

TERMS & CONDITIONS

Cruise Contract

Your ticket is the Cruise Contract (available at www.disneycruise.com/cruisecontract). The forms needed for your vacation can be completed online by registering and logging into disneycruise.com and selecting "My Disney Cruise" or you will receive this package within 28 days of sailing. Carefully read your Cruise Contract, as it contains important terms and conditions which govern your cruise vacation and affect your legal rights. It must be signed by all Guests prior to embarking any **Disney Cruise Line** ship. In the event of conflict between the terms and conditions contained in the Cruise Contract, these Terms and Conditions, the terms of any **Disney Cruise Line** advertisement or offer, and the oral or written representations of any **Disney Cruise Line** representative, the terms and conditions contained in the Cruise Contract shall control.

Minors

Minors under the age of 18 not traveling with a parent or legal guardian must be accompanied by an adult 21 years of age or older in the same stateroom. The parent or guardian of any minor not traveling with a parent or guardian must appoint an adult to have custody and control over the minor and to contract on their behalf in connection with the **Disney Cruise Line** vacation. A minor authorization form can be obtained by visiting disneycruise.com and selecting "My Disney Cruise" or is sent when a document package is mailed. The form must be signed by a parent or legal guardian prior to embarkation at the **Disney Cruise Line** Terminal. After 9:00 p.m., adult entertainment districts are restricted to Guests 18 years and older.

Baggage, Valuables and Other Possessions

Each Guest may bring aboard the ship a reasonable amount of clothing and personal effects without charge, not to exceed 2 bags per person. All Guest baggage must be stored in the Guest's stateroom and must be labeled with the **Disney Cruise Line** baggage tag. Dangerous or illegal articles such as weapons, explosives, liquid oxygen, combustible substances or nonprescription controlled substances may not be brought to **Walt Disney World**® Resort or taken aboard the ship. Any such items shall be surrendered to the Master of the ship at embarkation, and may be disposed of at the sole discretion of the Master. You should retain valuables such as cash, negotiable securities or other financial instruments, gold, silverware, jewelry, ornaments, works of art, photographic/video/audio equipment or supplies, laptop computers, cellular phones or other valuables in your personal control as **Disney Cruise Line** is not responsible for damage to or loss of these items.

Alcohol Policy

Effective for cruises embarking on or after September 30, 2015, 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) on board in carry-on luggage at the beginning of the voyage and at each port-of-call. All wine/champagne and beer brought on board 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 and spirits (including powdered alcohol) on board.

Deposits/Payment Information

A deposit is required to confirm a reservation. Deposit amount will be determined at time of booking. Vacation and cruise packages are subject to cancellation if full deposit is not received in our office within the option period specified at time of booking. For reservations confirmed in U.S. Dollars, final payment in the form of a check or credit card (Visa®, MasterCard®, American Express®, Discover® Card, Diners Club®, Japanese Credit Bureau or Disney Visa® Card) must be received on the date determined at the time of booking. For reservations not confirmed in U.S. Dollars, acceptable forms of payment are Visa and MasterCard. Payment policy for group travel may vary.

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 pending reservations and applicable fees will be assessed.

For payments by mail, send to:

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

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

Disney Cruise Line
Bank of America Lockbox Services
Lockbox 277763
6000 Feldwood Road

College Park, GA 30349
(407) 566-3500

Cancellations/Refunds

Cancellations may be made by telephone or in writing. Changes to the vacation commencement date or changes of Guest names will be considered cancellations. For cancellations, amounts paid, minus cancellation fees and other amounts owed, will be promptly refunded. No refunds will be made in the event of interruption or cancellation by the Guest after vacation commencement date. All appropriate refunds will be made directly to the Guest's credit card account or through the Guest's Travel Agent if the reservation is made through a Travel Agent. **Disney Cruise Line** is not responsible for the receipt of refund monies by Guests from their Travel Agents. All travel documents including airline tickets must be returned before refund processing can begin. Certain Travel Agents may withhold 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 overall party size may result in a change to the rate. For your peace of mind, we recommend the purchase of the **Disney Cruise Line** Vacation Protection Plan, which is administered by Aon Affinity and underwritten by Transamerica Casualty Insurance Company (www.disneycruise.com/VacationProtectionPlan). **Premiums for the Disney Cruise Line Vacation Protection Plan must be paid by the final payment due date, and the Disney Cruise Line Vacation Protection Plan is not effective until final vacation payment is made.**

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 Where Embark or Debark is U.S. Port. (Excluding Suites and Concierge Staterooms)

Days Prior to Vacation Commencement Date		Fee Amount
Standard Sailings	Holiday Sailings*	
74-45 days	89-65 days	Deposit per Guest
44-30 days	64-43 days	50% of vacation price per Guest
29-15 days	42-15 days	75% of vacation price per Guest
14 days or less	14 days or less	100% of vacation price per Guest

*Holiday Sailings are sailings that include Christmas Day, New Year's Day, Thanksgiving Day (U.S.) or July 4.

Cruises 6 to 9 Nights Where Embark or Debark is U.S. Port (Excluding Suites and Concierge Staterooms)

Days Prior to Vacation Commencement Date		Fee Amount
Standard Sailings	Holiday Sailings*	
89-56 days	104-75 days	Deposit per Guest
55-30 days	74-43 days	50% of vacation price per Guest
29-15 days	42-15 days	75% of vacation price per Guest
14 days or less	14 days or less	100% of vacation price per Guest

*Holiday Sailings are sailings that include Christmas Day, New Year's Day, Thanksgiving Day (U.S.) or July 4.

Cruises of 10 Nights or More and Cruises Less Than 10 Nights Where Embark and Debark is Non-U.S. Port (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

AIR CANCELLATION FEES: Any changes or cancellations to your **Disney Cruise** Line air arrangements (including, but not limited to, sail date/air travel date changes and name changes/corrections) will result in cancellation fees assessed as follows :
All Flights Within North America (including Canada)

Days Prior to Vacation Commencement Date	Fee Amount
74 to 45 days	10% of the air supplement per Guest
44 to 31 days	50% of the air supplement per Guest
30 to 0 days	100% of the air supplement per Guest

Any Flights Outside North America

Days Prior to Vacation Commencement Date	Fee Amount
89 to 45 days	50% of the air supplement per Guest
44 to 0 days	100% of the air supplement per Guest

If at least one flight departs/arrives at an airport outside North America, the entire flight itinerary will follow the "Any Flights Outside North America" policy.

Hotel Cancellation Fees

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

Service Fees

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

Claims/Notice Requirements/Time Limits

No claim for delay, detention, personal injury, illness, emotional distress or death of a Guest, or for loss of or damage to any property of a Guest, may be brought against **Disney Cruise Line** unless written notice of such claim is provided to **Disney Cruise Line** within 6 months after the date of the event upon which such claim is based (within 30 days after the termination of the cruise for a claim of property loss or damage); and no legal action may be brought against **Disney Cruise Line** for delay, detention, personal injury, illness, emotional distress or death of a Guest, or for loss of or damage to any property of a Guest, unless such legal action shall be commenced within one (1) year after the date of the event upon which such claim is based (within one (1) year after the termination of the cruise for a claim for property loss or damage), and legal process relating to such action is served on **Disney Cruise Line** within 120 days after filing, notwithstanding any provision of law of any state, territory, possession or country to the contrary. All legal actions arising out of or relating to a **Disney Cruise Line** vacation shall be brought, if at all, and maintained exclusively in and before any court of competent jurisdiction located in Brevard County, Florida, U.S.A., or the United States District Court, Middle District of Florida, Orlando Division, to the exclusion of courts located in any other county, state, country, territory or possession whatsoever. The only exception to this choice of forum is when and if **Disney Cruise Line** asserts a petition for exoneration from or limitation of liability. **Disney Cruise Line** liability for loss of or damage to property of any Guest is limited to the amount of \$300 per Guest per voyage, unless upon embarkation a Guest declares the true value of the property in writing and pays 5% of the true value declared in excess of \$300 to **Disney Cruise Line**, in which case **Disney Cruise Line** liability will be limited to the true value declared not to exceed \$5,000. All settlements will be made based on actual cash value (replacement cost, less depreciation) up to the U.S. \$300/\$5,000 limits to **Disney Cruise Line** liability. Losses due to ordinary wear and tear, perils of the sea and acts of God are not reimbursable. **Disney Cruise Line** provides an in-room safe for your convenience; however, **Disney Cruise Line** shall in no event be liable for the loss of or damage to cash, negotiable securities, gold, silverware, jewelry, ornaments, works of art, photographic/video/audio equipment or supplies, laptop computers, cellular phones or other valuables unless the same have been deposited with the Master or other designated representative who issued a written receipt therefor. In the event of such deposit, **Disney Cruise Line** liability for loss or damage thereof shall be limited as otherwise provided in this paragraph. Additional coverage may be purchased through the **Disney Cruise Line** Vacation Protection Plan which is administered by Aon Affinity and underwritten by Transamerica Casualty Insurance Company (www.disneycruise.com/VacationProtectionPlan).

Walt Disney World Resort Check-In/Ship Embarkation

Check-in time for **Walt Disney World** Resort hotels is normally after 4:00 PM. For Guests arriving early, luggage arrangements can be made so Guests 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 in your day bag. **Walt Disney World** Resort check-out time is normally before 11:00 AM. Ship's embarkation begins at 1:00 PM. Guests are required to be on board the ship at least one hour before scheduled sailing time.

Included in Vacation Fare

Cruise vacation fares include shipboard accommodations on a per-Guest basis, and all meals and entertainment as provided on board the ship. For parties staying at a **Walt Disney World** Resort hotel and reserving a shipboard suite for more than 5 Guests, 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 baggage 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 **Disney Cruise Line** cruise ship, Guests represent themselves as physically and otherwise fit to travel. If you

have a medical condition which requires you to take prescription medication or may require you to obtain medical care during the course of your cruise vacation, please consult with your personal physician prior to traveling. For your convenience, a physician and nurse are on call 24 hours a day to provide basic medical services. The physician and nurse are not employees or representatives of **Disney Cruise Line** and will charge their prevailing fees for services provided at your request. Decisions regarding medical care and treatment are personal and confidential and as such are strictly between the Guest and physician and nurse. **Disney Cruise Line** is not liable for any death, personal injury, illness or emotional distress 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. The ship's Master has the right at any time to require any Guest to debark for medical reasons, and compliance is mandatory. For your peace of mind, we recommend the purchase of the **Disney Cruise Line Vacation Protection Plan**. **Premiums for the Disney Cruise Line Vacation Protection Plan must be paid by the final payment due date, and the Disney Cruise Line Vacation Protection Plan is not effective until final payment is made.**

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 ship, and shall not be liable for any loss or damage incurred by a Guest as a result of any such change, substitution, postponement, cancellation or deviation. The Guest shall pay any and all expenses incurred if a Guest is detained on board ship or elsewhere at any stage of a voyage because of quarantine, port regulations, prevailing applicable law, illness or other cause.

Group Travel

Policies for group travel may vary. Please call for specifics.

Pets/Services Animals

No animals are allowed on board the ships except for service animals. **Disney Cruise Line** must be notified at least 72 hours prior to sailing if a service animal is to be brought on board the ship. Many ports of call have strict entry requirements for animals, and you must ensure that your service animal complies with all requirements of each destination. **Disney Cruise Line** is not responsible for your inability to visit a port of call due to your failure to comply with any such entry requirements.

Refusal of Passage

Disney Cruise Line may refuse to transport or may debark 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 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, Disney Cruise Line cannot be held responsible or liable for any complications relating to pregnancy at any stage. The minimum age to sail aboard Disney Cruise Line ships is 6 months of age, except the minimum age for Transatlantic, Hawaii and Panama Canal itineraries is 1 year of age.**

No Solicitation

No solicitation of goods and services of any kind is allowed on any **Disney Cruise Line** ships.

Stateroom Occupancy

Occupancy of stateroom on board the ships 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.

Ships' Registry

Ships' Registry: The Bahamas.

Transfer Information

For Guests who purchase the **Disney Cruise Line** Air Program, ground and baggage transfers are included in your vacation package to and from the port of embarkation and the airport closest to the port of embarkation. Guests who make their own air arrangements may purchase ground and baggage transfers from **Disney Cruise Line**, which transfers 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 the **Disney Cruise Line** Air Program or 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.

Terms Subject to Change

Disney Cruise Line reserves the right to change all prices and other terms and conditions which appear in this website/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, as applicable.

Single Occupancy Rates

Single occupancy fares are 200% of the double occupancy package price.

Smoking/Non-Smoking Policy

SMOKING/NONSMOKING POLICY For the comfort and enjoyment of our Guests, **Disney Cruise Line** ships have been primarily designated as non-smoking ships. However, it is recognized that some Guests smoke. To provide an onboard atmosphere that also satisfies smokers, portions of open-air decks on each ship are designated as smoking areas. Smoking is prohibited in Guest staterooms and private verandahs. Guests who are found smoking in their staterooms or on their verandahs will be charged \$250, which will be added to their folio. All Guests must observe the nonsmoking 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 **Disney Cruise Line** cruise ships. DCL Island Development, Ltd. is the operator and provider of facilities on Disney **Castaway Cay**. All arrangements made for or by Guests for: (a) air or ground transportation or travel; (b) shore excursions; (c) tours; (d) theme parks; (e) hotels; (f) restaurants; or (g) other similar activities or services, are made solely for Guests' convenience and are at Guests' 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 from the shore excursion manager. Magical Cruise Company, Limited shall not be liable or responsible in any way for any death, personal injury, illness or emotional distress occasioned by any Guest, 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 **Disney Cruise Line** cruise ships, including without limitation the fitness center, 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 Guests.

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 or snacks) 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. We regret that we are 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 our Guests, parents must observe U.S. Public Health Service requirements by allowing 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 the fountain play area near the **Mickey's Pool** that has been designed exclusively for the enjoyment of children wearing swim diapers.

Passports/Visas

Guests are responsible for obtaining proper documentation to board the ship. U.S. government regulations related to passport requirements are subject to change. Therefore, we strongly encourage Guests of all ages to have a valid U.S. passport for all cruises. Please visit the U.S. Department of State website at <http://travel.state.gov> or call the U.S. National Passport Information Center at 877-4USA-PPT for the most current requirements. 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. The cost of ESTA is currently \$14 per person (subject to change). 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, handheld shower heads, and lowered towel and closet bars. Note: Guests requiring a wheelchair throughout their cruise must make provisions for the use of that wheelchair prior to the cruise.

Guests with Disabilities/Additional Services

Transfer tiers are provided at one 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 theaters. Closed captioning is available for stateroom televisions and select onboard video monitors. Sign language interpretation is available for live performances on designated cruise dates. 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 for Guests with disabilities, please discuss your needs with the reservationist at the time of booking. For information via TTY, please call (407) 566-7455.

Guests with Disabilities/Cruises Embarking in European Union Ports

EU Regulation 1177/2010 applies where the Guest 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 debarkation, during embarkation or debarkation 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 animals 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, European Union or National Law or where embarkation, debarkation 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 embark 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. "Disabled Person" or "Person with Reduced Mobility" under this Regulation 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.

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.

Governing Law

Disney Cruise Line vacation reservations are deemed to be contracts made in the state of Florida and are governed by Florida law and, to the extent applicable, United States maritime law, to the exclusion of all choice-of-law rules which might otherwise apply. Any legal action relating to a **Disney Cruise Line** vacation reservation shall be brought and maintained exclusively before any court located in Brevard County, Florida, or the United States District Court for the Middle District of Florida (Orlando Division).