

LEOLANDIA SHUTTLE SERVICE – SPECIFIC TERMS AND CONDITIONS FOR THE PURCHASE OF THE TRANSPORT SERVICE

Leolandia Viaggi Srl, single-member limited liability company, subject to management and coordination activities by Leolandia Holding S.p.A. (Register of companies in Bergamo no. 03412660163), Registered capital: € 10, 000.00, R.E.A. (Economic and Administrative Index) RM1316802 • Tax code and VAT no. 03614470163, Registered Office: Via Fasana, no. 21 - 00195 Rome telephone number +39 02 90 90 169 • fax +39 02 90 96 34 69, owner of the website www.leolandia.it.

Leolandia Viaggi is the distributor of admission tickets to Leolandia Park, located in via Vittorio Veneto 52, Capriate San Gervasio (24042 BG) and travel agency authorised with executive determination of the Province of Rome, R.U. 568 dated February 22nd 2012. Leolandia Viaggi is covered by Liability Insurance, policy no. 109467773 with Groupama Assicurazioni SpA, maturity on 01/01/2021 for the liability insurance under article 99 of the Legislative Decree 206/2005 of the Italian Consumer Code. Leolandia Viaggi, as travel agency, organises and sells, directly or indirectly, tourist packages including admission tickets to Leolandia Park, as well as hotel accommodation and/or transport. Admission tickets to Leolandia Park, ancillary services and tourist packages are sold either on the e-commerce platform, available on www.leolandia.it or by intermediary travel agencies and intermediary partners.

Pursuant to Article 32 of the Italian Tourism Code, services do not constitute a package holiday and are therefore not covered by such particular regulations or general conditions in the event that such services do not last more than 24 hours, unless these include accommodation.

Leolandia S.p.A. manages Leolandia Park and all visitors undertake to respect the Park Rules and Regulations for the use of services, available on the website and at the Park entrance. The opening period of the Park is seasonal and follows the calendar unilaterally offered by Leolandia and published on www.leolandia.it. The seasonal opening period may be unilaterally changed, at any time and without notice, because it is not considered as an element of the contract. Furthermore, the opening period is not related to any promises and/or offers made by Leolandia to third parties or to own clients.

LEOLANDIA SHUTTLE SERVICE – TRIP RULES AND USEFUL INFORMATION

THE BUS SERVICE FOR THE LEOLANDIA THEME PARK IS PROVIDED TO TRAVELERS UPON PURCHASE OF TICKETS ON LEOLANDIA WEBSITE OR ON BOARD THE BUS FOR ADULTS AND CHILDREN HIGHER THAN 90 CM; UP TO 89 CM CHILDREN ACCESS THE BUS FOR FREE. 1 TICKET PER PERSON / ROUNDTRIP.

1) Bus timetable

Bergamo – Leolandia

Bergamo – Piazzale Marconi	09:00
Stezzano – Mercure Bergamo Aeroporto	09:20
Osio Sotto – Hotel Continental	09:40
Verdellino – Palace Hotel	09:50
Brembate – Guglielmotel	10:00
Leolandia*	10:05

Leolandia - Bergamo

Leolandia	18:15
Brembate – Guglielmotel	18:20
Verdellino – Palace Hotel	18:40
Osio Sotto – Hotel Continental	18:50
Stezzano – Mercure Bergamo Aeroporto	19:10
Bergamo – Piazzale Marconi*	19:35

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

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Milan – Leolandia

Milan – Piazza della Repubblica (Republic Square)	09:00
Leolandia*	09:50

Leolandia – Milan

Leolandia*	18:15
Milan – Piazza della Repubblica (Republic Square)	19:25

- 2) Please note that bus departure and arrival times may change. Leolandia will be responsible for notifying the guests of any changes in advance.
- 3) * All arrival times are estimated.
- 4) The departure and arrival schedule of the Milan and Bergamo routes are indicated on the ticket received as an attachment in the purchase confirmation email.
- 5) Passengers are recommended to be at the selected bus stop at least 15 minutes before the scheduled departure time.
- 6) It is essential to be punctual. You will not be eligible for ticket cancellation, a refund or rescheduling in the event of being late.
- 7) Clients are recommended to book and purchase travel tickets on leolandia.it at least 48 hours before travelling
- 8) You can buy your Leolandia Express ticket at the bus stop directly. Seats are subject to availability
- 9) The Client must present the voucher to the driver before boarding the bus by using an electronic device (smartphone, tablet, etc.) or in printed version. You will not be entitled to board the bus in the event of coming without such voucher.
- 10) You will not be entitled to board the bus in the event of coming on a different day than that detailed on your voucher, unless you buy another ticket.
- 11) If you do not have or lose your ticket, you must purchase another round-trip ticket.
- 12) The shuttle service booking provides access to tickets that are personal, non-transferable, and not divisible and for a fixed date. In addition, it enables adults or children to secure a seat on the bus. Children who are less than 89 cm tall can get in the bus using the specific "Free voucher".
- 13) In the event that a booking is made through a travel agency or an intermediary partner, the latter shall deliver the vouchers and these Terms and Conditions of Sale to the Client in an electronic format or printed version. The intermediary is entitled to request payment from the Client for all services provided by the same intermediary, which is solely responsible for them and shall expressly exempt Leolandia Viaggi from any liabilities.
- 14) CHANGE REQUESTS MADE BY THE CLIENT BEFORE DEPARTURE
 - 14.1 Any changes required by the Client after the booking acceptance, do not compel Leolandia Viaggi to accept them in the event that these requirements cannot be met. In any event, any change requests imply that the Client shall pay administration fees for proceeding the change amounting up to €60.00 per change requested.
 - 14.2 Change requests include, but are not limited to: increase in number of persons using the shuttle service and the change of date.
 - 14.3 In particular, the request to add services or participants to the booking is subject to availability and involves the payment of the price available when the change request is submitted, as well as a flat change fee of up to €60.00 per booking.
 - 14.4 The Client can modify his departure by providing notice by email to accoglienza@leolandia.it before 12:00 on the third business day prior to the arrival date (e.g.: Wednesday for the arrival on Saturday). Such change, if accepted, involves the payment of any tariff adjustment fees and of the right of booking change up to €60.00 per booking.
 - 14.5 Booking can be changed up to 3 days prior to the arrival date.
 - 14.6 Shuttle bus tickets that are not used by the date detailed on your voucher are not refundable.
- 15) CHANGE OR CANCELLATION OF THE SHUTTLE SERVICE BY LEOLANDIA VIAGGI BEFORE DEPARTURE. Any significant changes of the tourist package or one of its essential elements by Leolandia Viaggi, is subject to approval by the Tourist. Where the Client does not agree with such changes, the latter

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may terminate the contract without penalties. The Tourist can exercise the aforementioned rights, even if the cancellation is caused by the failure to reach the minimum number of passengers, force majeure or unforeseeable events.

- 16) CHANGES AFTER DEPARTURE. Where Leolandia Viaggi cannot provide for any reason, apart from the Client's own reasons, the essential part of the services covered by the contract after the departure, the company shall arrange alternative solutions without additional charges for the Client. If the services provided have a lower value than expected, the company shall refund the amount corresponding to the difference. If no alternative solutions are possible or where the solution offered by Leolandia Viaggi is refused by the Client for justified reasons, the Organiser shall provide, without any extra charge, a means of transport equal to that original one for the return to the departure place or to a different place, if arranged according to the availability of means and seats. In addition, the organiser shall refund the Client the difference between the cost of the services agreed and that of the services provided until the early return.

LEOLANDIA SHUTTLE – Traveller Conduct Rules. (under the Italian Highway Code)

Passengers must abide by the following rules for his and other's safety:

- 1) Standing is not allowed during the travel
- 2) No food or drink may be consumed while travelling on the shuttle buses
- 3) Passengers must not smoke
- 4) All passengers must remain seated while the bus is in motion
- 5) It is prohibited to stop near the doors while the bus is in motion
- 6) Only authorised staff (driver) are allowed to open or close the luggage compartment
- 7) While the bus is in motion, passengers must maintain a correct posture for safety reasons
- 8) Hand luggage with shoulder strap (shoulder bags) is not allowed if its size exceeds the capacity of the luggage rack
- 9) If buses are equipped with safety belts, passengers must use them in accordance with the Directive 2003/20/EEC, which amends Article 172 of the Italian Highway Code
- 10) Transportation of animals is not allowed (unless otherwise agreed by the Management)
- 11) Children aged up to 12 years cannot sit in the front row, on the seat of the last row in the centre or on the last two seats behind the rear door of the bus

N.B. any misconduct in relation to the aforementioned rules will result in disqualification from the receipt of insurance benefits. In the event of non-acceptance of this regulation, the driver is not authorised to start the journey.

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