to one of its subsidiaries or related companies, regardless of the context or purpose, including for advertising or promotional purposes. You can not include the Annual Pass in any package, lot or group of possible services, following the assessment of Euro Disney, to undermine the image of Disneyland® Paris and the Annual Pass being provided for your private and personal use, you agree not to submit or offer them under any form whatsoever as a promotional gift, prize or lottery.

**ARTICLE 10 - COMPLAINTS** Any complaints relating to the supply or use of the Annual Pass must be made as soon as possible so that a solution can be sought immediately. It must be done in an appropriate manner so as to preserve the evidence of the complaint. In cases where it is impossible to immediately file a complaint, or if your complaint is not resolved immediately to your satisfaction, you can write to Euro Disney Associés SCA, via any method allowing for acknowledgement of receipt, at the following address: by post to Disneyland Paris, Visitor Communication, BP 100, 77777 Marne-La-Vallée Cedex 4, or by email to [dip.communication.visiteurs@disney.com](mailto:dip.communication.visiteurs@disney.com). Your complaint must specify the details of your dissatisfaction and the reference numbers from your booking. You must respect the personal and confidential nature attached to all correspondence between us. Failing a satisfactory response within 45 days of submitting your complaint, you have the opportunity to complain to the Ombudsman for Tourism and Travel, whose contact details and referral procedures can be obtained by visiting their website: <http://www.mtv.travel>.

**ARTICLE 11 - APPLICABLE LAW - JURISDICTION** Any relationships between Euro Disney and its customers are governed by French law. Any dispute that can not be a settled amicably becomes a matter for the courts of Paris, unless the law states otherwise.