



## GENERAL TERMS AND CONDITIONS OF SALE

General conditions regulating admission to the Parks and Restaurants and the use of the offered services. When purchasing a ticket, the user expressly accepts these general conditions regulating the use of the Parks, Restaurants, services, attractions and shows.

1. The different types of admission tickets can be consulted directly on the Site; the customer may examine them before proceeding with the purchase.
2. Admission tickets that have been purchased online will be sent to the Customer by e-mail, after payment of the amount due by Credit Card or PayPal.
3. One-day tickets and restaurant tickets may be shown at access control directly in electronic format.
4. Tickets for 2 or more days must be printed. At the first access a photo of the user will be posted on these: at this time, the ticket becomes strictly personal and non-transferable. The second access must be made by the same person.
5. Tickets are only valid for the season in which they are issued, they are in no case and in no way duplicatable; printed copies of already validated tickets will not be accepted.
6. Restaurant tickets are open-date and require reservation, as availability is not guaranteed.
7. Fixed-date tickets will not be subject to changes in the date chosen once purchased.
8. Canevaworld Resort is not obliged to replace the Entrance Ticket in the event that it is lost, misplaced, damaged or if the Entrance Ticket is stolen or illegible because it is not intact
9. With specific reference to the season pass, its holder will be asked to verify his or her identity by presenting a valid identity document with a photograph.
10. The admission ticket grants the user, in compliance with the regulations in force, also with regard to safety, the right to access the chosen Park/Parks, to use the individual attractions, to attend individual shows and to use the services offered, within the limits of the available capacity as indicated by appropriate notices, and subject to compliance with the waiting times.
11. Canevaworld Resort does not guarantee that, with the purchase of the admission ticket, the user will be able to enjoy all the services, shows or attractions offered in the Parks. In case of non-use of a service, attraction or show, for reasons of overcrowding, or force majeure, no refund will be due to the user.
12. Canevaworld Resort reserves the right to change the opening days, depending on weather conditions.
13. The entrance ticket must be shown to the Park staff whenever requested to do so
14. The entrance ticket, once purchased, cannot be refunded or modified
15. The ticket is strictly personal and cannot be transferred to a third party. In the event that Canevaworld Resort becomes aware that the ticket has been transferred to a third party without its consent, entry to the transferee may be refused. Canevaworld Resort may also refuse to sell the ticket(s) to any person interested in improper activities.
16. Multi-day admission tickets are not transferable to third parties after the first admission. On the first entry, the user's photo shall be placed on the ticket, and on subsequent days the same person shall have access.



17. Tickets purchased are valid exclusively for the selected Park (Movieland The Hollywood Park or Caneva The Aquapark) and/or for the date and time chosen in the case of purchases made for the Theme Restaurants (Medieval Times Restaurant & Show and Rock Star Restaurant and Safari Pizza).
18. The Park reserves the right to carry out, for security reasons, checks and controls to prevent the introduction of the following objects or things deemed prohibited:
  - Illicit substances and alcohol;
  - Cans, glassware and cutting edges;
  - Chairs, sunbeds, camping tents and umbrellas;
  - Bicycles, scooters, skateboards or other similar means with the exception of strollers and wheelchairs;
  - Megaphones and musical instruments of various types;
  - Barbecue and gas rings;
  - Weapons of any kind or considered dangerous.
19. For reasons of safety and security of guests, the enjoyment of certain attractions may be discouraged for persons suffering from physical and/or psychic illnesses, as indicated in the notice affixed to the entrance of each individual attraction affected by this issue. On the other hand, the enjoyment of certain attractions will be forbidden to persons who do not reach or exceed the height and/or age limits defined by the manufacturer and approved by the territorial Provincial Technical Commission of Vigilance for public entertainment venues.
20. In the course of the same day on which the ticket is valid, it is possible to leave and re-enter the Park subject to the issue of a special stamp by authorised personnel. If the stamp and ticket are missing, re-entry into the Park shall not be permitted.
21. Canevaworld Resort reserves the right to interrupt the operation of one or more of the attractions, shows or services, for reasons of safety, force majeure, or also due to weather events or serious and proven organisational needs. Notice of such interruption will be given near each individual attraction. No refund in such cases shall be due to the purchaser or user of the admission ticket
22. Access to the attractions and shows may be interrupted in advance before the Park's closing time, in order to allow the complete and gradual discharge of the queues.
23. Photographs will be taken at some attractions and will be available for purchase at the exit of the attraction; where such photographs are not purchased by the portrayed user, they will be destroyed within a reasonable period of time.
24. Canevaworld Resort declines all responsibility for theft, accidents and damage to persons or property caused by the imprudence of users and by their failure to comply with the Park's safety regulations, and is not liable for personal belongings left unattended inside the Park.
25. Video surveillance systems are operating in some areas of Canevaworld Resort for the sole purpose of security surveillance.
26. If you buy with Scalapay you receive your order immediately and pay in 3 tranches. You acknowledge that the tranches will be assigned to Incremento SPV S.r.l., related parties and their assignees, and that you authorise such assignment.



## EXCLUSION OF THE RIGHT OF WITHDRAWAL

Canevaworld Resort wishes to inform the Customer that, since it is a supply of services relating to leisure activities with a specific date or period of performance indicated on the admission ticket itself, the right of withdrawal set out in Article 52 of Legislative Decree 206/05 and subsequent amendments does not apply to the Contract, pursuant to Article 59, I, letter n) of the same. The Customer may therefore not exercise any right of withdrawal on the purchase of any admission ticket.

## CONCLUDING REMARKS

These Conditions and all disputes concerning their execution, interpretation and validity are subject to Italian law and the exclusive jurisdiction of the Court of Verona. The user undertakes to check the general



sales conditions before proceeding to confirm his order. Once you have selected the product and confirmed the relative payment these will be considered automatically understood, accepted and undersigned. Canevaworld Resort reserves the right to change/adapt the information and prices of admission tickets, even without prior notice.

Any lower price that may be applied by Canevaworld Resort to admission tickets of the same type as those already purchased by the Client shall not give rise to any right to reimbursement of the difference paid. These General Terms and Conditions of Sale may be amended at any time. Any changes will be in force from the moment of their publication on the Site. Customers are therefore invited to regularly access the Site and to check the updated version of the General Terms and Conditions of Sale before making any purchase.