

## Your questions... answered!

### Is the offer included in my booking? —

This offer is available to Guests 18+ years and older residing in Netherlands, United Kingdom, Ireland, Italy, Germany, Austria, Spain, Switzerland, Belgium, Portugal, and Denmark:

- When you book any Disneyland Paris Ticket + Hotel Package or room only, you'll receive a 12-month subscription to Disney+.
- When you buy a new Disneyland Paris Ticket(s) worth more than £63, you'll receive a 3-month subscription to Disney+.

For 12 month & 3-month subscriptions, the earlier you set up your Disney+ subscription, the better! You can start streaming Disney+ once you've received the Disney+ activation email and set up your subscription to Disney+.

The countdown for your Disney+ subscription starts at the end of the month after your eligible booking. That means in some cases you may even get more than 3 months of streaming for the 3-month subscription & more than 12 months of streaming for the 1-year subscription!

For example, if you buy Disneyland Paris Tickets worth more than £63 in June 2022, your 3 months of Disney+ on us will start counting down on 1 August 2022 and will end on 31 October 2022. You can activate your subscription before 1 August to enjoy more than 3 months of Disney+ on us, but if you wait until after 1 August, your 3 months will have started already.

### What happens after my offer period ends? —

If you do not cancel, you will automatically be charged the prevailing monthly rate for a Disney+ subscription in your country.

You can cancel anytime. If you want to cancel any renewal of your Disney+ subscription during your subscription term, follow the steps [here](#).

If you have questions about the cancellation process, [click here](#), scroll to the bottom of the page and select "Live Chat" or "Call Us" to speak with live Disney+ customer support, available 24 hours a day, 7 days a week.

If you cancel your Disney+ subscription before the end of the subscription term, you'll still enjoy Disney+ on us for the full length of the term. Please [click here](#) for full Disney+ terms and

### Do I need to enter payment details to sign up? +

### Am I eligible if I previously had Disney+? —

If you are a returning customer, you qualify for this Disney+ subscription offer. You are not eligible for this offer if you currently have an active Disney+ subscription. If you cancelled your Disney+ subscription, you will not be able to redeem this promotion until your current subscription ends.

### If I modify or cancel my booking, what will happen to my Disney+ subscription? —

If you modify your booking, your Disney+ subscription offer will remain unchanged. For example, if you change your visit dates, the Disney+ activation email you received when you first booked will continue to be valid.

If your booking is cancelled by you or by Disneyland Paris, your Disney+ subscription offer will cease to apply. If you've already activated your Disney+ subscription, your subscription on us will end with immediate effect.

### I didn't receive my offer e-mail. What can I do? —

If you booked directly with Disneyland Paris, you'll receive a Disney+ activation e-mail within 48 hours of your booking confirmation. Please make sure you're using the e-mail address you provided during booking and be sure to check your spam folder.

If you booked through a third party ticket agent, you should receive a link from that third party ticket agent to fill out an online web form. You can also access the form [here](#).

If you haven't received a Disney+ activation email within 1 week of your booking confirmation, please check your eligibility, and check your spam folder. You can also fill out the web form [here](#) with the information requested.

### I booked through a reseller/travel agent. How can I get my Disney+ activation link? —

If you booked your Park ticket (£63 minimum) or Hotel + Tickets package through a reseller/travel agent, you will be invited by your reseller/travel agent to fill out a webform, or you can access it directly [here](#).

After you fill out the form, you'll receive a Disney+ activation email. Simply follow the steps listed on the webpage and you're in!

### I read all the questions in the FAQ, and I didn't find my problem. What can I do? +

## Terms and Conditions

You are on the United Kingdom website, your Disney+ subscription will be available only in this country. If you plan to use your subscription to Disney+ in another country, please connect to your country page.

Valid for bookings from 21st June 2022, for Guests 18+ and older residing in the Netherlands, United Kingdom, Ireland, Italy, Germany, Austria, Spain, Switzerland, Belgium, Portugal and Denmark;

- When you book any Hotel+Ticket Package (or Room only) in a Disney Hotel or Les Villages Nature Paris at Disneyland Paris, you will receive one 12-month subscription to Disney+.
- When you buy Disneyland Paris Ticket(s) worth more than £63, you will receive one 3-month subscription to Disney+.

Special event tickets, and tickets sold at the gate are not included in this offer except Special Rates Tickets for Guests with disabilities available at the entrance of the Disney Parks.

Offer limited to one (1) Disney+ subscription per booking. The offer is available once the booking is confirmed irrespective of the deposit amount.

Offer available to new and returning Disney+ subscribers only. 12month and 3month Disney+ subscription will commence within 48 hours of you booking and expire at the date provided in the activation email or webform. 30day Disney+ subscriptions will not commence until activated by Guest and are available to redeem until expiration date provided in the activation email or webform. Check your email or webform for the expiration date of the offer. To redeem, click the URL link received via e-mail or webform. A condition to redemption is that you must create a Disney+ account with a valid e-mail address and accept the Disney+ Subscriber Agreement. You can find the Disney+ Subscriber Agreement at: <https://www.disneyplus.com/en-gb/legal/subscriber-agreement>. Subscription to Disney+ requires a compatible internet device and internet connection. Redemption is one-time use only, and non-transferable. Void where prohibited. Cannot be combined with any other offers, coupons, discounts or promotions. The offer is not refundable or redeemable for cash or any other goods or services and cannot be sold or transferred, or exchanged or credited towards purchase of other subscriptions, and will not be honoured if obtained from any third party.

Subscription to the Disney+ service is made with Disney+ and is governed by the Disney+ Subscriber Agreement and Privacy Policy available at <https://www.disneyplus.com/en-gb/legal/subscriber-agreement>. The Disney+ subscription will automatically renew at the end of the Subscription term on a monthly basis at your prevailing local retail price unless cancelled. You can cancel your Disney+ subscription anytime on the Disney+ website. Please visit link to local subscriber agreement for full Disney+ terms.

If you book directly with Disneyland Paris you will receive an e-mail with the activation link of your offer within a week of the booking confirmation.

If you book your Disneyland Paris Ticket or Hotel + Disneyland Paris Ticket Package from a third party ticket agent, you will need to fill out a web form to generate and activation link or e-mail with the activation link of your Disney+ subscription. Please contact the third party ticket agent directly for more information.