



® “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 under the Italian legislative Decree no. 196/2003 and subsequent amendments. The guest hereby holds harmless Leolandia 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, 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:

- Art. 1: General information
- Art. 2: Access and visiting the park
- Art. 3: Access and use of the attractions
- Art. 4: Access to the car park
- Art. 5: Service limitations
- Art. 6: Ancillary services at the Park
- Art. 7: Annexes

1. GENERAL INFORMATION AND RULES

1.1 A valid admission ticket is required to visit the Park. Tickets can be purchased on leolandia.it 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.

- 1.1.1. 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.

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Società a socio unico soggetta ad attività direzione e coordinamento da parte di THORUS SRL (Registro imprese di Bergamo n. 03505470165)

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- 1.1.2. The park offers different ticket prices also based on the guest's height or in case of disabilities:
 - 1.1.2.1. Up to 89 cm: free ticket
 - 1.1.2.2. From 90 cm to 119 cm. : they obtain the daily reduced price
 - 1.1.2.3. Over 120 cm. : they must pay the full price for the selected day
 - 1.1.2.4. Non-self-sufficient guests: free ticket (only in accordance with the procedure set out in Annex I)
 - 1.1.2.5. Partially self-sufficient guests: daily reduced price ticket (only in accordance with the procedure set out in Annex I)
 - 1.1.2.6. Accompanying person to a non-self-sufficient guest (max. 1 accompanying person per non-self-sufficient guest): daily reduced price ticket (only in accordance with the procedure set out in Annex I)
- 1.1.3. The park also offers the possibility to purchase a "weekday" or "unlimited" pass (valid for multiple entries throughout the season) at the price available when the purchase is made. Non-self-sufficient guests have an unlimited pass free of charge (only in accordance with the procedure set out in Annex I).
- 1.1.4. 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.
- 1.2. 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 (refreshment points, theatres, exhibition venues, toilets, nursery areas, emergency department, etc.), as well as at the attractions and in the car park areas. The presence of a member of staff (hereinafter Leostaff) does not imply any obligation to supervise the area or guests' personal belongings.
- 1.3. 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 visitors and/or competent Authorities.
- 1.4. 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.
- 1.5. 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.
- 1.6. All children must be supervised by accompanying adults at all times.
- 1.7. 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.
- 1.8. Leolandia uses video surveillance equipment 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.
- 1.9. In case of emergency, guests must follow the instructions provided by the Leostaff and show a responsible behaviour to facilitate the first aid interventions and/or the emergency evacuation.
 - 1.10. Validated tickets cannot be refunded. Please keep your tickets safe at all times and present it when requested by the Leostaff and/or competent authorities.
 - 1.11. Before entering the park, guests with special needs must go to the fast track counter or to the reception desk, where they can be provided with the Accessibility Leoguide and any additional information they need to safely use the attractions at the park.
 - 1.12. 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.
 - 1.13. Going shirtless or using swimwear around the park, to the attractions, shows and refreshment points is prohibited. Using swimwear is only permitted in the water attractions. At 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.
 - 1.14. Guests are required to refrain from offensive comments, language, gestures, clothing as they may affect the sensitivity of persons, offend their religion and/or ethnic origin or nationality.
 - 1.15. Picnics are only allowed in the areas that are specifically designed for this purpose: it is prohibited to occupy tables of refreshment points if no food or drink offered in the refreshment point is consumed. It is also prohibited to occupy picnic tables well in advance of eating: in such case, other guests at the park are authorised to place food and any items nearby in order to use the table and seating that were occupied inappropriately. Using "relaxation areas" as picnic ones is not allowed.
 - 1.16. Handbags, bag, 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.
 - 1.17. No laying down on benches.
 - 1.18. On some attractions, photos are taken with the sole aim of selling a souvenir photo of the day.
 - 1.19. Please be kind to animals, do not walk through/damage the flowers, plants and any other equipment of the park.
 - 1.20. Guests are not permitted from entering unauthorised areas, plant rooms and backstage areas reserved for the Leostaff.
 - 1.21. Entering the areas of attractions by trespassing or avoiding the barriers and/or the turnstiles or entry and exit points is strictly prohibited. If any personal belongings fall down in such areas, guests must go to the Info Point.

- 1.22. Skipping queue lines at attractions, shows, refreshment points, shops and using the fast track counters are prohibited, unless the guest is eligible for such privilege.
- 1.23. Swimming in the park's ponds and fountains is not allowed. Water at 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. Leolandia assumes no liability in the event that any attractions splashes treated water on the guests resulting in any damage to them, their personal belongings or clothing. Water used for water playgrounds is drinking; however, it is intended for recreational use and not for human consumption. It is therefore prohibited to drink it: the Park assumes no responsibility in the event that any problems occur due to its consumption, even if it happened accidentally.
- 1.24. Leolandia has adopted a control system on food and beverage served at the park; 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 refreshment points or ask the Leostaff for further information.
- 1.25. Guests must follow the pedestrian crossing when getting around the park.
- 1.26. Smoking in indoor areas, at the attractions, in queue lines (ticket offices, turnstiles, attractions, shows, refreshment points, characters' meet and greet, Peppa Pig's World) is forbidden. It is also prohibited to smoke in the stage stalls or in close proximity to children and pregnant women.
- 1.27. 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.
- 1.28. Inappropriate behaviour that do not comply with the public safety regulations is not allowed (e.g. fighting, acts of vandalism, insults, harassment, drug use, alcohol consumption, political meetings).

2. ACCESS AND VISITING THE PARK

- 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.
 - 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 dog baskets to guests coming with their dogs. The baskets 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.

3. 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, visitors 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 experienced 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 special needs have priority accessibility to the attractions and buildings of the park by using a personal "Access Pass", which is given to the eligible guest following a specific procedure.
Such procedure 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. 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.

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- 3.4. More specifically, guests have the following obligations when using the attractions. They must:
- 3.4.1. avoid attractions, shows, entertainment programmes 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 and retention devices 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 queue line and/or at 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 wet.
- 3.5. in case of emergency, passengers that are on the attraction must stay on their seating, avoid panic, 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 behaviour 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. 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:
- 3.7.1. on the website leolandia.it
 - 3.7.2. on the Leomap provided when purchasing a ticket at the ticket office or at the entrance of the Park, at the reception desk or Info Point.
 - 3.7.3. 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.
 - 3.7.4. on each sign at the entrance to the queue line for each attraction.

4. ACCESS TO THE CAR PARK

- 4.1. 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.

- 4.2. The parking ticket can be purchased at the parking ticket office, which is located at the driveway gate of the Park. Parking pass covering 5 parking tickets is also available for sale at the Leoshop and La Perla shop. Here below you can find our parking prices:
 - 4.2.1. Bike and bus (daily parking): free
 - 4.2.2. Car (daily parking): €5.00
 - 4.2.3. Motorhome and caravan (daytime parking): €8.00
 - 4.2.4. Motorhome and caravan (2 days and 1 night): €28.00
 - 4.2.5. Motorhome and caravan (extra night): €15.00
 - 4.2.6. Parking pass covering 5 car parking tickets: €20.00
 - 4.2.7. Bus used for non-self-sufficient guests: free (after showing the blue badge scheme)
- 4.3. This area is UNATTENDED and the liability of Leolandia S.p.A. (hereinafter Leolandia) to the Client is limited to the short-term lease of one part of the area needed to park the vehicle with no other obligations of Leolandia S.p.A. 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.
- 4.4. 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.
- 4.5. Guests shall carefully park their vehicles in the spaces indicated by the designated employee. Leolandia S.p.A. reserves the right to employ a member of staff, who will be in charge of optimising parking spaces on the days with the largest influx of visitors. However, it does not imply any obligation to supervise the area or change the terms set out in the contract mentioned above.
- 4.6. 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.
- 4.7. 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.
- 4.8. 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.
- 4.9. 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.

- 4.10. Guests must bring their pets to the dog area or keep them on a lead, as they cannot enter the Park.
- 4.11. 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.
- 4.12. It is strictly prohibited to park vehicles and/or grant access to persons in addition to those that were previously indicated when the motorhome or caravan were registered.
- 4.13. The use of public toilets in the car park area is only allowed for the Park's guests holding a valid parking ticket.
- 4.14. 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.
- 4.15. 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.

5. 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, 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 queue 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 absolutely required to have access to some attractions and contents of the Park.
- 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 refreshment points 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. Dog baskets, which are placed outdoors, are subject to availability.
- 5.10. The spaces for motorhomes, shower drainage systems and charging points 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.

6. ANCILLARY SERVICES AT THE PARK

- 6.1. Dog area (located in the car park area, free of charge, subject to availability)
- 6.2. Locker rental service (paid service, subject to availability)
- 6.3. Baby changing tables (free)
- 6.4. Nursery areas (free)
- 6.5. Bottle warmers (free)
- 6.6. Emergency department (free)
- 6.7. Gluten-free menu (paid service, subject to availability)
- 6.8. Wheelchairs hire service (free, subject to availability)
- 6.9. Stroller rental service (paid service, subject to availability)
- 6.10. Cash machine
- 6.11. Dryers (paid service)
- 6.12. Face painting game (paid service, not available every day and/or during the Park opening times)

7. ANNEXES

- 7.1. Annex I: "Access Pass" Guide
- 7.2. Annex II: "Leodogbaskets" Guide
- 7.3. Annex III: "Overnight parking" Guide