

DVC Rental Network LLC – Renter Agreement

1. Independent Company Disclaimer

DVC Rental Network LLC (“Company”) is an independent reservation facilitation service and is NOT affiliated with, endorsed by, sponsored by, or connected to The Walt Disney Company, Disney Vacation Club, Disney Destinations, or any Disney-owned entity.

2. Reservation Facilitation Services

The Company facilitates reservations between Disney Vacation Club (“DVC”) Members/Owners and Guests seeking accommodations at DVC resorts.

The Company does not own, operate, manage, or control any resort property, accommodations, hotel operations, transportation systems, restaurants, theme parks, amenities, or Disney services.

3. Reservation Request Deposit

A \$100 Reservation Request Deposit is required before the Company begins sourcing and coordinating a reservation request.

The Reservation Request Deposit shall only be refunded if: (a) the requested resort/date combination is unavailable; OR (b) the Company cannot provide acceptable comparable alternatives requested by Guest.

If the requested accommodations are available and Guest elects not to proceed, the Reservation Request Deposit shall remain non-refundable.

4. Payment Terms

Once availability is confirmed and a reservation offer is presented, Guest must submit full remaining payment within twenty-four (24) hours.

Failure to submit payment within twenty-four (24) hours may result in: cancellation of the reservation request; release of reservation inventory; and forfeiture of the Reservation Request Deposit.

5. Final Sale / No Refund Policy

ALL RESERVATIONS ARE FINAL.

Once a reservation has been confirmed and booked in Guest’s name, no refunds, credits, cancellations, or modifications are guaranteed.

The Company may, at its sole discretion, attempt to assist with reservation modifications but makes no guarantees regarding availability, pricing, or outcomes.

6. Taxes, Resort Fees, and Government-Imposed Charges

Certain resorts and destinations may require Guests to pay transient accommodations taxes, occupancy taxes, tourism taxes, resort fees, parking fees, or similar government-imposed charges directly at check-in or check-out. This may include, without limitation, resorts located in Hawaii, California, or other jurisdictions.

DVC Rental Network LLC: does NOT collect such taxes or fees unless expressly stated; does NOT calculate such taxes or fees; does NOT guarantee tax or fee amounts; and shall not be responsible for any taxes, fees, assessments, surcharges, or governmental charges imposed by resorts, municipalities, states, or governmental authorities.

Guest acknowledges sole responsibility for payment of any applicable taxes, fees, or charges required by the resort or governing authority.

7. Resort Operations Disclaimer

The Company's responsibilities are limited solely to facilitating the reservation itself. Upon successful delivery of a confirmed reservation in Guest's name, the Company's reservation facilitation obligations shall be deemed fulfilled.

The Company shall NOT be responsible for: room condition; housekeeping; maintenance; food or beverage quality; transportation; resort closures; amenity availability; pool closures; Disney operational decisions; weather; acts of God; flight disruptions; guest injuries; lost or stolen items; dissatisfaction with accommodations; or any issue arising after Guest check-in.

Any operational issue occurring after check-in must be addressed directly with the resort and/or Disney Guest Services.

8. Reservation Failure / Owner Cancellation

In the event a DVC Owner fails to honor a reservation or cancels a reservation without authorization, the Company may, at its sole discretion: (a) attempt to secure replacement accommodations; OR (b) refund amounts paid directly to the Company.

Guest agrees that these remedies constitute Guest's sole and exclusive remedies.

9. Limitation of Liability

The Company's total liability under this Agreement shall never exceed the amount actually paid by Guest directly to the Company.

Under no circumstances shall the Company be liable for: airfare; theme park tickets; transportation expenses; lost wages; emotional distress; incidental damages; trip interruption; consequential damages; or special damages of any kind.

10. Chargebacks and Payment Disputes

Guest acknowledges that reservation confirmations, signed agreements, agreement acceptance records, reservation screenshots, communication records, and booking documentation shall constitute proof of services rendered.

Guest agrees not to initiate chargebacks for properly fulfilled reservations.

11. Reservation Requests

Room requests, views, locations, floor preferences, adjoining rooms, bedding requests, and similar accommodations are requests only and are not guaranteed.

12. Fraud Prevention

The Company reserves the right to refuse service, cancel reservations, terminate transactions, or withhold fulfillment for suspected fraud, abuse, chargeback risk, or unauthorized activity.

13. Governing Law

This Agreement shall be governed by and interpreted under the laws of the State of Florida.

Any dispute arising under this Agreement shall be resolved exclusively in the State of Florida.

14. Acceptance

By submitting payment to DVC Rental Network LLC, Guest acknowledges and agrees to all terms contained herein.

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