

# PortAventura Park Terms and Conditions. Season 2023

## 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* Park/s expressly indicated according to the validity and during the days and times that they are fully or partially open to the public, and the shows, rides and other on-site attractions, 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](http://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](http://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 correct use of them.
- Entry tickets, *PortAventura Express* products, promotional coupons, hotel keys and passes are not refundable under any circumstances. Nor is it possible to change the expiry 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 Products*, hotel keys and passes may 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* by Visitors.
- 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 maximum enjoyment 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.
  - Trespassing 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.
  - Attitudes or behaviours 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 entrances, and to use metal detectors, in view of the fact that electronic equipment, radios, speakers, weapons, glass, flammable materials, explosives and dangerous items are not permitted on the premises. Likewise, any items that may not be dangerous but 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. (Unassisted 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 can provide information on the times for 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, organizational, 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, 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. In the case of visitors under 14 years old, we require the consent of a legal guardian before we are permitted to process their image.
- Any complaints must be submitted to the Guest Service office and Visitors must present their entry ticket, hotel key or Pass with the barcode.

### 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 consult the website [www.portaventuraworld.com](http://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 regarding wheelchair hire.
- PortAventura World* also has luggage lockers both outside and inside 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. Paid service with restricted availability and opening hours. The conditions 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. Another item or object will only be hired to the Visitor upon payment of the corresponding amount.
- It is imperative that Visitors look after their personal belongings during their visit and/or stay at *PortAventura World* as *PortAventura World* is not responsible for any losses, theft, robbery or damages incurred.

### IV. In PortAventura Park

- 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 their 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.
- Smoking is prohibited throughout the premises, except in the areas that are designated and clearly marked for this purpose.
- Minors under 12 years old must be supervised by a parent or guardian at all times.
- The consumption of drugs, narcotics or hallucinogenic substances is prohibited.

- The use of balls, drones, skates, bicycles, tricycles, or similar devices is not 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 lake, water features or the fountains of *PortAventura Park*.
- 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 to *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* 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 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.
- 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 both height and volume 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 that 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. They 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, 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. In the event that they voluntarily choose to access the standard queue for the rides, they must always follow the instructions of the staff.
- 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 carer if they so wish.
- Identity wristbands that are amended, torn, written on, and/or misused will be withdrawn and not returned.
- Food and/or drink must not be consumed on attractions or in water activity areas, although it is permitted whilst waiting in queues.
- 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 and reduced mobility 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 accompanied, 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, at the actual venue or online.
- In each and every one of the passages it is mandatory to enter with the face uncovered.
- The consumption of food and/or drink is not permitted at the shows.

### 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 served.
- 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 till 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 a +PortAventura Club Pass holders do not apply in the *Ferrari Land* park, are not valid for photography products and may not be used in conjunction with other offers or discounts.
- Each game has its own rules of operation that must be observed. These rules should be consulted before playing 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 in 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 Photoride products, *PortAventura World* reserves the right not to sell any photos and / or videos in which illicit, disrespectful, obscene behaviours are observed or conduct in breach of safety or the attraction regulations.

# PortAventura Park Terms and Conditions. Season 2023

## IX. PortAventura Express in PortAventura Park

- 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. For shows, there is a limited number of seats with good visibility.
- 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 returned.
- PortAventura World is not responsible for lost or stolen cards or wristbands, therefore the loss of them 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 calendar and 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.
- Express Premium: In order to use the Express Premium Pass, you must be able to prove that you are the holder. You can do this by showing the photo associated with the QR code on your ticket or via the alternative wristband system. In the case of visitors under 14 years old, we require the consent of a legal guardian before we are permitted to process their image. As the passholder, if you prefer not to show a photo ID, you must make your way to guest service to exchange your ticket for a wristband.
- The Express Premium wristband must be worn completely closed around the wrist so that it cannot pass over the hand and be taken off or get lost.
- Options:
  - ✓ **PortAventura Express MAX:** You can use the PortAventura Express Max card to access the rides, once only, and/or preferential seating for performances for which this Express service is available.
  - ✓ **PortAventura Express Max GOLD:** You can use the PortAventura Express Max Gold card to access certain rides, once a day, each of them on one occasion. For 3 of these uses you can select front row on any of the PortAventura World rides offering this choice. You will also be able to access preferential seating for performances of shows offering this service.
  - ✓ **PortAventura Express PREMIUM:** You can use the Express Premium card to access certain rides and/or preferential seating for performances offering this service as many times as you wish.
  - ✓ **PortAventura Express Premium GOLD:** You can use the Express Premium Gold card to access certain rides without having to wait in the general queue and/or preferential seating for performances as many times as you wish. For three of these uses you can select front row on any of the PortAventura World rides offering this choice. You can only use this option once on each ride.
  - ✓ **PortAventura Express Street Mission:** You can use the Express Street Mission ticket to access this attraction only once on the day the ticket is valid and subject to the opening hours of the attraction.
  - ✓ **PortAventura Express Carnival:** with the PortAventura Express Carnival Pass you have one access to the rides and/or preferential seats of the shows included in this Express option.

## 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 (Photofix, etc.) 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, loss, 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 due to operational and security procedures, special events and, in general, any reasons 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 expulsion from the premises and perpetrators may be reported to the relevant Authorities.
- The spaces intended for charging electric vehicles are reserved exclusively for this purpose, and using them to park other types of vehicles or for any purpose other than recharging is prohibited. PortAventura World is not responsible for any damage resulting from the misuse of the chargers.

## 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 in PortAventura 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. +PortAventura Club

- Passes, depending on type, entitle the holder to access PortAventura Park, PortAventura Park and Caribe Aquatic Park or PortAventura Park, Caribe Aquatic Park and Ferrari Land, during the days and times that they are open to the public, and all or some of the shows, rides and other facilities, in accordance with any access, running, operating or safety restrictions in force.
- Purchase of the Pass constitutes acceptance of the content of the terms and conditions of PortAventura Park, Caribe Aquatic Park and Ferrari Land, and total compliance throughout your stay on PortAventura World premises. Terms and Conditions are made available to the public on information display boards and are also available from the Guest Service office and Guest Service desks in the hotels.
- The registration of a minor as a Member must be done by their legal representative.
- Passes are valid for 365 days from the date of purchase.
- Passes are non-refundable and may not be re-sold.

- There are several different Pass types. Gold, Premium and Platinum passes are replaced by Adventurer, Explorer and Discoverer passes. They will all coexist during the 2023 season, until the expiration of their validity period:
  - **Gold:** covers PortAventura Park.
  - **Premium:** covers PortAventura Park and Caribe Aquatic Park.
  - **Platinum:** covers PortAventura Park, Caribe Aquatic Park and Ferrari Land.
  - **Adventurer Pass:** grants the holder access to PortAventura Park for more than 180 days during the season (check opening dates and times on the website).
  - **Explorer Pass:** grants the holder unlimited access to PortAventura Park and allows access to Caribe Aquatic Park from the opening date until 15 June and from 1 September until the closing date.
  - **Discoverer Pass:** grants the holder unlimited access to PortAventura Park, Caribe Aquatic Park, and Ferrari Land.
- It is not permitted to renew passes for which payment is still owed for that season or previous seasons. Outstanding amounts due must be paid before purchase is permitted.
- Passes are for personal use only and may not be used by anyone other than the named holder. For this reason, PortAventura World reserves the right to verify the holder's identity each time that they are used (this applies both for physical and digital passes).
- Passes must be kept safe throughout your entire time on PortAventura World premises and shown to our staff upon request.
- Children under the age of twelve must be accompanied by an adult.
- To purchase the Pass for a MINOR at the Club Office, the legal representative or guardian must be present and, in their absence, someone who is responsible for the minor with written consent from their legal guardian.
- 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, withhold passes temporarily or permanently, in any of the following situations:
  - Violation of +PortAventura Club 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/es in full or in part.
  - Public disturbance.
  - Fraudulent use of the passes.
  - Behaving in a manner that is a nuisance or detrimental to other Visitors.
  - Causing any kind of damage, deterioration, or harm on PortAventura World premises.
  - Passes will also be permanently withdrawn, or renewal denied, 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 which in the reasonable opinion of PortAventura World, may injure or cause damage to the image of PortAventura World, its employees, or third parties.
- The Pass entitles the holder to:
  - **Adventurer Pass:** access to the main parking area with 50% off the price.
  - **Explorer Pass:** access to the main parking area free of charge.
  - **Discoverer Pass:** access to the main parking and priority parking areas free of charge (depending on availability at the time of access. Ownership/possession of a Discoverer Pass does not entitle the holder to demand a place in the priority parking area).
  - 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 Teletac or VIA T, the amounts will not be credited or refunded.
  - 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.
  - Access PortAventura Park, 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, marked 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, under the terms and 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 these during the period of validity that PortAventura World is obliged to explicitly make known to members.
- Passes may only be purchased from official PortAventura World sales outlets (website and Club Office). Purchasing passes through other means or unauthorised channels will result in permanent withdrawal of the Pass.
- Each holder will be issued with only one valid Pass and there will be no duplicates or copies.
- Any promotion, bonus or discount launched on the market and associated with passes will have the expiry period established for each one, without setting a precedent for subsequent seasons or periods. Only one promotion may be used at any one time.
- Possession of the Pass does not entitle the holder to attend certain shows, concerts, performances, recitals, productions and/or any other activity that may be arranged as a special occasion by PortAventura World and for which it is necessary to purchase event tickets in advance. The Pass holder must immediately inform PortAventura World of the loss, theft, robbery or deterioration of the Pass at the +PortAventura Club Office or by telephoning 977 12 90 57. The first replacement of the Pass, for whatever reason, will be issued free of charge, but for any subsequent replacements the corresponding fee stipulated for each season must be paid, currently €6/pass.
- Pass expiry dates may not be changed under any circumstances by the Pass holder.
- In cases of *force majeure*, provided that the applicant can demonstrate reasonable grounds for doing so and always at the discretion of PortAventura World, the holder of a valid Pass may request a single change of name for the holder, who will then be able to use the Pass for the rest of its validity. If the age of the new holder belongs to a category for which the Pass normally costs less, the applicants are not entitled to claim back the difference. Likewise, if the age of the new holder belongs to a category for which the Pass normally costs more, PortAventura World is not entitled to claim back the difference.
- Cancellation of the Pass: passes cannot be cancelled or refunded unless the request is due to force majeure and adequately justified. In this case, PortAventura World will reserve the right to examine each request on an individual basis.

## XIV. 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.
  - PortAventura World does not have personal assistance staff for visitors with special needs, disabilities or reduced mobility, so the visitor is responsible for their travel, permanence and visit in our parks.

## XV. General

- These terms and conditions may be subject to change. Updated and valid versions are available for consultation at the Guest Service Office and on the PortAventura World website.

**PortAventura World wishes you a happy stay**



# Ferrari Land Park Terms and Conditions. Season 2023

## 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 park/s expressly indicated according to validity, including shows, 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](http://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](http://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 refundable 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 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 by Visitors.
- 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 maximum enjoyment 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.
  - Trespassing 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.
  - Attitudes 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 can provide information on the times for 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, 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. In the case of visitors under 14 years old, we require the consent of a legal guardian before we are permitted to process their image.
- 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 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 consult the website [www.portaventuraworld.com](http://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 regarding wheelchair hire.

- PortAventura World also has luggage lockers both outside and inside 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. 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. Another 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/or stay 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.
- Smoking is prohibited throughout the premises, except in the areas that are designated and clearly marked for this purpose.
- Children under 12 years old must be supervised by a parent or guardian at all times.
- The consumption of drugs, narcotics or hallucinogenic substances is prohibited.
- Neither the use, 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 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.
- 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 that 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. They 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 carer if they so wish.
- Identity wristbands that are amended, torn, written on, and/or misused will be withdrawn and not returned.
- Food and/or drink must not be consumed on rides, although consumption whilst waiting in queues is permitted.





# Ferrari Land Park Terms and Conditions. Season 2023

- 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 accompanied, 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 till 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 in 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 Photofit products, *PortAventura World* reserves the right not to sell any photos and / or videos in which illicit, disrespectful, obscene behaviours are observed or conduct 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.
- Cards and wristbands that are amended, torn, written on, and/or misused will be withdrawn and not returned.
- *PortAventura World* is not responsible for lost or stolen cards or wristbands, therefore the loss of them 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.
- *Express Premium*: In order to use the *Express Premium Pass*, you must be able to prove that you are the holder. You can do this by showing the photo associated with the QR code on your ticket or via the alternative wristband system. In the case of visitors under 14 years old, we require the consent of a legal guardian before we are permitted to process their image. As the passholder, if you prefer not to show a photo ID, you must make your way to guest service to exchange your ticket for a wristband.

- The *Express Premium* wristband must be worn completely closed around the wrist so that it cannot pass over the hand and be taken off or get lost.

## 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 (Photofit...) 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, loss, 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 expulsion from the premises and perpetrators 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 terms and conditions may be subject to change. Updated and valid versions are available for consultation at the Guest Service Office and on the *PortAventura World* website.

***PortAventura World wishes you a happy stay***



# PortAventura Caribe Aquatic Park Terms and Conditions. Season 2023

## 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 park/s expressly indicated according to the validity and during the days and times that they are fully or partially open to the public, and the shows, rides and other on-site attractions, 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](http://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 some attractions, shows and/or activities require the prior payment of a supplement 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](http://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 correct use of them.
- Entry tickets, PortAventura Express products, promotional coupons, hotel keys and passes are not refundable under any circumstances. Neither is it possible to change the expiry 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 Products, hotel keys and passes may 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 by Visitors.
- 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 maximum enjoyment 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.
  - Trespassing 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.
  - Attitudes or behaviours 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.
- For reasons of safety, 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 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 can provide information on the times for 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, must ask for their hand to be stamped upon leaving or, if the system is operational, for their photo to be recorded. This stamp or photo and the entry ticket for the day are essential for re-entry. In the case of visitors under 14 years old, we require the consent of a legal guardian before we are permitted to process their image.
- Any complaints must be submitted to the Guest Service office and Visitors must present their entry ticket, hotel key or Pass with the barcode.

### II. Own food and drink is 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 consult the website [www.portaventuraworld.com](http://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 regarding wheelchair hire.
- PortAventura World also has luggage lockers both outside and inside 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. Paid service with restricted availability and opening hours. The conditions 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. Another item or object will only be hired to the Visitor upon payment of the corresponding amount.
- It is imperative that Visitors look after their personal belongings during their visit and/or stay at PortAventura World as PortAventura World is not responsible for any losses, theft or damages incurred.

### IV. In PortAventura Caribe Aquatic Park

- 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 their 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.
- On slides and play equipment and in swimming pools, and when entering the water in general, users:
  - May not descend whilst standing and must respect the instructions for use of each of these.
  - May not wear clothing other than bathing suits or similar items and must be barefoot with the exception of suitable swim socks. Watches, bracelets, glasses or any items that could cause harm to people or to the facilities may not be worn.
  - May not stop mid-way, form chains or join together with other Visitors.
  - Must vacate the area as soon as their turn is finished.
- After enjoying the slides and water attractions, you must leave the reception area immediately.
- Smoking is prohibited throughout the premises, except in the areas that are designated and clearly marked for this purpose.
- Changing facilities are available for use by Visitors. However, it is prohibited to leave clothing and personal belongings in them.
- For hygiene reasons it is mandatory to shower before using water activity areas.
- For safety reasons it is prohibited to enter the water head first.
- Children still in nappies must use a swimming nappy specifically for use during water activities.
- For health reasons, persons suffering from diseases that may be spread by contact with water are not permitted in the water activity areas.
- Any person that does not know how to swim must use buoyancy aids. In any event, special attention and supervision must be paid to children. Own buoyancy aids and inflatable floats and toys are not permitted. PortAventura Caribe Aquatic Park can provide approved buoyancy jackets, upon payment of a deposit. Service subject to availability.
- Access to electric scooters is allowed for those with reduced mobility status.

### 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.
- 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 carer if they so wish.
- Identity wristbands that are amended, torn, written on, and/or misused will be withdrawn and not returned.
- Food and/or drink must not be consumed on attractions or in water activity areas, although it is permitted whilst waiting in queues.
- 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 accompanied, 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 served.
- 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.
- PortAventura World informs its Clients that in all catering units with table service, there will be the possibility of consuming non-bottled water free of charge, and complementary to the offer of the restoration point. Likewise, all the PortAventura World facilities have drinking water fountains available to customers.
- In compliance with article 55.2 of Law 7/2022, of April 8, on waste and contaminated soils for a circular economy, a cost will be passed on to the customer for the plastic containers delivered to them in the catering services. This amount will be differentiated on the sales receipt.

### VIII. Shows and Games



# PortAventura Caribe Aquatic Park Terms and Conditions. Season 2023

- 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 pick-up point. 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.
- Discounts on purchases made in shops granted to +PortAventura Club Pass holders do not apply in the Ferrari Land park, are not valid for photography products and may not be used in conjunction with other offers or discounts.
- 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 in 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 Photoride products, *PortAventura World* reserves the right not to sell any photos and / or videos in which illicit, disrespectful, obscene behaviours are observed or conduct in breach of safety or the attraction regulations.

## IX. PortAventura Express in PortAventura Caribe Aquatic Park

- 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 returned.
- *PortAventura World* is not responsible for lost or stolen cards or wristbands, therefore the loss of them 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. 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 (Photoride, etc.) 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, loss 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 World* reserves the right to reserve certain places due to operational and security procedures, special events and, in general, any reasons 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 expulsion from the premises and perpetrators 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 in *PortAventura* 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.

### +PortAventura Club

- Passes, depending on type, entitle the holder to access PortAventura Park, PortAventura Park and Caribe Aquatic Park or PortAventura Park, Caribe Aquatic Park and Ferrari Land, during the days and times that they are open to the public, and all or some of the shows, rides and other facilities, in accordance with any access, running, operating or safety restrictions in force.
- Purchase of the Pass constitutes acceptance of the content of the terms and conditions of PortAventura Park, Caribe Aquatic Park and Ferrari Land, and total compliance throughout your stay on *PortAventura World* premises. Terms and

Conditions are made available to the public on information display boards and are also available from the Guest Service office and Guest Service desks in the hotels.

- The registration of a minor as a Member must be done by their legal representative.
- Passes are valid for 365 days from the date of purchase.
- Passes are non-refundable and may not be re-sold.
- There are several different Pass types. Gold, Premium and Platinum passes are replaced by Adventurer, Explorer and Discoverer passes. They will all coexist during the 2023 season, until the expiration of their validity period:
  - **Gold:** covers PortAventura Park.
  - **Premium:** covers PortAventura Park and Caribe Aquatic Park.
  - **Platinum:** covers PortAventura Park, Caribe Aquatic Park and Ferrari Land.
  - **Adventurer Pass:** grants the holder access to PortAventura Park for more than 180 days during the season (check opening dates and times on the website).
  - **Explorer Pass:** grants the holder unlimited access to PortAventura Park and allows access to Caribe Aquatic Park from the opening date until 15 June and from 1 September until the closing date.
  - **Discoverer Pass:** grants the holder unlimited access to PortAventura Park, Caribe Aquatic Park, and Ferrari Land.
- It is not permitted to renew passes for which payment is still owed for that season or previous seasons. Outstanding amounts due must be paid before purchase is permitted.
- Passes are for personal use only and may not be used by anyone other than the named holder. For this reason, *PortAventura World* reserves the right to verify the holder's identity each time that they are used (this applies both for physical and digital passes).
- Passes must be kept safe throughout your entire time on *PortAventura World* premises and shown to our staff upon request.
- Children under the age of twelve must be accompanied by an adult.
- To purchase the Pass for a MINOR at the Club Office, the legal representative or guardian must be present and, in their absence, someone who is responsible for the minor with written consent from their legal guardian.
- 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, withhold passes temporarily or permanently, in any of the following situations:
  - Violation of +PortAventura Club 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/es in full or in part.
  - Public disturbance.
  - Fraudulent use of the passes.
  - Behaving in a manner that is a nuisance or detrimental to other Visitors.
  - Causing any kind of damage, deterioration, or harm on *PortAventura World* premises.
  - Passes will also be permanently withdrawn, or renewal denied, 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 which in the reasonable opinion of *PortAventura World*, may injure or cause damage to the image of *PortAventura World*, its employees, or third parties.

### The Pass entitles the holder to:

- **Adventurer Pass:** access to the main parking area with 50% off the price.
- **Explorer Pass:** access to the main parking area free of charge.
- **Discoverer Pass:** access to the main parking and priority parking areas free of charge (depending on availability at the time of access. Ownership/possession of a Discoverer Pass does not entitle the holder to demand a place in the priority parking area).
- 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 Teletac or VIA T, the amounts will not be credited or refunded.
- 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.
- Access PortAventura Park, 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, marked 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, under the terms and 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 these during the period of validity that *PortAventura World* is obliged to explicitly make known to members.
- Passes may only be purchased from official *PortAventura World* sales outlets (website and Club Office). Purchasing passes through other means or unauthorised channels will result in permanent withdrawal of the Pass.
- Each holder will be issued with only one valid Pass and there will be no duplicates or copies.
- Any promotion, bonus or discount launched on the market and associated with passes will have the expiry period established for each one, without setting a precedent for subsequent seasons or periods. Only one promotion may be used at any one time.
- Possession of the Pass does not entitle the holder to attend certain shows, concerts, performances, recitals, productions and/or any other activity that may be arranged as a special occasion by *PortAventura World* and for which it is necessary to purchase event tickets in advance. The Pass holder must immediately inform *PortAventura World* of the loss, theft, robbery or deterioration of the Pass at the +PortAventura Club Office or by telephoning 977 12 90 57. The first replacement of the Pass, for whatever reason, will be issued free of charge, but for any subsequent replacements the corresponding fee stipulated for each season must be paid, currently €6/pass.
- Pass expiry dates may not be changed under any circumstances by the Pass holder.
- In cases of *force majeure*, provided that the applicant can demonstrate reasonable grounds for doing so and always at the discretion of *PortAventura World*, the holder of a valid Pass may request a single change of name for the holder, who will then be able to use the Pass for the rest of its validity. If the age of the new holder belongs to a category for which the Pass normally costs less, the applicants are not entitled to claim back the difference. Likewise, if the age of the new holder belongs to a category for which the Pass normally costs more, *PortAventura World* is not entitled to claim back the difference.
- Cancellation of the Pass: passes cannot be cancelled or refunded unless the request is due to force majeure and adequately justified. In this case, *PortAventura World* will reserve the right to examine each request on an individual basis.

## 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.

## XIV. General

- These terms and conditions may be subject to change. Updated and valid versions are available for consultation at the Guest Service Office and on the *PortAventura World* website.

***PortAventura World wishes you a happy stay***





# PortAventura World Hotels Terms and Conditions. Season 2023

## Welcome to PortAventura World

PortAventura World would like to welcome you to its *Hotels*, Hotel PortAventura, Hotel El Paso, Hotel Caribe, Hotel Gold River and Hotel Mansión de Lucy. We would like to remind you that your stay in one of our *Hotels* is subject to the following terms and conditions:

### 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 the prior authorisation of PortAventura World, will incur a surcharge on top of the booking price paid.
- All guests over the age of 14 years must present a valid identity document when checking in at the *Hotels*.
- The booking must be paid for in full when checking in at the *Hotels*.
- PortAventura World reserves the right to refuse admission and to eject guests from its *Hotels*, 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.
  - Fraudulent use of the PortAventura Pass.
  - 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 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 health and hygiene reasons animals are not permitted in the *Hotels*, with the exception of guide dogs, which must be accompanied by their owners at all times. The corresponding health certificates must be shown for these animals.
- For reasons of safety, PortAventura World reserves the right to inspect Guests' personal property, in view of the fact that certain electronic or dangerous items, such as weapons, flammable materials and explosives are not permitted on the premises, in addition to any items which may not be classified as dangerous but which may annoy or disturb other PortAventura World Guests.
- Access to Hotel Mansión de Lucy is only for guests staying at this hotel. Clients staying at any other resort hotel will not be allowed to enter.
- Specific regulations for School Groups and/or youth in PAW.
  - In order to guarantee the good rest and tranquility of all users, groups of young people and schoolchildren staying in hotels, in addition to the rules established above, must be especially respectful of the following:
    - Do not exceed the number of people assigned per room.
    - Do not run through the corridors, raise your voice, shout, or play music in common areas or in the rooms.
    - Respect the rest of the other guests staying at the hotel, especially after ten at night.
  - The person(s) responsible for the group will be help responsible for monitoring and respecting the rules indicated, during leisure and at bedtime.
  - Failure to comply with the afore mentioned Operating Rules might lead to the reservation's cancellation by the Hotel Management, requiring the responsible persons to leave the establishment, after payment of the expenses incurred up to that moment.
  - Likewise, the Hotel reserves the right, in the event of any type of damage, deterioration or theft, caused in the room or any other Hotel facility by the group, to claim payment from the person in charge of the group.

### II. PortAventura Pass

- When checking in at 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. This key card must be presented, together with your National Identity Document or passport, to the staff controlling access to the park. This key card does not entitle the holder to free access to the PortAventura Park vehicle parking area, therefore payments made to park in this area will not be refunded under any circumstances.
- To activate the *PortAventura Pass* you must present a credit card and a valid form of ID or a cash deposit of €500 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 that 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 theft, robbery or damages that may be incurred.
- For security purposes, please use the safe available in the room. Instructions for use can be found on the safe. The *Hotels* are not responsible for loss, theft or damage incurred by items placed in the safe by the guest.
- Check the room carefully before leaving it, including wardrobes and drawers, as PortAventura World is not responsible for any forgotten belongings.
- PortAventura *Hotels* may offer a luggage storage service, or lockers for individual use, subject to payment, that Visitors can open with a code and use to deposit personal items until the end of the day. For security reasons, PortAventura World reserves the right to check the content of the items to be deposited, and to refuse any items that it does not deem suitable for deposit in the lockers. PortAventura World is not responsible for property left in the luggage storage areas or lockers. Any items not collected by the Visitor at the end of the day will be treated as lost property or discarded if it is food or drink. The terms and conditions of use for each facility must be consulted at each hotel. The *Hotels* and their Receptions will not accept, either for deposit or safekeeping, personal or valuable items belonging to Visitors.
- 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 not any 'no smoking' signs. Smoking is not permitted in enclosed spaces, rooms, food outlets or any outdoor areas where there are 'no smoking' signs. Smoking is prohibited throughout the premises, except in areas specially designated and marked for this purpose.
- 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 while 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 sale and/or distribution of leaflets, pamphlets or 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.
- Filming occasionally takes place for promotional or commercial purposes. If you do not wish to be filmed, please avoid 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 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 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 when 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 compliance with article 55.2 of Law 7/2022, of April 8, on waste and contaminated soils for a circular economy, a cost will be passed on to the customer for the plastic containers delivered to them in the catering services. This amount will be differentiated on the sales receipt.
- 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 use (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.
  - Massage services are not available in any of the *Hotels*.
  - Hotel PortAventura only has an exercise equipment room, free to use and with limited opening times. Ask at Reception for more information. Under 18s are not permitted in the equipment room.

### 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 fountains or water features.
- Out of respect for others, Guests may 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. Studded footwear, watches, bracelets, sunglasses, or any item that can cause harm may not be worn.
- Footwear is 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 using 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. 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.
- Express Premium: In order to use the Express Premium Pass, you must be able to prove that you are the holder. You can do this by showing the photo associated with the QR code on your ticket or via the alternative wristband system. In the case of visitors under 14 years old, we require the consent of a legal guardian before we are permitted to process their image. As the passholder, if you prefer not to show a photo ID, you must make your way to guest service to exchange your ticket for a wristband.
- The Express Premium wristband must be worn completely closed around the wrist so that it cannot pass over the hand and be taken off or get lost.

### VI. Parking

- The *Hotels* have parking areas for the exclusive use of their Guests, under the terms and conditions of each Hotel. Limited spaces available.
- 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, loss, 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.
- The spaces intended for charging electric vehicles are reserved exclusively for this purpose, and using them to park other types of vehicles or for any purpose other than recharging is prohibited. PortAventura World is not responsible for any damage resulting from the misuse of the chargers.

### VII. General

- These terms and conditions may be subject to change. Updated and valid versions are available for consultation at the Guest Service office and on the PortAventura World website.

**PortAventura World wishes you a happy stay**



## **PortAventura Parking Caravaning Terms and Conditions. Season 2023**

***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:



## PortAventura Parking Caravaning Terms and Conditions. Season 2023

### I. Entry into Parking Caravaning

- The PARKING CARAVANING has 100 spaces, all for the exclusive use of campervans. 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 World*.
- There is 24hr 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 World* Park/s, 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 *PortAventura World* Park/s, 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 opening dates 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 World* park/s or Hotel Gold River. The kennel opens and closes 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 prohibited throughout the premises, except in the areas that are designated and clearly marked for this purpose.
- The consumption of drugs, narcotics 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, bikini, 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.
  - Throw cigarettes and cigarette butts in wastepaper bins and on the floor.
  - Wash campervans.
- Please take great care with gas apparatus and unplug electrical devices when you have finished using 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 canopies, ground sheets, hoardings, 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, in all cases, to prove their identity at reception by showing an identity document, which they will collect on their departure. Visits lasting more than one hour will imply 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. On-site 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, rules and timetables at the PARKING CARAVANING reception. Some of these services may not be available due to technical or operational reasons.

### IV. General

- These terms and conditions may be subject to change. Updated and valid versions are available for consultation at the Guest Service Office and on the *PortAventura World* website.

***PortAventura World wishes you a happy stay***

## +PortAventura Club Terms and Conditions

### I. OBJECT

These Terms and Conditions are intended to regulate the membership of PortAventura World pass holders to +PortAventura Club, establishing the rights and duties incumbent on Club members.

- Passes, depending on type, entitle the holder to access PortAventura Park, PortAventura Park and Caribe Aquatic Park or PortAventura Park, Caribe Aquatic Park and Ferrari Land on the days and times that they are either totally or partially open to the public and the holder will be able to enjoy the shows, attractions and other facilities, while at all times respecting restrictions on access, operation and safety.
- Purchasing the Pass implies acceptance of the Operational Rules of PortAventura Park, Caribe Aquatic Park and Ferrari Land, and therefore total compliance thereof during the visit to the PortAventura World facilities.
- Operational Rules are duly on display to the public on information notice boards and they are also available at the Visitor's Centre and the Guest Service desks in the hotels.
- The registration of a minor as a Member must be done by their legal representative.
- Passes are valid for 365 days from the date of purchase.
- Passes cannot be resold, refunded, or transferred.
- There are different pass types:
  - Adventurer Pass: grants the holder access to PortAventura Park for more than 180 days during the season (check opening dates and times on the website).
  - Explorer Pass: grants the holder unlimited access to PortAventura Park and allows access to Caribe Aquatic Park from the opening date until 15 June and from 1 September until the closing date.
  - Discoverer Pass: grants the holder unlimited access to PortAventura Park, Caribe Aquatic Park, and Ferrari Land.
- Passes are for personal use only and may not be used by anyone other than the named holder. For this reason, PortAventura World reserves the right to verify the holder's identity each time that they are used.
- Passes (physical or digital) must be shown to staff members upon request.
- Children under the age of 12 must be accompanied by an adult.
- To purchase the Pass for a MINOR at the Club Office, the legal representative or guardian must be present and, in their absence, someone who is responsible for the minor with written consent from their legal guardian.
- Children aged 0-3 years may apply for a children's 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. Children's 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, or withhold passes temporarily or permanently in any of the following situations:
  - Failure to observe the +PortAventura Club Terms and Conditions.
  - Failure to observe the Operational Rules 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 a nuisance or detrimental to other visitors.
  - Causing any kind of damage, deterioration, or harm on PortAventura World premises.
  - Passes will also be permanently withdrawn, or renewal denied, 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 which, in the reasonable opinion of PortAventura World, may injure or cause damage to the image of PortAventura World, its employees, or third parties.
- The Pass entitles the holder to:
  - **Adventurer Pass:** access to the main parking area with 50% off the price.

- **Explorer Pass:** access to the main parking area free of charge.
- **Discoverer Pass:** access to the main parking and priority parking areas free of charge (depending on availability at the time of access. Ownership/possession of a Discoverer Pass does not entitle the holder to demand a place in the priority parking area).
- 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 Teletac or VIA-T, the amounts will not be credited or refunded.
- It is strictly forbidden to park in the bays reserved for people with reduced mobility unless you are a person with reduced mobility, in which case the relevant permit must be exhibited. Failure to comply with this rule may result in immediate withdrawal of the Pass.
- Access PortAventura Park, 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.
- Enjoy the benefits, discounts and special offers created for each type of Pass, under the terms and 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 these during the period of validity that PortAventura World is obliged to explicitly make known to members. Passes may only be purchased from official PortAventura World sales outlets (website and Club Office).
- Purchasing passes through other means or unauthorised channels will result in permanent withdrawal of the Pass.
- Each holder will be issued with only one valid Pass and there will be no duplicates or copies. Any promotion, bonus or discount launched on the market and associated with passes will have the expiry period established for each one, without setting a precedent for subsequent seasons or periods. Only one promotion may be used at any one time. Possession of the Pass does not entitle the holder to attend certain shows, concerts, performances, recitals, productions and/or any other activity that may be arranged as a special occasion by PortAventura World and for which it is necessary to purchase event tickets in advance.
- The Pass holder must immediately inform PortAventura World of the loss, theft, robbery or deterioration of the Pass at the Club Office or by telephoning +34 977 12 90 57.
- The first replacement of the Pass, for whatever reason, will be issued free of charge, but for any subsequent replacements the corresponding fee stipulated for each season must be paid, currently €6/pass.
- Pass expiry dates may not be changed under any circumstances by the Pass holder. In cases of force majeure, provided that the applicant can demonstrate reasonable grounds for doing so and always at the discretion of PortAventura World, the holder of a valid Pass may request a single change of holder. The new holder will be able to use the Pass for the rest of its validity. If the age of the new holder belongs to a category for which the Pass normally costs less, the applicants are not entitled to claim back the difference. Likewise, if the age of the new holder belongs to a category for which the Pass normally costs more, PortAventura World is not entitled to claim back the difference.
- Cancellation of the Pass: passes cannot be cancelled or refunded unless the request is due to force majeure and adequately justified. In this case, PortAventura World will reserve the right to examine each request on an individual basis.

Port Aventura Entertainment, S.A.U.

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