Welcome to PortAventura World

I. Access to the parks

• Tickets and passes, depending on the type purchased, entitle the holder to access the PortAventura World parks expressed in the following manner: at the entrance to the park, the shows, rides and other on-site attractions, in accordance with any access, running or operating safety conditions in force.

• The applicable rules for each admission type are those published on the website www.portaventuraworld.com and are subject to revision and change. Check daily rates at the time of purchase. Some services are not included in the entrance ticket price. Ask at Guest Services for terms and conditions of purchase and use of these.

• PortAventura World wishes to inform that visitors who have completed the purchase of one or several tickets, or who have a season ticket, and who have been tearred, destroyed or not provided to the public, the shows, rides and other on-site attractions, in accordance with any access, running or operating safety conditions in force.

• Entry tickets and passes must be purchased from PortAventura World ticket booths, authorized sales points or online at www.portaventuraworld.com.

• PortAventura World ticket only accepts tickets and/or promotions purchased from official outlets and will not honor in any circumstances tickets and/or promotions purchased from unauthorized channels.

• Entry tickets, hotel keys and passes must be kept safe throughout your entire time on PortAventura World premises and shown to staff upon request, in order to verify correct payment.

• Entry tickets, PortAventura Express products, promotional coupons, hotel keys and passes are not refundable under any circumstances. Nor is it possible to change the entry date of them. Entry tickets, promotional coupons or passes that have been torn, modified, photocopied, or damaged will not be accepted.

• Entry tickets, promotional coupons, Express service, hotel keys and passes may not be resold or transferred to other persons. PortAventura World reserves the right to verify the holder’s identification at any time.

• PortAventura World is not responsible for the loss or theft of entry tickets, hotel keys, annual passes, or Express Service Passes.

In the event of an excessive number of guests to PortAventura World that may adversely compromise on-site operations or safety, PortAventura World may close ticket sales for that day, in order to ensure maximum enjoyment and to avoid overcrowding.

• PortAventura World reserves the right to refuse admission, apart from the premises, withhold hotel keys, entry tickets and passes valid for one or more days, with no refunds given, in any of the following situations:
  - Failure to observe these terms and conditions.
  - Trespassing in prohibited or restricted areas.
  - Public disturbance.
  - Fraudulent use of the entry tickets, promotional coupons or passes.
  - Behaving in a manner that is nuisance or detrimental to other Visitors.
  - Attitudes or actions that may cause or result in accidents or incidents.
  - Performance of duties reserved for PortAventura World staff, wearing uniform or costume that may mislead other customers.
  - Causing any kind of damage, deterioration, or harm on PortAventura World premises. In the event that these damages generate any economic expense for PortAventura World, the client will be solely responsible for bearing the expenses derived from it.

• For reasons of safety, PortAventura World reserves the right to inspect Visitors’ personal property at the entrance, and to use metal detectors, in view of the fact that explosive materials, weapons, flammable materials, explosives and dangerous items are not permitted on the premises. Likewise, any items that may not be dangerous but still considered prohibited by PortAventura World are also prohibited.

• Children under the age of twelve must be accompanied by an adult.

• For health and hygiene reasons animals are prohibited, with the exception of guide dogs. PortAventura World has a limited number of areas, which may leave animals if necessary. However, there are no Health certificates must be shown for these animals (Past service with restricted availability and opening hours).

• PortAventura World reserves the right to check the contents of items left in the lockers if an item is not collected by closing time of the premises, it is classified as lost property. Any food not collected by closing time of the premises will be destroyed. PortAventura World is not responsible for items left in the lockers. If an item is not collected by closing time of the premises, it is classified as lost property. Any food not collected by closing time of the premises will be destroyed. PortAventura World is not responsible for items left in the lockers.

• Visitors wishing to leave PortAventura Park and/or PortAventura Caribe Aquatic Park and/or Ferrari Land premises with the intention of returning on the same day in the same season, must ask for their hand to be stamped upon leaving or for their photo to be recorded. This stamp or photo and the entry ticket for the day are essential for re-entry.

• Any complaints must be submitted to the Guest Service office and Visitors must present their entry ticket, hotel key or pass with the complaint.

II. Own food and drink are not permitted on the premises, except in cases of allergies and intolerances

• Entry with food or drink is prohibited. Therefore PortAventura World reserves the right to enforce compliance with this rule at all times.

• Please visit the www.portaventuraworld.com or ask the Guest Service office for information regarding where to buy refreshments.

• PortAventura World also hasлагу logoes inside and outside the Parks, where Guests may deposit their personal belongings should they wish to do so. PortAventura World reserves the right to check the contents of items to be deposited. PortAventura World is not responsible for items left in the lockers. If an item is not collected by closing time of the premises, it is classified as lost property. Any food not collected by closing time of the premises will be destroyed. PortAventura World is not responsible for items left in the lockers. If an item is not collected by closing time of the premises, it is classified as lost property. Any food not collected by closing time of the premises will be destroyed.

• It is imperative that Visitors take care of items and materials hired during their stay at PortAventura World as, once hired, the responsibility of the Visitor and Visitor will be required to pay for any losses, theft, damage or losses incurred and will not be entitled to reimbursement of the deposit paid. Another Item or object will only be held by the Visitor upon payment of the corresponding amount.

• It is imperative that Visitors take care of items and materials hired during their visit and stay at PortAventura World as PortAventura World is not responsible for any losses, theft, damage or losses incurred.

In PortAventura Park

• PortAventura World offers a pushchair hire service, subject to payment of a deposit that will be refunded provided that all terms and conditions stipulated at the time of hire have been observed. Payment required and subject to availability.

• Please visit the www.portaventuraworld.com or ask the Guest Service office for information regarding the rules for bringing own food and drink in cases of allergies or intolerances.

III. Hire services and personal belongings

• PortAventura World offers a pushchair hire service, subject to payment of a deposit that will be refunded provided that all terms and conditions stipulated at the time of hire have been observed. Payment required and subject to availability.

• PortAventura World reserves the right to organize, schedule, restrict and close public access to PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land premises and areas and services.

• PortAventura World reserves the right to suspend or modify any service or activity areas, although it is permitted whilst waiting for the activity to be completed.

• Some rides may not be running or may be suspended or closed if necessary due to technical, meteorological, safety or operating reasons. PortAventura World reserves the right to withdraw services or products at its own discretion and for any specific reason.

• It is prohibited to smoke in:
  - PortAventura Family Village.
  - Children’s Play Area in China.
  - Restaurants, theatres, shops, and any other buildings.
  - Areas for the benefit of children.
  - Stands of both indoor and outdoor shows.

In accordance with Law 42, of 10 December 2010, which substitutes Law 28, of 26 December 2005, on health regulations against the sale, supply and advertising of tobacco products.

• Minors under 12 years old must be supervised by a parent or guardian at all times.

• The consumption of drugs, narcotics or hallucigenic substances is prohibited.
PortAventura Park Terms and Conditions. Season 2020

XII. Special events

- PortAventura World may hold special events on-site during and outside the opening hours for its premises, making the services considered relevant in each case available to attendees.
- At the discretion of PortAventura World, these events may or may not be included in the admission tickets and passes for entry into PortAventura World.
- Special events may be geared towards the public or may be restricted for groups selected by PortAventura World.
- PortAventura World may choose to provide further information on the terms and conditions for the various special events.
- Special events are governed by these terms and conditions where applicable and by any other that PortAventura World chooses to establish for each event.

XIII. PortAventura Park

- Children aged 0-3 years may apply for a Child Pass, which allows access to PortAventura Park but has no other associated benefits. This pass is valid until the child's 4th birthday, regardless of when it was issued. Child passes must be associated with an adult pass held by their mother, father, or legal guardian.
- PortAventura World reserves the right to refuse admission, eject from the premises, without passes temporarily or permanently, in any of the following situations:
  - Violation of PortAventura World rules and regulations.
  - Failure to observe the terms and conditions of PortAventura Park, Caribe Aquatic Park and Ferrari Land.
  - Not having paid the price of the pass in full or in part.
  - Public disturbance.
  - Fraudulent use of the passes.
  - Behaving in a manner that is nuisome or detrimental to other Visitors.
  - Causing any kind of damage, deterioration, or harm on PortAventura World premises.
  - Passes will also be permanently withdrawn, or renewed, if any damage is caused to the PortAventura World image, by any means, by posting any information that is blatantly false, offensive, contrary to law, morality and public order, defamatory or in which the reasonable opinion of PortAventura World may result in a cause of damage to the image of PortAventura World, its employees, or third parties.

The pass holder is to:
- Access freely and at no extra cost the vehicle parking areas of the parks, with claim to a preferred space. It is strictly forbidden to park in the bays reserved for the disabled unless you are entitled to use them. In which case the relevant permit must be exhibited. Failure to comply with this rule may result in immediate withdrawal of the pass. In the event that the client does not use the pass and pays for entry by any means of payment and/or makes use of Teleik or VIA, the amounts will not be credited or refunded.
- Park the pass holders' car in Caribe Aquatic Park and Ferrari Land, depending on the type of pass, freely and at no extra cost as many times as desired during the period of validity and in accordance with the parks' opening times and dates.
- In addition, gold pass holders can access Caribe Aquatic Park freely and at no extra cost as many times as desired during the free period of the gold pass, market at the beginning of each season, provided that the pass is still valid and in accordance with the park's opening dates and times.
- Enjoy the benefits, discounts and special offers created for each type of pass, for the duration of the conditions established for each. The pass holder is solely responsible for keeping informed on the special offers that PortAventura World makes available in the market and under no circumstances with extensions be granted or complaints accepted if the holder fails to take advantage of those during the period of validity that PortAventura World is obliged to explicitly make known to members.
- PortAventura World reserves the right to refuse admission, eject from the premises, without passes temporarily or permanently, in any of the following situations:
  - Violation of PortAventura World rules and regulations.
  - Failure to observe the terms and conditions of PortAventura Park, Caribe Aquatic Park and Ferrari Land.
  - Not having paid the price of the pass in full or in part.
  - Public disturbance.
  - Fraudulent use of the passes.
  - Behaving in a manner that is nuisome or detrimental to other Visitors.
  - Causing any kind of damage, deterioration, or harm on PortAventura World premises.
  - Passes will also be permanently withdrawn, or renewed, if any damage is caused to the PortAventura World image, by any means, by posting any information that is blatantly false, offensive, contrary to law, morality and public order, defamatory or in which the reasonable opinion of PortAventura World may result in a cause of damage to the image of PortAventura World, its employees, or third parties.

The pass holder is to:
- Access freely and at no extra cost the vehicle parking areas of the parks, with claim to a preferred space. It is strictly forbidden to park in the bays reserved for the disabled unless you are entitled to use them. In which case the relevant permit must be exhibited. Failure to comply with this rule may result in immediate withdrawal of the pass. In the event that the client does not use the pass and pays for entry by any means of payment and/or makes use of Teleik or VIA, the amounts will not be credited or refunded.
- Park the pass holders' car in Caribe Aquatic Park and Ferrari Land, depending on the type of pass, freely and at no extra cost as many times as desired during the period of validity and in accordance with the parks' opening times and dates.
- In addition, gold pass holders can access Caribe Aquatic Park freely and at no extra cost as many times as desired during the free period of the gold pass, market at the beginning of each season, provided that the pass is still valid and in accordance with the park's opening dates and times.
- Enjoy the benefits, discounts and special offers created for each type of pass, for the duration of the conditions established for each. The pass holder is solely responsible for keeping informed on the special offers that PortAventura World makes available in the market and under no circumstances with extensions be granted or complaints accepted if the holder fails to take advantage of those during the period of validity that PortAventura World is obliged to explicitly make known to members.
- PortAventura World reserves the right to refuse admission, eject from the premises, without passes temporarily or permanently, in any of the following situations:
  - Violation of PortAventura World rules and regulations.
  - Failure to observe the terms and conditions of PortAventura Park, Caribe Aquatic Park and Ferrari Land.
  - Not having paid the price of the pass in full or in part.
  - Public disturbance.
  - Fraudulent use of the passes.
  - Behaving in a manner that is nuisome or detrimental to other Visitors.
  - Causing any kind of damage, deterioration, or harm on PortAventura World premises.
  - Passes will also be permanently withdrawn, or renewed, if any damage is caused to the PortAventura World image, by any means, by posting any information that is blatantly false, offensive, contrary to law, morality and public order, defamatory or in which the reasonable opinion of PortAventura World may result in a cause of damage to the image of PortAventura World, its employees, or third parties.

XIV. Guest Service Office for Visitors with Special Needs

- At the entrance to the park, PortAventura World has a Guest Service Office for Visitors with Special Needs, which deals with:
  - Sale of tickets at the price or rates for persons with disabilities, for those persons who are legally recognized as disabled and upon presentation of the corresponding and valid official card, certificate, or documents (minimum degree of disability, 33%).
  - Issue of identification for special access to attractions for Visitors with disabilities and holders of an official card, certificate or document of disability that expressly states the holder is legally recognized as disabled or with reduced mobility and requires the assistance of another person.
  - Information on PortAventura World's most suitable rides, restaurants, shows and, in general, services and facilities for use and enjoyment by the group of visitors.
  - Direct and special assistance for disabled Visitors. Special cases.

XV. General

- These rules are subject to change without notice and those posted at the Guest Service office and on the PortAventura World website are valid at any given time.
- These regulations are supplemented by the special COVID-19 measures, available on our website.
Welcome to PortAventura World

I. Access to the parks
- Tickets and passes, depending on the type purchased, entitle the holder to access the PortAventura Park expressly indicated according to their validity, including shorter rides and other on-site attractions during the days and times that they are fully or partially open to the public, in accordance with any access, running, operating or safety restrictions in force.
- The applicable rates for each admission type are those published on the website www.portaventuraworld.com and are subject to revision and changes. Check daily rates at the time of purchase. Some services are not included in the entry ticket or pass price. Ask at Guest Service for terms and conditions of purchase and use of these.
- PortAventura World wishes to inform visitors that all games and some shows and/or activities require the payment of a supplement or separate admission per person. See conditions and access restrictions at the Guest Service office or at the actual venue.
- Entry tickets and passes must be purchased from PortAventura World ticket booths, authorised sales points or online at www.portaventuraworld.com.
- PortAventura World only accepts tickets and/or promotions purchased from official outlets and will not honour in any way tickets or promotions acquired through unofficial channels.
- Entry tickets, hotel keys and passes must be kept safe throughout your entire time on PortAventura World premises and shown to our staff upon request, in order to verify their correct use.
- Entry tickets, PortAventura Express products, promotional coupons, hotel keys and passes are not transferable under any circumstances, nor is it possible to change their expiry date. Entry tickets, promotional coupons or passes that have been torn, modified, photocopied, or damaged will not be accepted.
- Entry tickets, promotional coupons, Express Products, hotel keys, and passes may be not be resold or transferred to other persons. PortAventura World reserves the right to verify the holder's identity each time they are used.
- PortAventura World is not responsible for the loss or theft of entry tickets, hotel keys, annual passes, or Express Products.
- In the event of an excessive number of guests to PortAventura World that may adversely compromise on-site operations or safety, PortAventura World may cease ticket sales for that day, in order to ensure guest safety and to avoid overcrowding.
- PortAventura World reserves the right to refuse admission, eject from the premises, withhold hotel keys, entry tickets and passes valid for one or more days, with no refunds given, in any of the following situations:
  - Failure to observe these terms and conditions.
  - Trepassing in prohibited or restricted areas.
  - Public disturbance.
  - Fraudulent use of the entry tickets, promotional coupons or passes.
  - Behaving in a manner that is a nuisance or detrimental to other Visitors.
  - Abnormalities or behaviours that may cause or result in accidents or incidents.
  - Performance of duties reserved for PortAventura World staff, wearing a uniform or costume that may mislead other customers.
  - Causing any kind of damage, deterioration, or harm on PortAventura World premises.
In the event that these damages generate any economic expense for PortAventura World, the client will be solely responsible for bearing the expenses derived from it.
- For safety reasons, PortAventura World reserves the right to inspect Visitors' personal property at the entrances, and to use metal detectors, in view of the fact that electronic equipment, radios, weapons, flammable materials, explosives and dangerous items are not permitted on the premises. Likewise, any items that may not be dangerous but are still capable of annoying or disturbing other PortAventura World Visitors are also prohibited.
- Children under the age of twelve must be accompanied by an adult.
- For health and hygiene reasons animals are prohibited, with the exception of guide dogs.
- PortAventura World has boarding kennels where you may leave animals if necessary. The corresponding health certificates must be shown for these animals. (Paid service with restricted availability and opening hours).
- Video surveillance is in operation in some areas of PortAventura World.
- PortAventura World reserves the right to check at any time that the admission type purchased is appropriate for the age of the Visitor.
- On the day of your visit it is important to consult the opening and closing times of PortAventura Park, PortAventura Caribe Aquatic Park, Ferrari Land, and their different areas. The Guest Service office will be able to provide the guest with the times on our daily performances and all other facilities and services. However, PortAventura World reserves the right to make changes to the scheduled programme when necessary due to technical, weather, operating or safety conditions.
- Visitors wishing to leave PortAventura Park and/or PortAventura Caribe Aquatic Park and/or Ferrari Land premises with the intention of returning on the same day or in the same session, must ask for their hand to be stamped upon leaving or for their photo to be recorded. This stamp or photo and the entry ticket for the visit are essential for entry.
- Any complaints must be submitted to the Guest Service office and Visitors must present their entry ticket, hotel key or pass with barcode.

II. Own food and drink are not permitted on the premises, except in cases of allergies or intolerances
- Entry with food or drink is prohibited therefore PortAventura World reserves the right to enforce compliance with this rule at any time.
- Please consult the website www.portaventuraworld.com or ask the Guest Service office for information on the rules for bringing own food and drink in cases of allergies or intolerances.

III. Hire services and personal belongings
- PortAventura World offers a pushchair hire service, subject to payment of a deposit that will be refunded provided that all terms and conditions stipulated at the time of hire have been observed. Payment required and subject to availability. Please visit the Guest Service office for information on the prices charged.
- PortAventura World also has luggage lockers both inside and outside the Parks, where Guests may deposit their personal belongings should they wish to do so. PortAventura World reserves the right to lock the contents of the lockers for the convenience of other guests. PortAventura World is not responsible for items left in the lockers. If an item is not collected by closing time of the premises, it is classified as lost property. Any food not collected by closing time of the premises will be destroyed. Paid service with restricted availability and opening hours. The terms of use of each facility and service should be consulted at each venue. For security reasons, use of the locker is only available to the Visitor who has contracted this service.
- It is imperative that Visitors take care of items and materials hired during their stay at PortAventura World as, once hired, they are the responsibility of the Visitor and Visitors will be required to pay for any losses, theft, robbery or damages incurred and will not be entitled to reimbursement of the deposit paid. Other item or object will only be hired by the Visitor upon payment of the corresponding amount.
- It is imperative that Visitors look after their personal belongings during their visit and also at PortAventura World as PortAventura World is not responsible for any losses, theft, robbery or damages incurred.

IV. In Ferrari Land
- PortAventura World offers a large number of rides, shops, food outlets and shows to its Visitors on a daily basis.
- PortAventura World reserves the right to organise, schedule, restrict and close public access to PortAventura Park and/or PortAventura Caribe Aquatic Park and/or Ferrari Land and its different areas and services.
- Some rides may not be running or may be suspended or closed if necessary due to technical, meteorological, safety or operating reasons. The above does not entitle Visitors to a refund on admission or change of date.
- It is prohibited to smoke in:
  - Restaurants, theatres, shops, and any other buildings.
  - Areas designed specifically for children.
  - Kids’ Area.
  - Stands of both indoor and outdoor shows.
  - The queues for all rides.
In accordance with Law 42, of 30 December 2010, which substitutes Law 28, of 26 December 2005, on health measures against smoking and the regulation of sales, supply, consumption, and advertising of tobacco products.
- Children under 12 years old must be supervised by a parent or guardian at all times.
- Destruction of drugs, narcotics or hallucinogenic substances is prohibited.
- The consumption of drugs, narcotics or hallucinogenic substances on the premises, nor the entry with drones, skates, bicycles, tricycles, or similar devices is permitted.
- The sale and/or distribution of leaflets, pamphlets or products is not permitted, unless expressly authorised by PortAventura World.
- Bathing is not permitted in the fountains of Ferrari Land.
- Out of consideration and respect for others, everyone must wait their turn and it is not permitted to save places in queues for other people. Visitors leaving the queue will be expected to join at the back if they wish to return.
- PortAventura World has a first aid service for Visitors of PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land.
- We do not have a public address system to broadcast personal messages.
- For reasons of hygiene, safety, good manners, and respect for others, you will not be allowed in PortAventura Park and/or Ferrari Land in swimming costume, bikini, without footwear or with uncovered torso.
- For payments made with credit or debit card, or transactions using the “PortAventura Pass”, a valid ID for the holder must also be presented. If you are unable to provide proof of your personal details, PortAventura World will not accept the card as a method of payment.
- For transactions/operations for which it is necessary to present identification, PortAventura World staff may ask for your National Identity Document/Passport to verify compliance with all relevant terms and conditions.

V. Rides
- For safety reasons, there are restrictions for use in force on the rides. Specific safety regulations can be found at the entrance to each ride. These must be strictly observed. It is especially important that you follow the instructions or indications given by our staff at each ride. PortAventura World is not responsible for any damages that visitors may suffer as a result of failure to comply with these rules.
- It is generally not permitted to take personal items on board rides as they may cause damage or become lost. Leave them with a friend or family member before getting on the ride. Some rides have boxes available where Visitors can leave their personal items. However, PortAventura World is not responsible for theft, loss or damage incurred.
- In general, access to the attractions is not permitted with any item of clothing that may get trapped in the moving parts of the attractions and cause a breakdown or accident, such as scarves, shawls, ties or similar.
- The attraction waiting times announced are estimations and although they are updated at regular intervals this information may change due to certain circumstances and does not constitute grounds for complaint.
- Any person who meets both conditions that constitute an accredited disability and reduced mobility who cannot access the attractions via the corresponding queues may make use of the specific accesses available at certain rides and shows, without detriment to the waiting time at that moment. This may also be accompanied by a maximum of four other people, one of whom must be an adult capable of assisting the disabled visitor, following any instructions given by staff. The Guest Service office for Visitors with Special Needs will provide identification to facilitate access subject to presentation of entry ticket, hotel key or pass and documentary proof of disability or reduced mobility. PortAventura World reserves the right to verify compliance at any time. For units that have been completely adapted and where there are no architectural barriers, access will be through the main entrance, observing the corresponding waiting time.
- For operational reasons it may be necessary to limit the number of disabled visitors on the same attraction cycle. Any person whose disability poses a serious impediment to getting on and off the attraction may repeat the ride a maximum of one additional time, with the option to change car if they so wish.
- Identity wristbands that are adorned, torn, written on, and/or misused will be withdrawn and not replaced.
- Food and/or drink must not be consumed on rides, although consumption whilst waiting in queues is permitted.
- Visitors must leave attractions once they have finished and must return to the back of the queue if they wish to go on again.
- In general, pushchairs are not permitted in the queues for attractions. Before joining the queue, please leave them with a friend or family member. PortAventura World is not responsible for robbery, theft, loss, or damage caused to these pushchairs.
VI. Shows

- Visitors must behave in an orderly fashion when entering and present in show areas, following any instructions given by the staff there. It is not permitted to run, jump, or occupy areas other than those specifically designated for Visitors, or behave in any way that may harm or compromise the safety or performance of the show, staff, or other Visitors.

- In general, pushchairs are not allowed inside the theatres. Leave them with a friend or family member before entering. PortAventura World is not responsible for theft, robbery, loss, or damages.

- Any person with a disability who cannot access the shows via the corresponding queues may make use of the specific accesses available, without detriment to the waiting time for the show at that moment and, if applicable, unless there are exceptional circumstances to the contrary, by a maximum of one adult. There are specific designated areas from which disabled persons can watch the show.

- Once it has finished you must leave the show area. If you wish to see it again, you must return to the back of the queue.

- For some shows, access is prohibited once they have begun and the instructions of staff in charge must be followed at all times. If for any reason the Visitor wishes to leave and then return to the same performance of the show, they must inform the staff on duty for subsequent re-entry.

- In the interests of good manners and mutual respect, Visitors must respect the queue: Visitors leaving the queue will be expected to join at the back if they wish to return. It is not permitted to save places for other people in waiting lines, enclosures, or audience seating areas.

- In some shows with restaurant service, a mandatory minimum consumption per person applies that will vary according to the unit in question.

- Some shows and/or activities require the prior payment of a supplement or entry fee per person. See conditions and access restrictions at the Guest Service office or at the actual venue.

VII. Food and Drink

- In accordance with law, the sale of alcoholic beverages to minors is prohibited.

- During lunch and dinner service, the use of tables will be reserved for Customers intending to dine in the restaurant.

- Out of courtesy and respect for others, Customers may not reserve tables and must be present at tables when their food is brought out.

- In some restaurants offering entertainment, a mandatory minimum consumption per person applies that will vary according to the unit in question and will also be clearly indicated.

VIII. Shops and Games

- A receipt and the original packaging are necessary in order to exchange goods purchased in PortAventura World shops. Products must be exchanged within one month from the date of purchase. Refunds will not be given under any circumstances.

- Complaints concerning missing items will not be accepted once the Visitor has left the shop where the purchase was made or after collecting the purchase from the park or hotel if the pick-up service is used. It is the responsibility of the Visitor to ensure that they have all items purchased and the receipt before leaving the shop or the pick-up point and that all items are in a satisfactory condition.

- Discounts on purchases made in shops granted to PortAventura Club pass holders do not apply in the Ferrari Land park.

- Each game has its own rules of operation that must be observed. These rules should be consulted before play commences. PortAventura World reserves the right to place a limit on the maximum number of prizes per person, day, and season at each of its games. These limitations will be suitably displayed at each game.

- For safety reasons, there are restrictions for use on force on some of the games. Specific safety regulations can be found at the entrance to each area. These must be strictly observed. It is especially important that you follow the instructions or indications given by our staff in each area at all times. PortAventura World is not responsible for any damages that visitors may suffer as a result of failure to comply with these rules.

- In relation to the sale of photobooth products, PortAventura World reserves the right not to sell any photos and/or videos in which I, disrespectful, obscene behaviours are observed or conducted in breach of safety or the attraction regulations.

IX. PortAventura Express in Ferrari Land

- With the PortAventura Express service you can access, subject to capacity and availability, during the established days and times, certain rides without having to wait in line and/or preferential seating for performances, provided that the service is available for these rides and shows, notwithstanding any restrictions in place for each attraction. To make use of this service it is necessary to purchase a card or wristband at one of the sales outlets available for this purpose. This service is subject to availability; it is a paid service and valid only on the day of purchase for personal and non-transferable use. Information on the rules for using this product is available from the Guest Service office.

- To use the Express Premium wristband, it must be securely fastened around the wrist of the holder so that it cannot pass over the hand and come off.

- Cards and wristbands that are amended, torn, written on, and/or misused will be withdrawn and not refunded.

- PortAventura World is not responsible for lost or stolen cards or wristbands, therefore the loss of the card or wristband will result in the loss of the PortAventura Express service and no reimbursements will be given. The Visitor may reacquire this service with the purchase and payment of a new card or bracelet at the corresponding points of sale. Each of the Express Service attractions has its own opening and closing times. Check the calendar and times of each one before purchase as non-use or partial use of the product purchased does not entitle its holder to any claim or refund.

X. Filming, images, and photography

- As part of PortAventura World’s normal operation, filming and/or photography may take place in some areas for commercial and/or promotional purposes. If you do not wish to be filmed or photographed, please avoid these areas.

- Images recorded by PortAventura World Visitors may not be used for commercial purposes.

- PortAventura World is not responsible for photography and/or recordings carried out by third parties.

- Photography or filming of shows or in areas where commercial photographs are taken for sale (ride photos) is not permitted.

XI. Parking

- Payment of the charge to access the parking area allows the Visitor to park their vehicle in the space assigned and indicated by our staff.

- The parking ticket must be kept safely throughout your time on PortAventura World premises and may not be re-sold or transferred to a third party.

- There is a flat-rate charge for the parking ticket, regardless of how long the vehicle is parked or PortAventura World’s opening and closing times.

- Anyone wishing to leave the parking area with the intention of returning on the same day must show their ticket to PortAventura World staff. If the Visitor is unable to show their ticket, they will have to pay for parking again.

- At certain times during the season, PortAventura World may create limited access parking areas, which may only be used by Visitors purchasing a special ticket for these areas.

- The charge for parking must be paid in full regardless of whether the Visitor is the holder of any kind of PortAventura World access ticket, with the exception of passes for which free parking is included, subject to availability.

- Parking is not permitted for tankers.

- For security reasons, we recommend that you lock your vehicle and do not leave any items on display. Vehicle parking does not constitute an agreement for deposit or safekeeping of the vehicle, or any items contained in it. PortAventura World will not be held responsible for theft, robbery, or damages caused by third parties to the vehicle or its contents.

- There is no surveillance in the vehicle parking area.

- Vehicles are not permitted to remain in the parking area after closing time for the PortAventura World facilities. If this occurs, action will be taken to remove vehicles from the grounds.

- PortAventura reserves the right to reserve certain places for reasons such as operational, security, to hold special events, and in general, any reason necessary for the management of PortAventura World.

- It is strictly forbidden to park in places reserved for users with disabilities and reduced mobility. People using these spaces (whether driver or passenger) must clearly display the corresponding permit in the vehicle (official disabled parking permit). Failure to comply with this rule may result in expulsion from the premises.

- It is not permitted to leave animals in parked vehicles. Failure to comply with this rule may result in immediate expulsion from the premises and visitors may be reported to the relevant Authorities.

- The places intended for the charging of electric vehicles are reserved exclusively for this purpose. Vehicles may not park in these spaces for any purpose other than recharging.

XII. Special events

- PortAventura World may hold special events on-site during and outside the opening hours for its premises, making the services considered relevant in each case available to attendees.

- At the discretion of PortAventura World, these events may or may not be included in the admission tickets and/or passes for entry into PortAventura World premises.

- Special events may be aimed at the general public or may be reserved for groups selected by PortAventura World.

- Please consult PortAventura World’s Guest Service office for further information on the terms and conditions for the various special events.

- Special events are governed by these terms and conditions where applicable and by any others that PortAventura World chooses to establish for each event.

XIII. Guest Service office for Visitors with Special Needs

- At the entrance to the parks, PortAventura World has a Guest Service office for Visitors with Special Needs, which deals with:
  - Sale of tickets at the price or rate for persons with disabilities, for those persons who are legally recognised as disabled and upon presentation of the corresponding and valid official card, certificate, or document (minimum degree of disability: 33%).
  - Issue of identification for special access to attractions for Visitors with disabilities and holders of an official card, certificate or document of disability that expressly states the holder is legally recognised as disabled or with reduced mobility and requires the assistance of another person.
  - Information on PortAventura World’s most suitable rides, restaurants, shows and, in general, services and facilities for use and enjoyment by this group of visitors.
  - Direct and specialist assistance for disabled Visitors.
  - Special cases.

XIV. General

- These rules are subject to change without notice and these posted at the Guest Service office and on the PortAventura World website are valid at any given time.

- These regulations are supplemented by the special COVID-19 measures, available on our website.

PortAventura World wishes you a Happy Stay
I. Hotel Check-in

- Check-in at the hotels is from 15:00 and the latest departure time is 11:00. Departures after this time, without prior authorization, may result in no refund of the booking price paid.
- All guests over the age of 14 years must present a valid identity document when checking in at all the Hotels.
- The booking must be paid for in full when checking in at the Hotels.
- PortAventura World reserves the right to refuse admission to guests from its Hotels, charging for services provided until that time or those pending, if applicable, in any of the following circumstances: Failure to obey these terms and conditions and/or those relating to any PortAventura World facilities.
- Public disturbance.
- Fraudulent use of the PortAventura Pass.
- Behaving in a manner that is nuisance or detrimental to other PortAventura World guests.
- Causing any kind of damage, deterioration, or harm on PortAventura premises. In the event that these damages generate any economic expense for PortAventura World, the client will be solely responsible for bearing the expenses derived from it.

II. PortAventura Pass

- When checking in at all the Hotels, you will be given a magnetic card called PortAventura Pass that you will need to use as a key to enter your room and which also permits access to PortAventura Park. The key must be presented, together with your National Identity Document or passport, to the staff controlling this access.
- To activate the PortAventura Pass you must present a credit card and a valid form of ID or a cash deposit of 600€ at the time of activation to guarantee payment of items charged to the room.
- The PortAventura Pass must not be taken off PortAventura World premises and, if requested, must be shown to PortAventura World staff.
- The PortAventura Pass allows the holder to access the payment system so that any purchases made in PortAventura World facilities will be charged to your room account.
- For payments made with credit or debit card, or transactions using the PortAventura Pass, a valid form of ID for the holder must also be presented. If you are unable to provide proof of your personal details, PortAventura World will not accept the card as a method of payment.
- The PortAventura Pass may not be resold or refunded, as it is of a personal and non-transferable nature. PortAventura World reserves the right to verify the identity of the holder each time it is used.
- You must notify the Hotel Reception immediately if the PortAventura Pass is lost or stolen, otherwise PortAventura World will not be held responsible for misuse of the card, particularly in regard to any purchases that have been made using the card.

III. During your stay at the Hotels

- Staying at one of the Hotels entitles guests access to PortAventura Park and other associated benefits, in accordance with the terms and conditions of the booking. These premises may be entered in accordance with the opening times and calendar of each one. Any access, operating and safety restrictions in force must be observed.
- PortAventura World reserves the right to organise, schedule, restrict and close public access to certain areas and services of PortAventura facilities if necessary due to technical, weather, safety, or operating conditions.
- Information on services and timetables is available at the Guest Service office in PortAventura Park.
- During your visit and/or stay on PortAventura World premises, please look after your own personal property. PortAventura World will not be held responsible for any forgotten belongings.
- There is a luggage storage service available at PortAventura Hotels where visitors can deposit personal items while they enjoy their stay. Limited spaces available to check the contents of items to be deposited, and to refuse to accept certain items. PortAventura World will not be held responsible for items left in the luggage storage services. If an item is not collected, it is classified as lost property. The conditions of use of each facility should be consulted at each hotel. The Hotels and their Receptions will not accept personal or valuable objects from clients for storage or safekeeping.
- Minors must be supervised by a parent or guardian at all times. They may not be left alone in rooms or any other part of the hotels.
- Smoking is only permitted in outdoor areas where there are no ‘no smoking’ signs. Smoking is not permitted in encircled spaces, rooms, food outlets or anywhere where there are no ‘no smoking’ signs.
- The consumption of drugs, narcotics or hallucinogenic substances is prohibited.
- It is not permitted to use bath towels outside of the hotel room.
- It is not permitted to hang clothing or towels over the balconies or the windows of your hotel room.
- Due to security reasons, visits to the rooms and the use of these by people not registered with the hotel are not permitted.
- For reasons of hygiene, safety, good manners, and respect for others, you are not permitted to enter restaurants, bars and other areas of the Hotels wearing a bathing costume, bikini or a bare-chested or barefoot.
- The use of electric vehicles, skates of any kind, bicycles or similar is not allowed in the facilities of the Hotels. The use and/or distribution of non-alcoholic or alcoholic products is not permitted, unless expressly authorised by PortAventura World.
- The Hotels do not have a public address system to broadcast personal messages.
- PortAventura World facilities are covered by CCTV.
- Filmng occasionally takes place for promotional or commercial purposes. If you do not wish to be filmed, please advise these areas.
- Images recorded by PortAventura World Guests may not be used for commercial purposes.
- There are no medical centres available on site at the Hotels. However, PortAventura World can arrange for Guests to use private medical services if necessary, which must be paid for by the Guest.
- By law, the Hotels are not permitted to dispense any kind of medication.
- Complaints concerning missing items will not be accepted once the Visitor has left the shop where the purchase was made or collected after the purchase from the park or hotel if the pick-up service is used. It is the responsibility of the Visitor to ensure that they have all items purchased and the till receipt before leaving the shop or the pick-up point and that all items are in a satisfactory condition.
- Some of the hotel facilities or services may not be operating, may be suspended, or closed down due to technical failure, or if recommended for safety or operational reasons, in the event of this happening guests are not entitled to any kind of compensation.
- Occasionally works may be carried out in our hotels which can cause noise and inconvenience during your stay. In any event, the existing signs indicating these works must be observed.
- It is not permitted to take food away from the buffets.
- Customers are not allowed to bring their own food to the buffets and restaurants, except in special and justified cases where they will be permitted to bring their own food due to food allergies, in accordance with current health and safety regulations and provided that these foods are not already available at the hotel. In any case, the customer will be responsible for these foods.
- In the case of youth or school groups, the person responsible for the group will be responsible for their behaviour and ensuring that the group is respectful of the rest of the guests and their relaxation.
- Hotel Caribe has a Fitness and Wellness Centre available for services (subject to specific timetable):
  - Access to these areas is subject to a surcharge payable by the client. For safety reasons, minors must always be accompanied by an adult. Under 18s are not permitted in the equipment room.
  - Guests have the option to book massage services. These services are not available for minors. This service is subject to availability and an additional charge.
  - Hotel PortAventura only has an exercise equipment room, free to use and with limited opening times. Ask at Reception for more information.

IV. Swimming Pools

- Swimming pools at the Hotels may be used by Guests in accordance with calendar and opening times. Please ask at reception for times.
- Bathing is not permitted in fountain or water features.
- Out of respect for others, Guests must not reserve hammocks.
- Food and/or drink must not be consumed in swimming pools or the surrounding areas.
- For safety reasons, always respect any signs around the swimming pools and follow advice or instructions given to you by PortAventura World employees.
- No clothing other than bathing suits may be worn in the swimming pools. Slodden footwear, watches, bracelets, sunglasses, or any item that can cause harm may not be worn.
- Bathing suits are mandatory. Going ‘topless’ is expressly forbidden.
- Hotel employees are strictly prohibited on the paths around the water activity areas.
- Children still in nappies must use a swimming nappy designed specifically for bathing in the pools.
- For hygiene reasons Guests must shower before entering the swimming pools.
- For safety reasons it is prohibited to enter the swimming pools head first.
- For health reasons, persons suffering from diseases that may be spread by contact with water are not permitted to use the swimming pools.
- For people who cannot swim, the use of approved buoyancy aids is obligatory. In any event it is advisable to pay special attention and supervision to minors. Own buoyancy aids and inflatable floats and toys are not permitted.
- Upon payment of a deposit, the Hotels can provide approved buoyancy jackets. Service subject to availability.
- Upon payment of a deposit, the Hotels can provide pool towels free of charge. Service subject to availability.

V. PortAventura Express Service

- With the PortAventura Express service you can access certain rides without having to wait in line and/or preferential seating for performances, subject to capacity and availability and during the established days and times, provided that the service is available for these rides and shows. To make use of this service you must purchase a card or wristband from the Hotel Reception. This service is subject to availability and an additional charge.
- Each of the Express Service attractions has its own opening and closing times. Check the calendar and times of each one before purchase as non-use or partial use of the purchased product does not entitle its holder to any claim or refund.
- PortAventura World Hotels are not responsible for the loss of Express Wristbands or Tickets by Guests and will not offer replacements under any circumstances.
- In order to enjoy the benefits offered by the Express products, holders must identify themselves as guests of the Hotels by presenting their PortAventura Pass.

VI. Parking

- The Hotels have parking areas for the exclusive use of their Guests, under the terms and conditions of each one.
- For security reasons, we recommend that you lock your vehicle and do not leave any items on display. Vehicle parking does not constitute an agreement for deposit or safekeeping of the vehicle, or any items contained in it. PortAventura World will not be held responsible for any theft, robbery, losses, or damages caused by third parties to the vehicle or its contents.
- There is no surveillance in the vehicle parking area.
- Vehicles may not remain in the parking area for more days than the total duration of the stay. If this occurs, action will be taken to remove vehicles from the grounds.
- It is not permitted to leave animals in parked vehicles. Failure to comply with this rule may result in expulsion from the premises and perpetrators may be reported to the relevant Authorities.

VII. General

- These terms and conditions may be subject to change without prior notice. Updated and valid versions are available for consultation at the Guest Service office and on the PortAventura World website.
- These regulations are supplemented by the special COVID-19 measures, available on our website.
PortAventura World would like to welcome you to its Parking Caravaning area.

We would like to remind you that your stay in the PortAventura Parking Caravaning (hereinafter PARKING CARAVANING) is subject to the following terms and conditions:

I. Entry into Parking Caravaning

• The PARKING CARAVANING has 100 spaces, all for the exclusive use of campers. No other vehicles are permitted to park in this area, including caravans.
• The PARKING CARAVANING can be accessed from 10:00 am and the latest departure time is 10:00 am. Departures after this time, without the prior authorisation of PortAventura World, will incur a surcharge on top of the booking price paid.
• To make changes to your reservation please consult your booking document, which establishes the terms and conditions for modifications and cancellations.
• All guests over the age of 14 years must present a valid identity document upon entry into the PARKING CARAVANING.
• Payment for PARKING CARAVANING reservations must be made in full at the time of booking.
• PortAventura World reserves the right to refuse admission and to eject guests from the PARKING CARAVANING, charging for services provided until that time or those pending, if applicable, in any of the following circumstances:
  - Failure to observe these terms and conditions and/or those relating to any PortAventura World facilities.
  - Public disturbance.
  - Behaving in a manner that is a nuisance or detrimental to other PortAventura World guests.
  - Causing any kind of damage, deterioration, or harm on PortAventura World premises. In the event that these damages generate any economic expense for PortAventura World, the client will be solely responsible for bearing the expenses derived from it.
• The campervan must be parked in the space allocated by PortAventura.
• There is no CCTV in the PARKING CARAVANING.
• For security reasons, we recommend that you lock your campervan and do not leave any items on display. Campervan parking does not constitute an agreement for deposit or safekeeping of it or any items contained in it; PortAventura World will not be held responsible for theft, robbery, loss, or damages caused by third parties to the vehicle or its contents. Please look after your personal belongings as PortAventura World will not be held liable for any losses or damages incurred.

II. The Campervan Site Area

• Staying at the PARKING CARAVANING entitles guests access to PortAventura Park and PortAventura Caribe Aquatic Park, in accordance with the terms and conditions of the booking. These premises may be entered in accordance with the opening times and calendar of each one. Any access, operating and safety restrictions in force must be observed. PortAventura World reserves the right to organise, schedule, restrict and close public access to certain areas and services of PortAventura World facilities if necessary due to technical, weather, safety, or operating conditions. Information on available services and times is available at the Guest Service counter in PortAventura Park.
• Access via campervan is permitted free of charge to the PortAventura Park and PortAventura Caribe Aquatic Park PARKING AREAS, although PortAventura World does offer free transportation from the PARKING CARAVANING area to the entrance of these facilities. Ask at reception.
• Access is permitted, free of charge, to Hotel Gold River facilities, including pedestrian access from this hotel to the parks. To do this, you must clearly display the permit provided by the PARKING CARAVANING reception at the time of check-in. Access to these facilities constitutes acceptance of the PortAventura World Hotels Terms and Conditions. This access is restricted to the opening times of the Hotel. Check calendar and times at the PARKING CARAVANING reception.
• Animals are permitted in the PARKING CARAVANING provided that they are accompanied by all necessary health documentation, in particular their vaccination records. Access to the PARKING CARAVANING will not be granted to any animal without these documents. Animals must remain in the campervans or the PortAventura Park kennel. Under no circumstances will animals be allowed into PortAventura Park, Hotel Gold River or PortAventura Caribe Aquatic Park. The kennel operates and doses at the same times as PortAventura Park. Animals staying here must be collected before closing time.
• Minors must be supervised by a parent or guardian at all times.

• Smoking is only permitted in outdoor areas where there are not any ‘no smoking’ signs. Smoking is not permitted in enclosed spaces, food outlets or any outdoor areas where there are ‘no smoking’ signs.
• The consumption of drugs, narcotic or hallucinogenic substances is prohibited.
• It is not permitted to hang clothes or towels outside the campervans.
• For reasons of hygiene, good manners and respect for others, you will not be allowed in the PARKING CARAVANING in swimming costume, tiki, without footwear or with uncovered torso.
• The use of skates, bicycles or similar is not permitted in the grounds of the PARKING CARAVANING.
• The PARKING CARAVANING does not have a public address system to broadcast personal messages.
• During your stay in the PARKING CARAVANING, you must refrain from making any kind of loud noises, including arguing, and must regulate sound levels in order not to disturb other guests with excessive TV or radio volume, etc. at any time of the day.
• It is expressly forbidden to:
  - Light wood fires, barbecues, etc.
  - Those cigarettes and cigarette butts in wastepaper bins and on the floor.
  - Wash campervans.
• Please take care when using gas apparatus and unplugging electrical devices when you have finished using them.
• Please ensure that the motor home is secured when unattended. PortAventura World is not responsible for any thefts or damages in them.
• Please keep the area clean and tidy and free from litter.
• The speed of campervans must not exceed 10 Km/hour.
• Please respect trees and plants and use water sparingly. Looking after the environment is everybody’s responsibility.
• In the PARKING CARAVANING it is forbidden to put up campers, ground sheets, headdresses, constructions, sinks or anything else outside the perimeter of the campervan.
• Entry into the PARKING CARAVANING is reserved exclusively for guests staying there. In exceptional circumstances PortAventura World, upon client request and under client responsibility, may authorise entry for a previously agreed limited time for family or friends, who will be obliged to hand in a valid identity document to reception to be collected upon departure. Visitors lasting more than one hour will incur for all effects and purposes that the visitor may be considered as a day guest. This also applies if the visitor makes use of any available services in the parking area.

III. Onsite services

• The PARKING CARAVANING is equipped with certain services to make your stay more comfortable, such as showers, washing machines, dryers, and vending machines. Guests will need to pay an extra charge for some of these services. Check prices and timetables at the PARKING CARAVANING reception.

IV. General

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• These regulations are supplemented by the special COVID-19 measures, available on our website.

PortAventura World wishes you a Happy Stay