



GENERAL TERMS AND CONDITIONS OF SALE AND PARK REGULATIONS

General conditions governing admission to the Parks and Restaurants and the use of the services provided. By purchasing an admission ticket, the user expressly accepts these general conditions governing the use of the Parks, Restaurants, services, attractions, and shows.

Admission Tickets: Purchase, Use and Conditions

1. The different types of admission tickets are available for consultation directly on the Website; customers may review them before proceeding with the purchase.
2. Admission tickets purchased online will be sent to the Customer by email upon payment of the applicable amount by Credit Card or PayPal.
3. If you purchase with Scalapay, you will receive your order immediately and pay in 3 instalments. You acknowledge that the instalments will be assigned to Incremento SPV S.r.l., related parties, and their assignees, and you authorize such assignment.
4. One-day tickets and Restaurant tickets may be presented at access control directly in electronic format.
5. Tickets valid for 2 or more days must be printed. Upon first entry, a photograph of the ticket holder will be applied to the ticket: from that moment, the ticket becomes strictly personal and non-transferable. Subsequent entry must be made by the same person.
6. Tickets are valid exclusively for the current season and only for the Park / themed Restaurant / Relax Area for which they are issued. Under no circumstances may they be duplicated, and printed copies of tickets already validated will not be accepted.
7. Restaurant tickets are open-date tickets but still require reservation, as availability cannot be guaranteed.
8. Fixed-date tickets cannot be changed once purchased.
9. Canevaworld Resort is under no obligation to replace an Admission Ticket if it is lost, misplaced, deteriorated, damaged, stolen, or illegible due to lack of integrity.
10. Once purchased, admission tickets cannot be refunded or modified.
11. Canevaworld may refuse to sell tickets to individuals engaged in improper activities. Should Canevaworld discover that a ticket has been transferred to third parties without its consent, admission may be denied to the transferee.

Access Rules and Use of Services

12. With specific reference to season passes, holders will be required to verify their identity by presenting a valid photographic identification document.
13. Admission tickets must be shown to Park staff whenever requested.
14. In compliance with applicable regulations, including safety regulations, the admission ticket grants the holder the right to access the selected Park(s), use individual attractions, attend shows, and benefit from the services provided, subject to available capacity as indicated by signage and compliance with waiting lines.
15. Canevaworld Resort does not guarantee that, by purchasing an admission ticket, the user will be able to enjoy all services, shows, or attractions available within the Parks. In the event that any service, attraction, or show cannot be used due to overcrowding or force majeure, no refund shall be given to the user.



16. During the same day of ticket validity, guests may exit and re-enter the Park provided they receive a specific stamp from authorized staff. Without both stamp and ticket, re-entry will not be permitted.
17. Access to attractions will be suspended at least thirty minutes before park closing time in order to ensure an orderly exit from the Park.
18. For safety reasons and to protect guests, the use of certain attractions may be discouraged for persons suffering from physical and/or psychological conditions, as indicated by notices placed at the entrance of each relevant attraction.
To ensure maximum safety, guests using attractions must be in good health and must not suffer from hypertension, heart conditions, spinal problems, motion sickness (sea sickness, car sickness, etc.), or any other condition that may be aggravated by attractions or their movements. Certain attractions are not recommended for pregnant women.
19. Access to certain attractions will be prohibited for persons who do not meet or exceed the height and/or age limits established by the manufacturer and approved by the competent Provincial Technical Supervisory Commission for public entertainment venues.
Guests must therefore always consult the specific rules displayed at the entrance of each attraction/area.
20. Within Caneva Aquapark, sunbeds and umbrellas are available free of charge while supplies last, except those located in the Relax Areas. Availability is therefore not guaranteed for all guests.
21. Dogs are allowed in Movieland Park provided they are kept on a leash, muzzled, and registered at the infopoint. Dogs are not allowed in Caneva Aquapark.
Dogs are allowed inside Rock Star Restaurant and Safari Pizza, provided they always remain on a leash and stay under the owners' table throughout the visit. Dogs are not permitted at Medieval Times.

Safety and Rules of Conduct

22. For safety reasons, the Park reserves the right to carry out inspections and checks to prevent the introduction of the following prohibited items:
 - a. Illegal substances and alcoholic beverages;
 - b. Cans, glass objects, and sharp items;
 - c. Chairs, sunbeds, camping tents, and umbrellas;
 - d. Bicycles, scooters, skateboards, or similar means of transport, except strollers and wheelchairs;
 - e. Megaphones and musical instruments of any kind;
 - f. Barbecues and portable stoves;
 - g. Weapons of any kind or items considered dangerous.
23. Smoking is prohibited in attraction queues, show queues, and in all areas where expressly forbidden. Smoking Areas are available in both Parks and marked on the map.
24. It is not permitted to lie on benches, walk on flower beds, or use them for picnics, games, or sleeping.
25. Do not leave bags or backpacks unattended: security staff are authorized to remove them. Do not leave valuables unattended; Management declines all responsibility in case of theft or loss. Security lockers are available for rental while supplies last.
26. No public announcements are made within the Parks; in case of need, guests should contact the Park infopoints.



27. Climbing on park scenery and decorative structures is always prohibited.
28. First aid service is available within the Parks; medicines are not distributed.
29. In the event of disruptive behaviour or non-compliance with these regulations, Management reserves the right to remove the guest without any refund.

Changes and Service Interruptions

30. Canevaworld Resort reserves the right to modify opening days depending on weather conditions.
31. Canevaworld Resort reserves the right to suspend one or more attractions, shows, or services for safety reasons, force majeure, weather conditions, or serious and documented organizational requirements. Information regarding such suspension will be provided near each affected attraction. In such cases, no refund shall be due to the purchaser or ticket holder.

Responsabilità

32. Canevaworld Resort declines all liability for theft, accidents, or damage to persons or property resulting from guests' negligence, failure to comply with Park safety regulations, or improper use of attractions, slides, and facilities. Furthermore, it shall not be liable for unattended personal belongings left within the Park or for injuries resulting from failure by guests to observe applicable instructions.

Privacy Policies

33. Photographs are taken at certain attractions and offered for sale at the attraction exit; if such photographs are not purchased by the person portrayed, they will be destroyed within a reasonable period of time.
34. Video surveillance systems operate in certain areas of Canevaworld Resort exclusively for security purposes.

EXCLUSION OF THE RIGHT OF WITHDRAWAL

Canevaworld Resort informs the Customer that, since the contract concerns the supply of leisure services relating to activities performed on a specific date or within a specific period indicated on the admission ticket itself, pursuant to Article 59, paragraph 1, letter n) of Legislative Decree 206/2005 as amended, the right of withdrawal provided for under Article 52 of the same decree does not apply. Therefore, the Customer may not exercise any right of withdrawal with respect to the purchase of any admission ticket.

FINAL PROVISIONS

These Conditions and any disputes concerning their execution, interpretation, and validity shall be governed by Italian law and subject exclusively to the jurisdiction of the Court of Verona.

The user undertakes to review the general terms and conditions of sale before confirming the order. Once the product has been selected and payment confirmed, these conditions shall be deemed automatically understood, accepted, and subscribed.



Canevaworld Resort reserves the right to modify/update ticket information and prices at any time, including without prior notice. Any lower price applied by Canevaworld Resort after the Customer's purchase to admission tickets of the same type shall not give rise to any right to reimbursement of the price difference paid.

These General Terms and Conditions of Sale may be amended at any time. Any amendments shall become effective upon publication on the Website. Customers are therefore invited to regularly consult the Website and review the most up-to-date version of the General Terms and Conditions of Sale before making any purchase.