



® “LEOLANDIA” ® THEME PARK RULES

INTRODUCTION:

Leolandia general rules constitute an integral part of the contractual basis between Leolandia S.p.a., with registered office in Bergamo, via Ozanam 2 and operating base in Capriate San Gervasio, via Vittorio Veneto, 52 (hereinafter Leolandia), and individuals purchasing an admission ticket or gaining free entry and/or promotions (hereinafter the guest(s)). In accepting the purchase and/or entry to the Park, the guest acknowledges that he/she has agreed with the Park rules and gives his/her consent to the processing of personal data pursuant to the Italian legislative decree dated 30th June 2003, no. 196 – Italian Personal Data Protection Code, as amended and supplemented, and the Regulation (EU) 2016/279 dated 27th April 2016 on the protection of natural persons with regard to the processing of personal data. The guest hereby holds harmless Leolandia S.p.a. from any obligations and liabilities for any damage to persons and/or property arising out of the guest's non-compliance with these rules.

Leolandia general rules can be found on the website leolandia.it/en, at the reception desk and information point at the Park.

Leolandia, through its personnel (hereinafter Leostaff), reserves the right to remove from the premises any person disregarding one or more Articles and/or paragraphs of these Rules, without resulting in an obligation for compensation of damage and the person removed is not entitled to claims. Where necessary, the park also reserves the right to give the competent authorities notification of such issues and to enable them to intervene.

JURISDICTION OF COURT

The Court of the Consumer's State has the exclusive jurisdiction in the event of any controversy relating to natural persons; in any other cases, the parties shall submit to the exclusive jurisdiction of the Court of Bergamo, in accordance with the laws of Italy.

The rules consist of the following clauses:

- Section 1: General information
- Section 2: Access and visiting the park
- Section 3: Access and use of the attractions
- Section 4: Parking rules
- Section 5: Service limitations
- Section 6: Trade policy and season price list
- Section 7: Ancillary services at the Park and usage
- Section 8: Annexes

GENERAL INFORMATION AND RULES

- 1.1. Leolandia will not be responsible for any theft and/or damage to guests' personal belongings that may occur in any area of the park, in outdoor and indoor spaces (dining venues, theaters, exhibition venues, restrooms, childcare areas, emergency department, etc.), as well as on the

Leolandia Viaggi S.r.l.

Società a socio unico soggetta ad attività direzione e coordinamento da parte di Leolandia Holding S.p.A. (Registro imprese di Bergamo n. 03412660163)

Capitale Sociale interamente versato €10.000,00 • Rea: RM1316802

Partita Iva 03614470163 • Codice Fiscale e numero iscrizione al registro imprese di Bergamo 03614470163

Sede legale: Via FASANA n. 21 • 00195 ROMA

Sede operativa: Via Vittorio Veneto n. 52 • 24042 Capriate S.G. (BG) • tel +39 02 99 99 11 00 • fax +39 02 90 96 34 69

Info@leolandia.it • leolandia.it • PEC leolandiaviaggi@arubapec.it



attractions and in the car park areas. The presence of a staff member (hereinafter Leostaff) does not imply any obligation to supervise the area or guests' personal belongings.

Leolandia will not be responsible for guests committing any acts of vandalism or damage caused by natural disasters or unforeseen circumstances. The park assumes no liability for any argument between guests and/or competent Authorities.

- 1.2. Lockers and bag storage areas, as well as stroller parking areas are unguarded. Leolandia will not be responsible for any theft and/or damage to guests' personal belongings left in one of these unattended areas. The presence of a member of the Leostaff does not imply any obligation to supervise the area or guests' personal belongings.
- 1.3. Leolandia will not be responsible for any damage to persons and/or property caused by the guests' misuse of facilities, attractions and/or services provided or arising out of the non-compliance with the provisions.
- 1.4. All children must be supervised by accompanying adults at all times.
- 1.5. It is forbidden to climb and/or cause damage to the sets and props used at the Park (rocks, sculptures, stages, walls, fences, etc.). Parents and accompanying persons are responsible for the supervision of minors they are entrusted with; the accompanying persons will be held responsible for any accident and/or damage caused by omission of supervision.
- 1.6. Leolandia park is under video surveillance for safety purposes, to protect its property and prevent any illegal actions. The employees in charge, legal authorities and the department of public safety are the only entities that view such images. In accordance with the regulation, no recording copies will be released, unless expressly requested by competent authorities.
- 1.7. In case of emergency, guests must follow the instructions provided by the Leostaff and show a responsible behavior to facilitate the first aid interventions and/or the emergency evacuation.
- 1.8. Before entering the Park, guests with special needs should go to the express ticket office or to the reception desk to collect the Accessibility Leoguide. There they can also get any additional information to enjoy the contents and attractions at the Park safely.
- 1.9. It is permitted to leave the Park and enter again on the same day after the Leostaff puts on a stamp, by request. In addition, guests must show the ticket they had purchased previously. In the event that guests have no stamps, they cannot enter the park again.
- 1.10. Going shirtless or using swimwear around the park, on the attractions, shows and dining venues is prohibited.
- 1.11. Using swimwear is only permitted on the water attractions. On Torcibudella attraction and in other indoor playgrounds, children must remove their shoes and wear socks only. Guests are always required to wear clothing appropriate to a family-friendly environment.
- 1.12. Guests are required to refrain from offensive comments, language, gestures, clothing that may affect the sensitivity of persons, offend their gender identity, religion and/or ethnic origin or nationality.
- 1.13. Picnics are only allowed in the areas that are specifically designed for this purpose: it is prohibited to occupy tables of dining venues if no food or drink offered in the dining venue is consumed. It is also prohibited to occupy picnic tables well in advance of eating: in such case, other guests or the LeoStaff are authorized to place food and any items nearby in order to use

the table and seating that were occupied inappropriately. Additionally, using “rest areas” as picnic ones is not allowed.

- 1.14. Handbags, bags, backpacks or any kind of items should not be left unattended outside the designated areas. Items found unattended can be removed and controlled by the Leostaff; they are then brought to the Info Point, where the owner can request their return, but cannot file a claim for compensation to Leolandia. Items that are unclaimed after 10 days will be disposed of at an authorized landfill site.
- 1.15. No laying down on benches.
- 1.16. On some attractions, photos are taken with the sole aim of selling a souvenir photo of the day.
- 1.17. Please be kind to animals, do not walk through/damage the flowers, plants and any other equipment of the park. To ensure an engaging experience for guests, some animals at the park can be approached: special attention is recommended. Although animals are not dangerous and are used to being observed by the public, unpredictable nature of park animals cannot be excluded.
- 1.18. Guests are not permitted from entering unauthorized areas, plant rooms and backstage areas reserved for the Leostaff.
- 1.19. Entering the areas of attractions by trespassing or avoiding the barriers, the turnstiles or entry and exit points is strictly prohibited. Trespassing fences or letting children lean on fences them is also strictly prohibited.
If any personal belongings have been lost in such areas, guests must go to the Info Point.
Under no circumstances, a ride can be stopped aiming to recover a lost or fallen item in such areas: the LeoStaff, throughout the day, will recover the lost item, where possible.
- 1.20. Skipping wait lines for attractions, shows, dining venues, stores and using the fast track counters are prohibited, unless the guest is eligible for such privilege.
- 1.21. Swimming in the park's ponds and fountains is not allowed. Water for the attractions is used for setting purposes. For hygiene reasons, such water is chemically treated according to the legislation in force; as a result, water is not intended for human consumption.
Spraygrounds and the “Baia dei piccoli surfisti” area are characterized by the presence of recreational splash pads; for hygiene purposes, the water used for such attractions is filtered and treated regularly, as bathing water, and is not intended for human consumption. Avoiding the ingestion of such water is therefore recommended.
Leolandia assumes no liability in the event of any problems due to the ingestion of water used for recreational or setting purposes or if treated water results in any damage to the guests, their personal belongings or clothing.
- 1.22. Leolandia has adopted a self-inspection process to ensure that food and beverage served at the park are safe; for this reason, the Park assumes no responsibility in the event that any food causes an allergic or intolerance reaction. For specific food allergies or intolerance, please check the ingredient book and list of allergens that can be found in the different dining venues or ask the Leostaff for further information.
- 1.23. Guests must follow the pedestrian crossing when getting around the park.
- 1.24. Guests are permitted to smoke exclusively in designated smoking areas identified by ashtray and dedicated signage.

- 1.25. Guests are not allowed to undertake any sales activities and/or solicitation and/or to leaflet at the park or in the car parking areas.
- 1.26. Inappropriate behavior that do not comply with the public safety regulations is never allowed (e.g. fighting, acts of vandalism, insults, harassment, drug use, alcohol consumption, political meetings).

PARK ACCESS AND VISIT

- 2.1 The following categories of persons are not permitted to enter and visit the park:
 - 2.1.1. Persons bringing weapons of any sort, including knives, canes or any items deemed potentially hazardous or any weapons subject to special conditions of the public authority.
 - 2.1.2. Disguised persons or people hiding their faces with helmets or balaclavas; in the event that another type of head covering is used or at carnivals and during Halloween, guests may be asked to identify themselves by the Leostaff or competent authorities.
 - 2.1.3. Persons holding drugs or any other kind of banned substances.
 - 2.1.4. At the sole discretion of the Leostaff, persons who are under the influence of alcohol or suffering extreme anxiety or a condition that may affect or cause trouble to other guests.
- 2.2 By requesting the access to the park and/or purchasing the admission ticket, the guest accepts without reservation that safety controls are carried out on himself/herself and/or items he/she owns, in accordance with the provisions of this Rules and regulations. Leolandia reserves the right to deny entry to any individuals refusing to be controlled for the aforementioned purposes and to report such action to the competent authorities.
- 2.3 Before entering the park, guests may be subject to general controls in order to prevent the introduction of illegal substances, prohibited items or materials that can compromise public safety and health.
- 2.4 Persons holding bulky items, such as trolleys or luggage are not permitted from entering or staying at the park; pushchairs, wheelchairs and similar items are allowed if they are intended to transport children or persons with disabilities.
- 2.5 Bicycles, roller skates, skateboards, balls, barbecue grills, gas burners, megaphones, musical instruments, drones or remote controlled devices are not allowed at the park.
- 2.6 Animals are not permitted to enter the park, except for guide dogs for partially sighted persons. The park offers kennels to guests coming with their dogs. Kennels are placed in the car parking area and can be used according to a specific procedure, which is described in Annex II of this document or at the reception desk or at the Info Point.
- 2.7 The entrance, stay and use of the park facilities is permitted in full compliance with any applicable health regulations, as well as general health and other regulations in force, and any general provisions issued by the Park management.

ACCESS AND USE OF THE ATTRACTIONS

- 3.1 For the safety of passengers, each attraction has specific requirements and restrictions on use based on the height, age, weight, physical and/or health conditions: each guest must scrupulously comply with the regulations indicated at the entrance to each attraction. The decision of taking a ride on an attraction must be assessed very carefully, in compliance with the instructions and indications provided in the specific rules and according to the personal sensitivity and ability.
- 3.2 Elderly guests, guests with heart problems or suffering from physical, cognitive or sensory conditions, to whom a completely safe ride cannot be ensured, are advised not to use such attractions. With the exception of attractions where their use is expressly excluded, one or more accompanying persons, who must be competent and adults, must always accompany minors with physical, cognitive or sensory disabilities. The accompanying persons must previously assess if the features of the selected attraction are compatible with the characteristics and health conditions of the guest.
- 3.3 Guests with lower limb mobility impairment (wheelchair) and/or with visual impairment and/or with autism spectrum disorder holding Disability Card or equivalent document are given a personal "AccessibiliPass" at the ticket office. This pass enables the Guests specified above and their immediate families (guest with certified disabilities and three more people) to have special access to some contents of the Park. Eligible guests are given the AccessibiliPass at the express ticket office following a specific procedure that can be found in Annex I of these rules and regulations.
- Priority access may not be immediately implemented in the following cases:
- 3.3.1. if the capacity of designated seating areas is reached
 - 3.3.2. if the designated personnel that must undertake such activities are already dealing with guests with special needs.
 - 3.3.3. if the circumstances and the access rules do not enable guests to use the attraction safely.
- 3.4 More specifically, guests have the following obligations when using the attractions. They must:
- 3.4.1 avoid attractions, shows, live performances that can be considered, due to the features and limits of use, inappropriate to the specific abilities and/ sensitivity of the guest or the accompanying person.
 - 3.4.2 observe the regulations displayed at the entrance to each attraction.
 - 3.4.3 scrupulously apply instructions on the use of safety and retention systems of each attraction.
 - 3.4.4 use safety devices and retention system and keep a correct posture until the end of the ride
 - 3.4.5 pay particular attention to the instructions provided by the staff responsible for the attractions and to the audio and video guidance that might be displayed in the wait line and/or on the attraction and observe such instructions when taking a ride.
 - 3.4.6 behave responsibly and avoid conduct that can be inappropriate to the instructions provided or compromise the safety of every passenger and the attraction as well.
 - 3.4.7 promptly report to the Leostaff any breakdown or malfunction.
 - 3.4.8 wait until the end of the ride even in case of sudden and light rain. In such case, they must consider that they might get soaked.

- 3.5 In case of emergency, passengers that are on the attraction must stay on their seating, avoid panic and apply the instructions provided by the Leostaff while waiting. If evacuation is necessary, the accompanying passenger shall check the well-being of the person he/she accompanies and cooperate with the emergency team to ensure that the evacuation is correctly conducted making every effort so that the accompanied person collaborates as well.
- 3.6 In the event that a guest acts improperly or displays a behavior that puts himself/herself and others around him/her at risk, the Leostaff may remove the disruptive guest from the attraction without any kind of compensation or refund for the latter.
- 3.7 Leolandia will not be responsible for any injuries resulting from the guests' inappropriate use of attractions or from the failure to comply with the corresponding measures.
- 3.8 Detailed information on the rules for access to the attractions and contents of the Park, including the use restrictions, can be found on the following platforms:
- 3.8.1 on the website leolandia.it
 - 3.8.2 on the Leomap provided when purchasing a ticket either at the ticket office, at the Info Point or by scanning the designated QR code guests can find on the sign at the park entrance and on posters displayed around the Park.
 - 3.8.3 in the Accessibility Leoguide available on the website leolandia.it. It is also given to guests with special needs along with the ticket issued at the Park and available at the reception desk and Info Point.
 - 3.8.4 on each sign at the entrance to the wait line for each attraction.
- 3.9 Leolandia shall not be liable for any damages to guest's property or belongings arising when using the attractions.

PARKING RULES

- 4.1 This area is UNSUPERVISED and the liability of Leolandia S.p.a. (hereinafter Leolandia) to the Guest is limited to the short-term lease of one part of the area needed to park the vehicle with no other obligations of Leolandia.
- Leolandia will not be responsible for any loss, theft and/or damage to persons and property. The presence of a member of Leolandia's staff in the car parking area and at the park does not imply any obligation to supervise the area or guests' vehicles and personal belongings.
- 4.2 Leolandia will not be responsible for guests committing any acts of vandalism or damage caused by natural disasters or unforeseen circumstances or for authorities' actions.
- 4.3 Guests shall carefully park their vehicles in the spaces indicated by the designated employee. Leolandia reserves the right to employ a member of staff, who will be in charge of optimizing parking spaces on the days with the largest influx of guests. However, it does not imply any obligation to supervise the area or change the terms set out in the contract mentioned above.
- 4.4 The use of the car parking is connected with the entry to the Park; persons without a valid admission ticket are therefore prohibited from staying in the car parking area.
- 4.5 Guests are not allowed to undertake any sales activities and/or solicitation and/or to leaflet in the car parking area. If a guest does not observe such warning, he/she may be removed from the area and/or his/her breach might be reported to the competent authority.

- 4.6 Overnight parking is only allowed for guests registering their motorhomes or caravans in accordance with the specific procedure set out in Annex III of this document that can be found at the reception desk or info point.
- 4.7 In the car parking area, it is prohibited to use camping tents, light fires, camp, have a picnic, cook, wash and hang the clothes outdoors, use public toilets as washing or changing room. If a guest does not observe such warning, the LeoStaff and/or his/her may remove he/she from the area and such breach might be reported to the competent authority.
- 4.8 Guests must bring their pets to the dog area or keep them on a lead, as they cannot enter the Park.
- 4.9 Loud music and/or any types of noise-producing acts is strictly prohibited. At night, guests are required not to disturb the silence and the peace of other guests.
- 4.10 It is prohibited to stop for a long time while the engine is running.
- 4.11 It is strictly prohibited to park vehicles and/or grant access to persons in addition to those that had been previously indicated when the motorhome or caravan were registered.
- 4.12 The use of public toilets in the car park area is only allowed for the Park's guests holding a valid parking ticket.
- 4.13 If a guest does not observe the regulations mentioned above, he/she may be removed from the area and/or his/her breach might be reported to the competent authority.

SERVICE LIMITATIONS

- 5.1 Before purchasing a ticket, guests must inquire about any problems related to the influx of visitors, adverse weather conditions or technical problems that may limit the operation of one or more attractions and/or the use of services offered at the Park.
- 5.2 Large influx of visitors may significantly increase waiting times regarding the use of contents and services offered at the Park, the car parking, the purchase of an admission ticket, the entry and exit of guests.
- 5.3 In case of maintenance, based on the attendance status, ongoing activities, lack of electricity, rainy conditions, strong winds, snow, extreme temperatures or unforeseen circumstances, some attractions and contents of the Park might be closed for a short or long period of time.
- 5.4 All attractions or some of them may be closed prior to the Park closing times in order to ensure their accessibility to all guests waiting in the wait lines.
- 5.5 For the safety of passengers and/or according to the instructions provided by the manufacturer, certain physical and/or health conditions are required, without which the access to some attractions and contents of the Park would not be permitted.
- 5.6 The priority access for guests with special needs aiming to enter the attractions might not be implemented if the capacity of designated seating areas is reached. In addition, waiting times may increase for specific service requirements.
- 5.7 Access to the theatre, shows, exhibition venues and dining venues is allowed until the capacity of persons is reached. Reserved areas for guests with special needs is also allowed until their capacity is reached.
- 5.8 Some contents and services offered at the Park are not always available as their opening times do not coincide with the Park's ones.

- 5.9 Kennels, which are placed outdoors, are subject to availability.
- 5.10 The spaces for motorhomes, electric and water hookups are subject to availability.
- 5.11 Guests may be required to park their vehicles even in unpaved areas and, sometimes, in areas that are not too close to the Park. Parking spaces for vehicles and/or motorhomes at Leolandia are subject to availability.
- 5.12 In all of the above cases of content and service limitations or unavailability, no ticket refunds or validations to use the service on another day are available.

TRADE POLICY AND SEASON PRICE LIST

- 6.1. A valid admission ticket is required to visit the Park. Tickets can be purchased on leolandia.it/en or at the Park's ticket offices located in the entrance square. All updated prices can be found on leolandia.it, where anyone can stay up to date on the pricing at any moment, or at ticket offices.
- 6.1.1. Leolandia adopts dynamic pricing using the "the earlier you buy, the more you save" system; park ticket prices can therefore fluctuate depending on the selected day, the estimated influx of visitors and the number of days in advance the ticket is purchased.
- 6.1.2. The park offers different ticket prices also based on the guest's height or in case of disabilities:
 - 6.1.2.1. Up to 89 cm/35": free ticket
 - 6.1.2.2. From 90 cm to 119 cm/36"-47": they obtain the daily reduced price
 - 6.1.2.3. Over 120 cm/48": they must pay the full price for the selected day
 - 6.1.2.4. Minor guests, adults (aged 18+) with permanent mobility impairment (in a wheelchair) and/or with visual impairment and special needs holding Disability Card or equivalent document: free ticket with 100% disability (only in accordance with the procedure set out in Annex I)
 - 6.1.2.5. Adult guests (aged 18+) with special needs that do not fall within the category referred to in subparagraph 6.1.2.4 and hold Disability Card or equivalent document: special price of € 26.50 (only in accordance with the procedure set out in Annex I)
 - 6.1.2.6. Caregiver for persons with special needs holding Disability Card or equivalent document (max. 1 accompanying person per non-self-sufficient guest): reduced price ticket (only in accordance with the procedure set out in Annex I)
- 6.1.3. The park also offers the possibility to purchase a "Smart" or "Unlimited" pass (valid for multiple entries throughout the season) at the price available when the purchase is made. Minors, adults (aged 18+) with permanent mobility impairment (in a wheelchair) and/or with visual impairment and special needs holding Disability Card or equivalent document have a Special pass free of charge (only in accordance with the procedure set out in Annex I). Adults (aged 18+) with special needs that do not fall within the category referred to in subparagraph 6.1.2.4 and hold Disability Card or equivalent document have the opportunity to purchase season passes at a special price: "Smart" pass at €69 and "Unlimited" pass €149 (only in accordance with the procedure set out in Annex I).
- 6.1.4. Guests are always recommended to visit leolandia.it or go to one of the park's ticket offices for detailed information on the current contents and applicable price list.

- 6.2. Tickets that had been already validated at the turnstiles are not refundable. Please keep your tickets safe on your visit to the Park and present it when requested by the LeoStaff and/or competent authorities.
- 6.3. Guests are prohibited from selling and/or performing any commercial solicitation and/or distributing flyers both inside the Park and parking areas and near the entrance gates.
- 6.4. The parking ticket enables the guest to take out a short-term lease on a part of the area to park his/her vehicle. These Terms and Conditions of Agreement cover the use of the area and the contractual relation between Leolandia S.p.a. and the guest; the guest is referred to the individual that have access to the area. The access to the area implies the acknowledgement of these Terms and Conditions of the Contract. The use of the area is restricted to Leolandia's guests. Leolandia S.p.a. grants the use of one part of the area needed to park the vehicle for the time spent at the theme Park and at the tariffs in force when the guests enter the area. Car parking is available for guests on every open day at the Park.
- 6.5. The parking ticket can be purchased at the parking ticket office, which is located at the driveway gate of the Park. Parking card covering 5 parking tickets is also available for sale at the Leoshop and La Perla del Mediterraneo store. Pass holders purchasing the pass valid for the current season can purchase the card.
- 6.6. Here below you can find our parking prices:
 - 6.6.1. Bike and bus (daily parking): free
 - 6.6.2. Car (daily parking): €6.00
 - 6.6.3. Motorhome and travel trailer (daytime parking): €10.00
 - 6.6.4. Motorhome and travel trailer (2 days and 1 night): €30.00
 - 6.6.5. Motorhome and travel trailer (extra night): €15.00
 - 6.6.6. Parking pass covering 5 motorhome daytime parking tickets: € 40 (possibility of purchasing for holders of Leolandia 2023 season pass)
 - 6.6.7. Parking pass covering 5 car parking tickets: €20.00 (possibility of purchasing for holders of Leolandia 2023 season pass)
 - 6.6.8. Bus used for non-self-sufficient guests: free (after showing the blue badge scheme)

The parking tariff applied to the guests is clearly displayed when entering the area. The payment for parking must be completed when entering the area.

ANCILLARY SERVICES AT THE PARK AND USAGE

- | | |
|------------------------------|---|
| 7.1 Dog kennel rental | (located in the car park area, free of charge, subject to availability) |
| 7.2 Locker rental service | (paid service, subject to availability) |
| 7.3 Baby changing tables | (free) |
| 7.4 Childcare areas | (free) |
| 7.5 Bottle warmers | (free) |
| 7.6 Emergency department | (free. No medicines are administered) |
| 7.7 Gluten-free menu | (paid service, subject to availability) |
| 7.8 Wheelchairs hire service | (free, subject to availability) |



- 7.9 Stroller rental service (paid service, subject to availability)
- 7.10 Cash machine
- 7.11 Dryers (paid service)
- 7.12 Face painting game (paid service, not available every day and/or during the Park opening times)

ANNEXES

- 8.1 Annex I: "AccessibiliPass" Guide
- 8.2 Annex II: "Leokennels" Guide
- 8.3 Annex III: "Overnight parking" Guide

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ANNEX I

(Rev.9 02\2023)

Guests with special needs and the use of the "AccessibiliPass"

Leolandia provides some benefits and the possibility to use "AccessibiliPass" to disabled guests (hereinafter Guests with special needs) as described below:

- **Car Parking concessions**
 - Special guests holding EU disability card, after showing it at Leolandia parking ticket booth and in the event that the holder is in the vehicle, are granted the free use of a parking space located near the park entrance for the entire day.
- **Benefits at the ticket office**

After showing at Leolandia ticket office appropriate documentation (Disability Card or equivalent document) and once the companion or caregiver has signed the specific privacy policy,

Guests with special needs are eligible for the following benefits:

- **Complimentary ticket** guests can collect at ticket offices in the event of:
 - Minors with special needs holding a valid document as described above
 - Adults with permanent mobility impairment (in a wheelchair) **only**
 - Guests with visual impairment and special needs holding a valid document
- **Ticket at the special price** of €26.50 guests can collect in the event of:
 - Adults that do not fall within the cases listed above and hold valid document
- **Reduced price ticket** guests can collect in the event of:
 - Caregivers, who must be competent and adult, in full possession of their mental faculties and able to provide care for the guest with special needs

Guests with special needs and caregivers will be given the specific accessibility guide (Accessibility LeoGuide) including all the necessary information to enable the guests with special needs and caregivers to consciously choose the most suitable attractions.

It is therefore recommended that a companion/caregiver, who must be competent, adult and in full possession of his/her mental faculties help and guide the guest with special needs in choosing the attraction and in case of difficulty or emergency.

- **AccessibiliPass**

To ensure the best possible experience, Leolandia offers the "AccessibiliPass", which enables the holders to have special access to some contents of the Park.

- The AccessibiliPass is issued to the Guests with special needs **after showing at Leolandia ticket office appropriate documentation (Disability Card or equivalent document). This pass is intended for:**



- Adults (aged 18+) with lower limb mobility impairment (wheelchair) and/or with visual impairment
 - Guests with special needs with autism spectrum disorder
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- The "AccessibiliPass" is for personal use only and cannot be transferred to and/or used by third parties other than the pass holder.
 - The "AccessibiliPass" holder and his/her immediate family (Guest with special needs and three more people) can benefit from exclusive priority access to Park's contents by visiting the special assistance points at the Park, where provided. The Leostaff may request to present an identification card to verify the holder's identity.
 - The "AccessibiliPass" can be only used when the Guest with special needs benefits from the selected content; conversely, the companions will be considered as other Park's guests and are not entitled to fast track entry.
 - Fast track entry is subject to availability and based on the safety procedures that may change from attraction to attraction. For service requirements or for reasons of force majeure, a fast track entry may not always be immediately available.
 - The "AccessibiliPass" can be used for a maximum of 10 times per visit, to get on attractions and enter theatres (except for the LeoArena as the Pass can be used once).
 - The "AccessibiliPass" is not to be used for two or more consecutive rides for the same attraction. The Guest with special needs must get off the ride and get on it again through the special pass if he/she wish to take another ride on the same attraction.

In the event of abuse of or failure to abide by these rules, Leolandia reserves the right to withdraw the AccessibiliPass.

The Accessibility LeoGuide providing further details on the "AccessibiliPass" and contents of the Park is always available on Leolandia website, on the following link: <https://www.leolandia.it/en/guests-with-disabilities.html>

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Sede operativa: Via Vittorio Veneto n. 52 • 24042 Capriate S.G. (BG) • tel +39 02 99 99 11 00 • fax +39 02 90 96 34 69

info@leolandia.it • [leolandia.it](https://www.leolandia.it) • PEC leolandiaviaggi@arubapec.it





THEME PARK GENERAL RULES

ANNEX II

(Rev.9 02\2023)

Temporary Rental of Leokennels

1. Pets are not permitted to enter the Park.
2. Kennels are placed in a shaded spot in Leolandia parking area and closed with a fence, where the guests coming to the Park can leave their dogs temporarily.
Leokennels are available for dog use only.
3. Leokennels service is available for Park ticket holders, free of charge and subject to available kennels.
4. The area is unsupervised. Leolandia declines any responsibility for theft or for a dog going missing. The park accepts no responsibility for any damage suffered by a dog as a result of fighting with other dogs in the area or being hit by a vehicle in the parking area.
5. Leokennels can be booked in advance by filling out the form available on Leolandia website (<https://www.leolandia.it/en/contact-us.html>). The Leokennel can be booked until 12 p.m. on the selected day; after such time, if no booking is made, the Leokennel will be given to other guests making such request.
A guest may also request Leokennel at the ticket booth on the same day of visit. Service is subject to availability.
6. Both in the parking area and in the Leokennel area, it is required to keep the dog on a short leash; big size dogs are required to wear a muzzle. The leash can be removed when the dog is placed in the Leokennel. Please ensure that the dog does not escape outdoors when closing/opening the gate.
7. Leokennels are regularly cleaned and disinfected by the Leostaff. Compliance with the hygiene standards and good health of dogs in the Leokennels are required. After using the Leokennels, it is necessary to remove dog's excrement from the kennels.
8. Leolandia declines any responsibility for the health of dogs in the Leokennels.
9. In order to book a Leokennel informing the reception team of the owner's full name and mobile number is required. In this way, they can be easily contacted when needed. Additionally, identity card is required as guarantee; it will be returned after using the Leokennel. When giving the Leokennel, a bowl is given to provide water for your dog as well as the gate key with kennel number. When the bowl and the key will be returned to the reception desk, the document that was given when the booking request was submitted will be returned.
10. It is permitted to leave the Park and enter every time on the same day after checking the stamp that the Leostaff puts at the entrance. During the visit to the Park, guests are advised to go to the Leokennel from time to time to check the wellbeing of their dogs.
11. No veterinary services are offered.
12. If a dog is abandoned or missed, all responsible authorities will be informed.

® "LEOLANDIA" ®

Leolandia Viaggi S.r.l.

Società a socio unico soggetta ad attività direzione e coordinamento da parte di Leolandia Holding S.p.A. (Registro imprese di Bergamo n. 03412660163)

Capitale Sociale interamente versato €10.000,00 • Rea: RM1316802

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THEME PARK GENERAL RULES

ANNEX III

(Rev.9 02\2023)

Motorhome and caravan parking rules at Leolandia

PARKING IS ONLY AVAILABLE TO PARK'S GUESTS. UNSUPERVISED AREA.

- Overnight parking is only allowed for ticket or season pass holders.
- In order to park in this area, all owners of motorhomes must:
 - 1) Purchase at least 2 tickets to the park.
 - 2) Go the Reception desk to show the admission tickets to the park, the parking ticket **(if guests want to spend the night, they must also show the overnight parking ticket that they can buy at the car park office or in LeoShop)** and the motorhome's registration number. In this way, guests can get a parking permit (it must be visible during parking time).

Guests coming to the park outside office opening hours shall go to LeoShop, which is at the park's entrance, to pay for parking and present it at the reception desk.

The supervisors will request ID cards of persons without permit and/or parking receipt as guarantee of the registration. Such document will be returned the following morning at the reception desk after showing the parking receipt.

- The area is only available when the park is open.
- It is strictly prohibited to light fires or use public toilets to clean clothes, items, animals or persons.

DURING THE PARK'S OPENING HOURS, IT IS PROHIBITED TO:

- Have a picnic, as there are designated areas at the park.
- Occupy common areas with any kind of item (chairs, tables, sun loungers, clothesline, tents, etc.)
- Leave dogs unattended as they must be brought to the dog area or kept on a lead
- Display inappropriate behavior to Leoguests

THE PARK RESERVES THE RIGHT TO INSPECT THE AREA AND REMOVE ANY PERSON FROM THE PREMISES IF HE/SHE DOES NOT OBESEVE THESE RULES.

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