

Spontaneous Posting Social Media Policy

Social media marketing has significantly changed the way travel consumers interact with brands – and how they consider travel plans and ultimately make vacation decisions. This policy applies to those travel agencies and other travel distributors that have permission from Disney to market and sell the following vacations: *Walt Disney World Resort*, *Disneyland Resort*, *Disney Cruise Line*, *Adventures by Disney* and *Aulani, A Disney Resort & Spa* (such travel agencies and other travel distributors are referred to as “Travel Distributors” and such vacations are referred to as “Disney Vacations”). This policy does not apply to *Disneyland Paris*, *Hong Kong Disneyland*, or the *Shanghai Disney Resort*. This policy only applies to free postings on Facebook, YouTube, Pinterest, Twitter, Instagram and Tumblr and does not apply to paid advertising, to postings on any other social media or to any other advertising or marketing.

This policy creates limited exceptions to the requirement that all materials that promote Disney Vacations or include Disney intellectual property must be approved by Disney in advance in writing.

Postings that do not require advance approval from Disney

- A posting that does not describe an offer or a Disney Vacation product (a complete Disney Vacation or a component of a Disney Vacation, such as theme park tickets, a Disney dining plan, special event tickets, etc.) need not be submitted to Disney in advance for approval as long as (i) the posting complies with the Nomenclature Guidelines and Brand Guidelines (see below) and (ii) any Disney copyrighted material (such as photos, illustrations, and logos) included in the posting has been approved by Disney in writing for posting by the Travel Distributor on the social media platform in question.
- A posting that describes a Disney Vacation product need not be submitted to Disney in advance for approval as long as (i) the posting includes Disney’s provided product copy in full without modification, (ii) the posting complies with the Nomenclature Guidelines and Brand Guidelines (see below), and (iii) any Disney copyrighted material included in the posting has been approved by Disney in writing for posting by the Travel Distributor on the social media platform in question. These postings may include Disney’s provided product copy in full in combination with material added by the Travel Distributor, but the material added by the Travel Distributor may not contradict or modify Disney’s provided copy.
- A posting by a travel agency that describes an offer need not be submitted to Disney in advance for approval as long as (i) the posting includes Disney’s provided offer copy in full without modification, (ii) the posting complies with the Nomenclature Guidelines and Brand Guidelines (see below), and (iii) any Disney copyrighted material included in the posting has been approved by Disney in writing for posting by the travel agency on the social media platform in question. These postings may include Disney’s provided offer copy in full in combination with material added by the travel agency, but the material added by the travel agency may not contradict or modify Disney’s provided copy (the addition of non-deceptive material regarding discounts or other offer benefits funded by the travel agency is not deemed to contradict or modify Disney’s provided offer copy under this policy).

- The sharing of content that has been shared by Disney on the Disney Travel Professionals Facebook page, Disney Travel Professionals Pinterest page, or Disney Travel Professionals YouTube channel.

Postings that require advance approval from Disney

Except as otherwise expressly provided above, all postings must be approved by Disney in advance in writing. Disney may withhold approval in its sole and absolute discretion.

Here are some examples of postings that must be approved by Disney in advance in writing:

- A posting that describes an offer or a Disney Vacation product and Disney has not provided copy for the offer or product. Please note that since Disney does not provide copy for Travel Distributor sweepstakes or contests, postings regarding Travel Distributor sweepstakes or contests must be approved by Disney in advance in writing.
- A posting that describes an offer or a Disney Vacation product without inclusion of Disney's provided copy as required above.
- A posting that does not comply with the Nomenclature Guidelines or Brand Guidelines.
- Paid advertising.
- A posting other than on Facebook, YouTube, Pinterest, Twitter, Instagram or Tumblr.

Nomenclature Guidelines

All postings must adhere to Disney's nomenclature rules as set forth in the "Nomenclature" section of the Marketing Guidelines on DisneyCopyright.com.

Brand Guidelines

All postings must adhere to Disney's brand guidelines as set forth below.

- Posts may NOT include or mention any of the following:
 - Unsubstantiated, false or misleading claim
 - False or misleading language
 - Tobacco or alcohol
 - Guns or ammunition
 - Prescription or over-the-counter drugs, vitamins or dietary supplements
 - Illicit drugs
 - Intimate or personal items (feminine hygiene, contraceptive, etc.)
 - Gambling

- Erotic or pornographic content
 - A parody of current or past Disney creative, story or character
 - Violence, fighting or war
 - R-rated movie or M-rated video game
 - Obscene material, adult topics or bad language
 - Direct or indirect (implied) reference to sex or sexuality
 - Creative that could frighten or upset young children or their parents
 - Politics, social issues, activism, or advocacy
 - Divisive or exclusionary ideas (e.g. white supremacy)
 - Illegal or unethical activity
 - Slanderous or libelous content
 - Anything that violates applicable law, rule or regulation
 - Discrimination based on race, sex, religion, nationality, disability, sexual orientation, gender identity or age
 - Image or content that is in any way unlawful, harmful, threatening, defamatory or harassing
 - Sensationalism
- Hashtags not created by Disney may not include Disney trademarks. You are encouraged to use official Disney hashtags for Disney campaigns, events and celebrations.

Additional Requirements

- Prior to posting under this policy, a Travel Distributor must submit a [Social Media Profile](#) setting forth the following: (i) Travel Distributor name, (ii) Travel Distributor's IATA or other identifying information, (iii) all Facebook pages, YouTube channels, Pinterest pages, Twitter accounts, Instagram accounts, and Tumblr blogs that the Travel Distributor will post on along with sufficient specification to allow a member of the general public to find and access such pages, channels, accounts and blogs. A Travel Distributor shall only post under this policy to such pages, channels, accounts and blogs that are specified by the Travel Distributor in such Social Media Profile as provided above. A Travel Distributor shall only post to pages, channels, accounts and blogs that are publicly accessible and are not private or gated.
- Each Travel Distributor shall ensure that its postings are accurate and that its postings are factually consistent with all information disclosed by Disney.
- No Travel Distributor shall provide money, any travel item or any other compensation to any person making an endorsement if such person is not clearly presented as a travel agent or other travel professional that is typically compensated to sell and promote travel, unless otherwise approved by Disney in advance in writing. Disney may withhold approval in its sole and absolute discretion.
- If Disney notifies a Travel Distributor that it is no longer eligible to post under this policy, then the Travel Distributor shall immediately cease all posting under this policy. Disney may elect to so notify a Travel Distributor in Disney's sole and absolute discretion.



- If Disney requests that a posting be removed, the Travel Distributor shall remove the posting as soon as possible, but in no event more than 24 hours after Disney makes the request. Disney may request removal in Disney's sole and absolute discretion, even if the posting complies with this policy or was previously approved by Disney.

This policy is subject to change at any time.