



Hong Kong **Disneyland**

September 30, 2020

Dear Tourist Guides,

Renewal Fee Waiver Offer for Hong Kong Disneyland Tourist Guide Pass

Hong Kong Disneyland Park has officially reopened to the public on September 25, 2020. In alignment with the latest guidance from health and government authorities, the resort will continue its measured approach with health and safety measures such as capacity control, health screenings, temperature checks, requiring face masks, social distancing, and increased cleaning and sanitization. During the initial reopening stage, the park will implement a new five-day per week operation and will be closed on Tuesdays and Thursdays (except public holidays and special days designated by the resort from time to time) until further notice. Meanwhile, character experiences will be offered in a new way, including selfie spots around the park to allow guests to take photos with their favorite characters with appropriate social distance.

In supporting members of the travel industry, Hong Kong Disneyland Resort (HKDL) has announced its waiver of “Hong Kong Disneyland Tourist Guide Pass” renewal fee for 3 years in August 2017. Considering the temporary closure of the park and the challenging market conditions, HKDL will continue to support the tourist guide community by extending the renewal fee waiver for another year. Accredited tourist guides of The Travel Industry Council of Hong Kong with a valid “Travel Industry Council Tourist Guide Pass” and holders of “Hong Kong Disneyland Tourist Guide Pass” (“Pass”) with original expiry date on or after November 26, 2019 are eligible to renew their Passes free-of-charge. From now to **October 31, 2020**, eligible tourist guides can visit any ticket booth of the Hong Kong Disneyland Park in person and have their Passes renewed to be valid until **October 31, 2021**. The renewed Passes will enable tourist guides to accompany their guests to visit the park any day during the valid period. For more details about the arrangement, please refer to the attached Terms and Conditions.

In celebration of HKDL’s 15th anniversary, a variety of special hotel and ticket packages are now available for guests to see the reimagined Disney castle in its final stage of transformation and enjoy a long-awaited Disney staycation. We look forward to welcoming you and your guests soon at Hong Kong Disneyland Resort!

Hong Kong Disneyland Resort

A stylized, handwritten signature in black ink, appearing to be the name 'Eva Lau'.

Eva Lau
Director, Travel Trade Sales

Renewal Fee Waiver Offer for Hong Kong Disneyland Tourist Guide Pass (the "Offer")
- Terms & Conditions

1. Tourist guides with the following proof of documents are eligible for the Offer:
 - (a) a valid Travel Industry Council Tourist Guide Pass ("TIC Pass") issued by Travel Industry Council of Hong Kong; AND
 - (b) a Hong Kong Disneyland Tourist Guide Pass ("HKDL Tourist Guide Pass") with original expiry date on or after November 26, 2019(each an "Eligible Tourist Guide").
2. The Offer is made available at the ticket booths of the Hong Kong Disneyland Park (the "Park") from now to October 31, 2020 (the "Offer Period"). Eligible Tourist Guides may enjoy the renewal fee waiver for renewal of the HKDL Tourist Guide Pass during the Offer Period. Each Eligible Tourist Guide is required to present the original copy of his/her valid TIC Pass and his/her HKDL Tourist Guide Pass mentioned in paragraph 1 above at the time of renewal for verification purpose.
3. The HKDL Tourist Guide Pass renewed under this Offer will be valid till October 31, 2021, regardless of the renewal date.
4. Eligible Tourist Guides holding the valid HKDL Tourist Guide Pass (each, a "Passholder") may enter the Park with his/her HKDL Tourist Guide Pass for business purpose when he/she is accompanying visitors visiting the Park during normal Park operating hours, except for private events or special events which will require a separate admission charge.
5. The Passholder is required to present his/her valid TIC Pass and provide such personal data as Hongkong International Theme Parks Limited ("HKITP") may require at the time of the renewal and for admission to the Park.
6. The last day of the validity period and the name of the Passholder will be printed on the HKDL Tourist Guide Pass. The name as printed cannot be changed.
7. A handling fee will be charged for the replacement of lost or stolen HKDL Tourist Guide Pass. The replacement HKDL Tourist Guide Pass will have the same validity period as the replaced HKDL Tourist Guide Pass. The Passholder will be required to present his/her valid TIC Pass and provide such personal data as HKITP may require for verification during the replacement process.
8. This Offer and the HKDL Tourist Guide Pass cannot be used to upgrade any tickets to other ticket types or Magic Access.
9. This Offer and the HKDL Tourist Guide Pass are not for re-sale, is non-transferable, non-refundable and non-exchangeable, either in whole or in part, for cash or any other items, and cannot be used in conjunction with other promotions or discounts.
10. Issue and use of the HKDL Tourist Guide Pass shall be subject to these terms and conditions, the terms and conditions applicable to the HKDL Tourist Guide Pass and the Rules and Regulations of the Park which are set out in the website at www.hongkongdisneyland.com, as may be amended or supplemented by HKITP from time to time without notice. HKITP may from time to time, without prior notice and without refund or compensation, change the operating hours of the Park or attractions, close the Park or any part of it temporarily, restrict the number of persons having access to the Park, and/or suspend or cancel any attraction or entertainment program, due to capacity, inclement weather, special events, to ensure safety, security or order or if HKITP considers that the circumstances so require.]

11. HKITP reserves the right to disqualify any Passholder from this Offer if HKITP has reasonable grounds to believe that the Passholder has breached any of these terms and conditions. HKITP may, at its discretion with or without cause, refuse to admit any person or persons to the Park at any time, or to require any person or persons already admitted to leave, without refund or compensation.
12. HKITP reserves the right at any time to revoke and/or retain the HKDL Tourist Guide Pass without refund or compensation: (a) if the HKDL Tourist Guide Pass is used for admission by any person other than the tourist guide whose name is printed on the HKDL Tourist Guide Pass; (b) if the Passholder ceases to be a holder of a valid TIC Pass; (c) if the Passholder violates or fails to comply with any of the Rules and Regulations of the Park and/or these Terms and Conditions; (d) for unsafe, illegal or offensive behavior; (e) to ensure safety, security or order; or (f) if HKITP considers that the circumstances so require.
13. HKITP reserves the right to amend or supplement these terms and conditions or to terminate or suspend the availability of this Offer at any time and from time to time without any prior notice.
14. This Offer is made in accordance with the laws of the Hong Kong Special Administrative Region of the People's Republic of China ("HKSAR"). This Offer may only be redeemed in the HKSAR in person by eligible Passholders in accordance with these terms and conditions. HKITP makes no representation that participation in this Offer is appropriate or available in other locations and this Offer is void in any jurisdiction where participation in such an Offer is prohibited or restricted by law. Those who choose to participate in this Offer do so on their own initiative and are responsible for compliance with local laws, if and to the extent they are applicable.
15. These terms and conditions are subject to the interpretation of HKITP which shall be final and conclusive. In the event of dispute regarding these terms and conditions and all other matters relating to this Offer, the decision of HKITP shall be final.
16. In the event of any conflict or inconsistency between the English version and the other language version of these terms and conditions, the English version shall prevail.
17. These terms and conditions constitute an agreement between HKITP and the person making the purchase with HKITP in the designated sales location(s) (including the Website). A person who is not a party to this agreement shall not have any rights under the Contracts (Rights of Third Parties) Ordinance (Chapter 623 of the Laws of Hong Kong) to enforce any term of this agreement.

Personal Information Collection Statement

Personal data collected in connection with or upon the purchase, renewal, issue or provision of passes, tickets, tours, other products and services may be used for the processing of requests or enquiries, enforcing the terms of the commercial dealings, sending administrative materials to you, our internal business and administrative purposes, research and statistical purposes or other directly related purpose, or for legal, safety or security purposes. Provision of personal data for the mandatory fields is necessary. If you do not provide such personal data, we may not be able to provide you with the products or services you requested. Personal data may be transferred to third parties involved in fulfilling the aforesaid purposes, or such other persons as required by law. A list of classes of persons to whom such personal data may be transferred can be found at www.hongkongdisneyland.com/personal-data-transferees. You may request access to, and request correction of, your personal data held by us. Such requests may be made by sending an email to our Personal Data Manager at personaldata@hongkongdisneyland.com.