



## 2019 Disneyland Paris Half Marathon Terms and Conditions

The following are the terms and Conditions for the Disneyland Paris Half Marathon Sept 19-22, 2019. GET Sports is one of the appointed travel providers designated to offer travel services for this event. GET Sports does not own or control any travel components offered for this event and is not responsible for the event, the race operations, the hotels, attraction tickets or transportation.

Through this document GET Sports has met its Obligation to Inform.

### BOOKING PROCEDURES:

Reservations are not considered confirmed until a final payment is received and you have received a written confirmation from GET Sports. Features for all plans are subject to change and may be based on features available at time of arrival, not those in effect at time of booking. All guests' full, legal names and children's ages are required at time of booking.

GET Sports does not have the personal contact information on all occupants of all rooms; therefore it is the responsibility of the account holder to notify travel companions, friends and family attending this event of the below event terms and conditions. Please note: Guests' personal data is taken by GET Sports and transferred to Euro Disney for the purposes of the securing the package reservation and the performance of the Group Services.

### HOTEL RESERVATION PAYMENT PROCEDURES and IMPORTANT DEADLINE DATES:

- A deposit holds your travel package and full payment confirms it.
- Early Bird rates are offered through December 31, 2018 and pricing will increase after this date at the discretion of event owner.
- A 50% per PACKAGE DEPOSIT is due at time of booking, of which 25% of package price is refundable if canceled in writing and confirmed received in writing by GET Sports before 5:00pm PST 12/13/18. After 5:00pm on 12/13/18 the original 50% deposit becomes non-refundable and payments are required on all accounts to match the pre-established payment schedule below:
  - 2/14/19 additional 25% of package price is due (to total 75% on account, non-refundable)
  - 3/14/19 final balance is due (to total 100% paid in full, non-refundable)
- All PACKAGES booked on or after 3/14/19 (based on availability) require full payment, and are non-refundable.
- All DISNEY Paris travel bookings require a minimum of 2 night stay at a listed program hotel that includes the night of Saturday, 9/21/19. Also required is a Half Marathon, 5K, 10K or Challenge race registration for at least 1 person in the room, and a minimum 2-day, 2-park ticket per person. If room nights or tickets are reduced or canceled below the minimum, the race registration will also be canceled at the full cost of the purchaser. Minimum race registration, ticket and hotel travel package arrangements are required to be made together.
- If a runner books all their race registrations or purchases a room directly through Disneyland Paris or another source, we cannot sell you additional add-ons as GET can only book the entire package.
- Hotel "room & ticket only" travel package purchase options are limited and only available to family directly associated with a registered runner that doesn't fit into 1 room and must be on the same travel account through GET Sports. Same minimums apply as above, except for race registration once approved by Disneyland Paris.
- Maximum room capacity is 4 persons to a room, with the exception of the Davy Crockett Ranch, which has maximum room occupancy of 6 and Village Nature Paris that is a maximum of 3 adults or 2 adults/2 small children. Rollaway/cots are not available, except cribs for children under 5.
- There is no transportation option for the Davy Crockett property and guests must have a personal car or take an Uber/Taxi to Disneyland Paris at their own expense. There is limited transportation options from Villages Nature Paris property, however getting to and from the races for runners will be scheduled by the event owner.
- FINAL PAYMENT will be processed 3/14/19 starting at 9 AM PST unless previous arrangements are approved and confirmed in writing in advance of this date. All credit cards on file will be automatically charged the full balance on account as of 3/14/19. It is the responsibility of the reservation holder to have the preferred credit card on file with GET Sports prior to 3/14/19. The final payment can be paid by credit card, guaranteed money order, or cashier's check and should be sent to: GET Sports – Attn: Paris Half Marathon, 5080 Robert J Mathews Pkwy, El Dorado Hills, CA, 95762. Checks must be received before 3/14/19.
- By purchasing your package, you acknowledge that you have read and understand the full Terms and Conditions. Please be advised your travel transaction is with GET Travel Sports. However, all credit card payments are processed with the name of GET-USA-ADVEMER TRAVEL 916 939 6805 CA on your statement. Final confirmation/receipt will be emailed to you at the email address supplied unless otherwise requested. Lakeland Tours, LLC is the overall company legal entity. Should you have any billing questions please call the toll free number for GET Travel Sports at 888-877-4445, Option 3.
- GET Sports accepts the following major credit cards: Discover, Visa and MasterCard. We do **not** accept Cash, American Express or ACH payments.

### 2019 Disneyland Paris HM Registration Package Bookings:

Hotel, ticket and registration arrangements are required to be made together at the same time. Packages will be offered until we are sold out of our allotment, or the deadlines dates below, whichever comes first. To guarantee your registration package(s) you must pay the non-refundable deposits and final payments in accordance with the deadlines stated above. These guaranteed registration packages are non-refundable, non-deferrable, non-changeable and non-transferable. However, the ticket in your package is upgradeable on or before the ticket upgrade deadline date of 6/13/19. Other available add-ons will be taken as of 6/13/19, or until cut off by Disneyland Paris, whichever comes first. Although registrations are purchased and confirmed at time of booking, the registration links to officially sign up will not be available until Spring 2019 at the discretion of the event owner.

### MINORS:

- Pursuant to the provisions of the French Social Action and Family Code relating to the protection of minors (i.e. under 18 years of age) collectively accommodated for holidays without their parents or guardian, in particular article R 227-6 of said Code, each of such minors shall be provided an individual bed in premises that should have separate accommodation for girls and boys aged 6 and above.

- Children under 15 years cannot be vacationing at Disneyland® Paris without being accompanied by an adult and that a written authorization from parents or guardians is required for children aged between 15 to 17 years vacationing without being accompanied by adult(s).

**REGISTRATION INFORMATION and DEADLINES: It is the runner's responsibility to complete their own race registration information requirements via the personal registration link sent by email.** Access will be closed as of 8/30/19 and no changes or updates will be allowed, unless otherwise communicated as changed from Disneyland Paris or GET Sports.

- All Half Marathon participants must be 18+ years old at the time of the race.
- All 10K participants must be 14+ years old at the time of the race.
- All 5K race participants must be 5+ years old at the time of the race. 5 to 11 year olds must have an accompanying adult participate with them. 12+ years old can participate without adult supervision.
- Kids races: 100m for kids 1-3 years old, 200m for kids ages 4-7 years old and 1K for kids 8-12 years old.
- A Half Marathon race registration approval requires as completed and stamped health waiver directly to Disneyland Paris. The waiver will be available for download on the event website. If you purchase a race registration through GET Sports you are responsible for submitting all required race registration information (including date of birth, shirts size and proof of time for corral placement). By submitting your registration electronically/secure fax, you acknowledge that you have read and understood the text presented to you as part of the registration process. You must pick up your own participant packet (which includes your event-issued bib number and timing device) during the Health & Fitness Expo's regularly scheduled hours. Not meeting deadlines may result in your name(s) not being printed on the bib(s).
- No alternate individuals are allowed to pick up participant packets on behalf of others. All final event related information is to be provided directly from Disneyland Paris.

### CANCELLATION, CHANGES, DECLINED CREDIT CARD/NSF FEES:

- For all travel packages: The last day to reduce package components above the minimum is 3/13/19 at 5:00 pm PST or upon booking date after 3/13/19. This includes optional add-ons (i.e.: Pasta Party ticket, etc.) Exception is theme park ticket, meal vouchers and PhotoPass+ options, which can be added or upgraded until 8/15/19.
- Reservations cancelled before 5:00pm on 12/12/18, will forfeit 25% of the 50% paid deposit. Cancellations or reductions requested after 5:00 pm PST on 12/12/18, there are no refunds.
- Any and all payments made 12/13/18 after 5:00pm PST are non-refundable.
- All cancellations and changes must be made in writing to the GET Sports corporate office. Changes are not guaranteed until confirmed in writing by GET Sports. Changed can be submitted directly online, emailed, printed & mailed, or faxed. Email: info@GETTravel.com; mail to GET Sports – Attn: Paris Half Marathon, 5080 Robert J. Mathews Parkway, El Dorado Hills, CA 95762 or; Fax: (916) 939-6806. To guarantee receipt of delivery for US Mail & Email it is suggested that you send your letter "Return Receipt Requested".
- Declined credit cards will be charged a \$10 transaction fee per instance and a NSF check fee will be charged a \$30 transaction fee per instance.
- Cancellation of minimum travel package requirements is not allowable.
- Where allowable, a \$25 per occurrence change fee will be assessed for changes to package components, occupant names, travel dates, and hotel choice after 8/15/19.
- All theme park ticket upgrades, Meal Vouchers and PhotoPass+ options on account as of 5:00pm on 8/15/19 will be NON REFUNDABLE with no changes, exchanges or post event shipping for those who do not use or pick up their tickets. Due to the package price increases throughout the year, this term is subject to change by the event owner.
- No refunds will be made for unused Disneyland® Resort package components. All package components are non-transferable, non-changeable, non-deferrable and non-refundable.
- No refunds will be given to no-shows, reduced nights or for early departures.
- Race registrations are non-refundable, non-deferrable and non-transferable upon booking.
- If your air has been ticketed, there will be an additional cancellation or change fee per ticket equal to the cancellation or change fee assessed by the airline.
- EVENT CANCELLATION: If the race event is cancelled, hotel payments on account are non-refundable based on the terms of the 3rd party confirmed hotel agreements.

### REFUNDS:

- No refunds may be granted for any trip or stay that is interrupted, or any Service that is not used, if this is due to reasons beyond the control of GET Sports or event owner. Purchasing travel insurance is highly recommended.
- If you cancel, amounts paid, minus cancellation fees (and minus travel insurance premiums where applicable and that was purchased on or before 12/31/18) due on date of cancellation (see terms above) will be refunded within 30 days after cancellation.
- No refunds will be made after travel has commenced, for no-shows or if a flight is missed/delayed.

### CHANGE PROCEDURE:

- Changes affecting outbound flights or first night's accommodation must be made at least 14 business days prior to arrival and are subject to rate changes and/or change fees. Airlines/hotels/suppliers do not permit changes in certain situations.
- Changes that result in additional fees or charges for falling below any stated minimum to qualify for "group or discounted" rates will be passed onto the account holder and payable prior to departure.

### PACKAGE RATES & CURRENCY EXCHANGE RATES:

All packaged and other published rates have been converted from Euros into U.S. dollars. All published rates are subject to change due to imposition of documented French or USA tax increases or other charges of governmental authorities, and/or subject to currency exchange rate fluctuation above \$1.20

USD to Euro exchange rate as of 9/14/18. Any documented increases will be applied to credit card on file. Additional room charges may apply if more than 2 adults per room.

#### COMPLAINTS:

- Complaints arising during performance of the event shall be brought as quickly as possible to the attention of GET Sports in order for a solution to be sought immediately. Complaints must be made in an appropriate manner and include evidence of the subject of the dispute.
- Without prejudice to the right to make claims, complaints which cannot be made immediately or which have not been immediately resolved to mutual satisfaction must be made to Euro Disney at the earliest opportunity and in any event:
  - Prior to use of the Services for any complaints occurring prior to the date on which these Services are supplied
  - Within one month following the end of the stay or visit for complaints arising during the stay or visit itself.
- Complaints may be made by any means enabling acknowledgement of receipt to Disneyland® Paris, Guest Communication; by post to the following address: B.P. 100, 77777 Marne-La-Vallée Cedex 4, France; by fax to: + 33 (0) 1 60 43 58 47; or by e-mail to: [dlp.guest.communication@disney.com](mailto:dlp.guest.communication@disney.com).
- Complaints shall specify details of the way in which the Guest is not satisfied, the date of the stay or visit and the booking number.

#### TRANSPORTATION:

- Transportation is not included in the travel package, other than the resort shuttles inside the Disneyland Paris Resort and operated by Disneyland Paris.
- GET Sports accepts no responsibility for, the quality, content, nature, or reliability of any transportation websites accessible by hyperlink from the GET Sports website.

#### HOTEL INFORMATION:

- All guests are required to show their Passport and official GET Sports Travel Voucher at Check-in. Guests will receive their park tickets, and any vouchers/tickets for optional add-ons at check in. The vouchers and tickets received may not be copied, resold or duplicated and may only be used once for any given Service mentioned thereon. Misuse may result in confiscation of Voucher or tickets concerned.
- Check in is 3pm and onwards and check out is before 11am. Most hotels will store luggage for guests arriving before check-in time and/or departing after check-out time. Early check-in and late check-outs are not guaranteed and may require an additional fee if available.
- All hotels require an additional credit card authorization or cash deposit if no credit card is available at the time of check-in for incidental charges (parking fees, refrigerators, microwaves, room service, etc.).
- Only standard room types with standard view are available in the travel package. Room type upgrades may be requested at check in along with connecting or adjoining room requests. Upgrades are based on hotel availability and not guaranteed until arrival. Upgrade costs are to be paid to the hotel directly.
- Euro Disney reserves the right to transfer room booking from one hotel to another hotel in a similar or higher category, at the same rates, up to one day prior to arrival.
- Guests are responsible for their own safety and are responsible for damaged or missing equipment, furnishings or other provided amenities not reported damaged or missing on arrival. Additional cleaning and damage fees may apply.
- No refunds or reductions in pre-paid rate are granted for mechanical failures or malfunction, interruption of utilities or other maintenance problems concerning air conditioners, heaters, dishwasher, washer, dryers, televisions, VCR/DVD players, swimming pools, or other appliances or amenities. GET Sports does not take responsibility for renovations happening or any unforeseen technical, electrical, plumbing or mechanical failures at the hotel or attraction level.
- GET Sports does not control any additional group or leisure business that any program hotel property books into its hotel and cannot be held responsible of the actions or behavior of others.
- It is the guest's responsibility to inspect room upon check-in and report any damage or smells (from smoking or otherwise) in the room to the reception desk, to request repair or a move to another room. If posted, verbal, written or other hotel/resort/property rules are violated or if there is any damage of any kind to the room that results in fees upon or after check-out, it is the responsibility of the room occupant and/or group leader to cover 100% of the charges.
- GET Sports is not liable for incidentals, fees or damages caused by a guest and reserves the right to charge the credit card on file should it not be satisfied with the hotel directly.

#### SPECIAL REQUESTS:

- Special requests (ie: dietary, allergy, handicap needs, low floor, early check-in, connecting rooms, etc.) must be provided at time of booking for consideration but in no way guarantees that they shall be met. Euro Disney shall make its best efforts to take such requests into consideration. The confirmation of a booking by Euro Disney shall not be construed confirmation of any special request, unless Euro Disney's confirmation itself specifically indicates acceptance of such special request. In some cases, special requests may involve additional costs; the guests shall be made aware of these where applicable.
- If one or more of the participants to the stay or visit has restricted mobility, disabilities or requires special care, the guest shall make Euro Disney aware of this prior to booking in order to establish together the extent to which Euro Disney may be able to cater for any such needs.
- GET Sports, nor any program hotel, make any promises or guarantees relating to room block placement and/or individual special requests.

#### TRAVEL PROTECTION INSURANCE BOOKED AS OF 12/31/17

As of 9/14/18, there is no established travel insurance offered by GET Sports yet for this international program. More details to follow at a later date when an offering is established.

#### HOTEL AWARDS POINTS/PROGRAMS:

Due to specially priced hotel rooms, hotels participating in GET Sports programs are unable to issue Hotel Awards Points or Credits for stays booked through GET Sports, unless otherwise noted on the website official program hotel grid.

#### DISNEYLAND THEME PARK TICKETS

**Disneyland® park tickets included in the 2019 travel package do not have to be used on consecutive days and are valid up to 7 days after your hotel check in date. They cannot be used prior to check-in.**

Each day this ticket is used at any Theme Park constitutes one full day of use. Some activities/events may be separately priced. Park direct incentives or promotions are not applicable to travel package bookings. Tickets cannot be added, changed or upgraded after 8/15/19. This includes upon or after arrival. Additional tickets can be purchased at regular rates at the Parks after 8/15/19 (at Disneyland Paris).

- Tickets are sold by GET Sports in advance of guest arrival only and distributed by hotel front desk upon arrival. There are no advance shipping options or advance pick up options.
- Tickets cannot be purchased from or changed by GET Sports after 8/15/19. Upgrades are not possible onsite. Additional ticket needs to be purchased at the Park gates at going retail rate.
- All tickets and ticket types on account are considered FINAL as of our deadline date of 8/15/19 at 5pm PST and will be NON REFUNDABLE with no changes, exchanges or post event shipping for those who do not use or pick up their tickets.
- The amount paid for tickets purchased through GET Sports cannot be applied toward upgraded tickets or annual passes with Disneyland directly.
- Tickets lost, damaged, stolen or not picked up are not replaceable or refundable by GET Sports.
- Prices are available through GET Sports and include sales tax. All tickets and ticket options are non-transferable, non-deferrable, non-changeable and non-refundable.
- Visiting more than one Theme Park on the same day requires the Park Hopper® option. Parks, restaurants, attractions, recreation, FastPass+ selections, entertainment, and other products, services or items are subject to change without notice, cancellation, and may close temporarily due to rehabilitation, refurbishing, capacity, seasonal, inclement weather or special events and may otherwise change or be discontinued without notice and without liability to the owners of the Walt Disney World® Resort. Ticket media is not valid for special or premium events or other activities which are separately priced. Admission entitlements are non-transferable and must be used by the same person on any and all days. Age restrictions apply for access to certain facilities.
- Features for all components are subject to change and may be based on features available on date of guest arrival, not those in effect at time the reservation is made.
- All ticket information is subject to change at any time at the direction of Disneyland Paris and runDisney.

#### Changes to the Website

GET Sports may, in its sole discretion, terminate, change, modify, suspend, make improvements to, or discontinue any aspect of the website or any products or services available through or outside of the website, temporarily or permanently, including the availability of any products or services of the website or access to any parts of the website, at any time without notice to you, and you agree that GET Sports shall not be liable therefor.

#### Linked Sites

GET Sports makes no claim or representation regarding, and accepts no responsibility for, the quality, content, nature, or reliability of websites accessible by hyperlink from the GET Sports website, or websites linking to these websites. The linked websites are not under the control of GET Sports, and GET Sports is not responsible for the content of any linked website or any link contained in a linked website, or any review, changes, or updates to such sites. The inclusion of any link does not imply affiliation, endorsement, or adoption by GET Sports of the web site or any information contained therein.

Pursuant to the provisions of article L.211-9 of the French Tourism Code, it is hereby expressly specified that the information supplied on our various marketing media may be subject to changes which the Client shall be made aware of prior to conclusion of the event, it being specified that certain shows, attractions, events, stores, restaurants and ancillary facilities are open only at certain times of the year and/or may be closed, altered, delayed or made unavailable without notice. Euro Disney reserves the right to apply differing terms and conditions of sale, including different rates, depending on place of residence within the European Union on the basis of objective criteria pursuant to article 20 (2) of Directive 2006/123/EC.

GET Sports may update or amend these Terms and Conditions from time to time to comply with law or to meet our changing business requirements without notice to you. Your continued reservation, use of the website and/or other products or services of GET Sports after any such changes constitutes your acceptance of the new Terms and Conditions. Any updates or amendments will be posted on the website. The Terms and Conditions displayed on the website at the time the order is accepted will apply to the order.

These terms and conditions constitute the entire agreement between GET Sports and Events and said guest. All other verbal discussion or implied agreements are invalid and not part of the contract and are not binding to this agreement. Any other agreements and changes must be made in writing and consented to by both parties. For questions about these terms and conditions, please call 888-877-4445, or email [info@gettravel.com](mailto:info@gettravel.com)