

PLEASE NOTE: these general terms and conditions of sale as well as the specific conditions may change as a result of the adoption of the Directive (EU) 2015/2302. You can stay up to date on such regulations regularly by visiting www.leolandia.it.

GENERAL TERMS AND CONDITIONS OF SALE

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Leolandia Viaggi Srl, single shareholder limited liability company, subject to management and coordination activities by THORUS SPA (Register of companies in Bergamo no. 03505470165), 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, Human Resources Department 568 dated February 22nd 2012. Leolandia Viaggi is covered by Liability Insurance, policy no. 0001100180 with Groupama Assicurazioni SpA, maturity on 01/01/2020 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. Credit card transactions with the e-commerce service provided by Leolandia Viaggi are completely safe because these are performed through a system that is fully controlled by the acquirer. Neither the manager nor the owner know credit cards codes, since these are directly controlled by the acquirer. Leolandia S.p.A. manages Leolandia Park and all visitors, once they enter the gates, agree and 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.

SPECIFIC CONDITIONS FOR THE PURCHASE OF ADMISSION TICKETS TO LEOLANDIA PARK AND ANCILLARY SERVICES

Admission tickets to Leolandia Park can be: A "Fixed date ticket", which is valid for a single day's entry to the Park and on the day indicated on the ticket, cannot be modified or subject to significant variation in price throughout the season; "Open date ticket", which is valid for a single day's entry to the Park and on the date selected by the visitor within the limited period starting from the day of purchase to the day of the seasonal closure of the Park on January 6th 2020; "Open date tickets valid for the 2nd or 3rd day relating to the purchase of an open or fixed date ticket valid for one day" (this means that they are valid for a single day's entry on the selected day starting from the day of purchase of an open or fixed date ticket and its validity ceases on the day of the seasonal closure of the Park on January 6th 2020).

In addition to the admission valid for one day, Leolandia park tickets denominated "Fixed date ticket" and "Open date ticket" allow free entry within 60 days after the first visit to Leolandia during 2019 season (March 16th 2019 - January 5th 2020). To benefit from the promotion in relation to the additional ticket to be used within 60

days (sixty actual calendar days, not park open days), "Fixed date ticket" or "Open date ticket" must be validated and linked to the holder's photo that will be taken at the Promo Point inside the park on the first visit day during 2019 season (March 16th 2019 - January 5th 2020). The free entry within 60 days is valid for green days of the calendar denominated "Return day calendar 2019" available on www.leolandia.it. The free additional ticket shall be used by the 2019 season (March 16th 2019 - January 5th 2020); with regard to the purchase of fixed date tickets or open date tickets valid from November 9th 2019 to January 6th 2020, the time limit will last less than 60 days, but such tickets shall be used by and no later than January 6th 2020. This promotion is subject to the rules and the calendar available on www.leolandia.it; Admission tickets denominated "Open date tickets valid for the 2nd or 3rd day, relating to the purchase of an open date or fixed date ticket valid for one day" do not give rise to the promotional right of the free additional ticket within 60 days.

In addition to the admission valid for one day, Leolandia park tickets denominated "Fixed date ticket" and "Open date ticket" allow free entry within 60 days after the first visit to Leolandia during 2019 season (March 16th 2019 - January 5th 2020). To benefit from the promotion in relation to the additional ticket to be used within 60 days (sixty actual calendar days, not park open days), "Fixed date ticket" or "Open date ticket" must be validated and linked to the holder's photo that will be taken at the Promo Point inside the park on the first visit day during 2019 season (March 16th 2019 - January 5th 2020). The free entry within 60 days is valid for green days of the calendar denominated "Return day calendar 2019" available on www.leolandia.it. The free additional ticket can be used during and not after the 2019 season (March 16th 2019 - January 5th 2020); with regard to the purchase of fixed date tickets or open date tickets that will be used between November 9th 2019 and January 6th 2020, the time limit will be less than 60 days, but such tickets can be used by and no later than January 6th 2020. This promotion is subject to the rules and the calendar available on www.leolandia.it;

Admission tickets denominated "Open date tickets valid for the 2nd or 3rd day, relating to the purchase of an open date or fixed date ticket valid for one day" do not give rise to the promotional right of the free additional ticket to be used within 60 days.

"Season Pass", a personal and non-transferable pass valid for multiple entries and benefits throughout the open season of the Park. Unless otherwise stated, all kind of tickets, namely open and fixed date tickets, as well as those valid for the 2nd or 3rd day, are distinguished between "standard", which is valid for a single day's entry for each acquirer, adults and children who are over 120 cm tall when they enter Leolandia theme park, and "reduced price", which is valid for a single day's entry for children who are between 90 cm and 119 cm tall when they enter Leolandia theme park, and "Guests with special needs", as described in the dedicated and useful information sections on www.leolandia.it. On the day of seasonal closure of the Park on January 6th 2020, which is unilaterally determined and modifiable by Leolandia throughout the season, all admission tickets cease to be considered valid. In addition, these tickets do not entitle the holder or owner to any rights for the following season nor for any possible extraordinary openings after the end of the season for which tickets were purchased.

2) The purchase of admission tickets to Leolandia Park and any ancillary services offered at the Park and booked on the website www.leolandia.it requires credit card transactions, as specified on the e-commerce platform. Once the purchase has been completed, the ticket is issued in an electronic format and sent in pdf format by e-mail to the electronic email indicated by the Client. In addition, the Client will receive these Terms and Conditions of Sale available on the website www.leolandia.it and at the Park entrance. The Client has to show the tickets at the entrance of the Park by using an

electronic device (smartphone, tablet, etc.) or in printed version. Printed tickets entitle the Client to a one-day access on the day indicated on the ticket in case of "Fixed date ticket", or to one-day access on a day starting from the day of purchase of an "Open date ticket", which can be used no later than the day of seasonal closure of the Park on January 6th 2020. The purchase of a new admission ticket is required for an additional visit. Alternatively, the visitor can purchase "Open date tickets valid for the 2nd or 3rd day relating to the purchase of an open or fixed date ticket valid for one day". These allow Clients to enter the Park on the second or third day of choice throughout the season.

3) In the event that tickets and ancillary services are delivered by a travel agency or a partner intermediary, the latter shall deliver the Admission ticket and these Terms and Conditions of Sale to the Client in 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.

4) The season pass is personal, non-transferrable, including to family members. The season pass shall be shown at the Park entrance, and it enables multiple entries and benefits for the Client, as indicated on the purchase form. Each family member should have the same type of season pass in order to obtain the same benefits. The pass holder may be required at any time to provide proof of identity to the personnel of the Park. Leolandia S.p.A. expressly reserves the right to refuse to provide the corresponding services in case of a misuse of season passes. In the event of the loss of a pass, any reprinting of the same causes administrative costs.

5) Under no circumstances, can issued tickets or purchase orders be cancelled. The right of termination in case of "distance contracts" (contracts concluded by telephone or online) without any additional charges for the Client, does not involve the contracts of Tourist Package sale nor transport, catering services, leisure services that are booked together or separately from a Tourist Package, at a specific date or at a certain period in time. Thus, the Client cannot cancel any bookings of products or services subject to these terms and conditions of sale and for the purposes specified in Articles 47 (G) and 59 (N) of the Italian Consumer Code.

When purchasing admission tickets defined as "Fixed date ticket", "Open date ticket" or "Season Pass", the buyer accepts the general conditions of sale reported above, the park rules displayed at the entrance or available on the website www.leolandia.it, as well as the Company's policies issued by the management on the following matters:

"WEATHER CONDITIONS". In case of intermittent rain continuing for over one hour, Management reserves the right to grant free access to the park within a month from the day of visit. This concession is offered only with previous purchase of admission tickets as described above with recognised validity.

"ATTRACTION CLOSURES OR SHOW CANCELLATIONS". Management reserves the right to restrict access to attractions at its discretion and in addition has the right to cancel or change, including without prior notice, scheduled related to shows, entertainment and meetings with animals. Business decisions made by the Management regarding "Weather conditions" and "Attraction closures or show cancellations" do not entitle the buyer to claims or refunds.

SPECIFIC CONDITIONS FOR THE PURCHASE OF TOURIST PACKAGES

Terms and conditions of sale specified hereunder shall apply to bookings of tourist packages and additional services.

1) TOURIST PACKAGE CONCEPT. In accordance with article 34 of the Italian Tourism Code, tourist packages have as their object travels, holidays, "all inclusive" packages, tourist cruises, which arise out of the combination, by anyone and realised in any way, of a minimum of two elements sold or offered hereunder at a fixed price: a) transport; b) accommodation; c) tourist services not ancillary to transport or accommodation (omitted) that constitute a substantial part of the "tourist package" to meet the recreational needs of the

tourist. The Client is entitled to receive a copy of the contract of the tourist package sale (pursuant to articles 35 and 36 of the Italian Tourism Code). This contract is essential to possibly access the Guarantee Fund Leolandia Viaggi or Travel Agent joined under article 16.

2) BOOKING 2.1 Before completing the travel contract online, by submitting the order form, the Client will be required to read and accept the General Conditions of Sale, as well as the summary document of the tourist package. The Client will also be provided with a video that summarises all information on the main characteristics of each type of tourist package booked, along with the corresponding price (including all taxes applied, with the exception, if applicable, of tourist taxes that shall be paid at the hotel) and payment methods that can be adopted. Under no circumstances will the Tourist be charged an amount exceeding the expenses actually borne by Leolandia Viaggi, in relation to the selected payment method. 2.2 The Client shall fill out the order form in order to complete the travel contract online. Special attention to bookings including children is recommended, in relation to the free admission for children whose height is less than 89cm with shoes. Such information shall be indicated along with the arrival date. When the Client submits the order form, the same will be informed that the submission implies the obligation to pay the indicated price. Before submitting the order form, the Client shall identify and correct any possible errors while entering data. The Client, by following the process indicated on the website, shall send Leolandia Viaggi the contract proposal by submitting the order form. The travel contract will be considered completed when Leolandia Viaggi submits the voucher, the travel contract, the General Conditions of Sale, the summary document of the tourist package and all information included in the summary of commercial and contract conditions, which were viewed by the Client before the submission of the order form, to the electronic mail of the Client. The Client should immediately communicate any details that were inaccurately indicated in the travel contract to the Call Centre by calling the number indicated in the purchase confirmation email or by sending an email to accoglienza@leolandia.it

2.3 The tourist package purchased by the Client shall exclusively include all services indicated in the travel contract; if applicable, any different and/or additional services, such as transfers from and to the departure point, as well as services purchased on site by the Client are not included in the package and therefore, Leolandia Viaggi does not assume any liabilities and will not be held accountable in this regard.

3) PAYMENTS. The balance shall be paid when booking is made. The failure of payment of the balance referred to above and due at the date determined shall constitute a termination clause and authorises Leolandia Viaggi to cancel bookings even if they had been confirmed, with related penal charges.

4) PRICE 4.1 The price of the tourist package is established in the contract, with reference to the catalogue published on www.leolandia.it. The price may vary up to 20 days prior to the departure date as a result of changes in: - transport costs, including fuel; - rights and taxes on certain types of tourist services, such as taxes, landing taxes, embarkation and disembarkation fees in the ports and airports; - exchange rates applied on the mentioned package. 4.2 For such changes, reference shall be made to the exchange rate and to the aforementioned costs applicable at the date of publication of the program, as indicated in catalogue or, if applicable, at the date indicated on aforementioned updates. In the event of any increase in price by over 10% due only to the aforementioned reasons, the Client has the right to terminate the contract without penalties. 4.3 Tourist tax is not included in tourist packages and shall be directly paid at hotel.

5) CHANGES BEFORE THE CLIENT'S DEPARTURE

5.1 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. 5.2 Change requests include, but are not limited to: increase in number of persons sharing the same room; increase in duration of stay; change of hotel, change of type of room, change of date. 5.3 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. 5.4 The Client can modify his departure by providing notice by email to supporto@leolandia.it before 12:00 on the third business day prior to the arrival date (i.e.: 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. 5.5 When purchasing a package with "Change Option", the first request for the package change will be free of charge, except for any tariff adjustment fees. Booking can be changed up to 3 days prior to the arrival date and at least 5 days before December 31st 2019, after verifying ticket availability". 5.6 The park shall receive any change requests by no later than the fifth day prior to December 31st 2019. Packages and tickets that are not used by the aforementioned date cease to be considered valid and are not refundable, even if they were purchased using the "change option".

6) CHANGE OR CANCELLATION OF THE TOURIST PACKAGE 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, pursuant to article 41 of the Italian Tourism Code. Where the Client does not agree with such changes, the latter may terminate the contract without penalties. The Tourist may exercise the aforementioned rights even if the cancellation is due to the failure to reach the minimum number of participants stated in the specific Program the Tourist agreed or due to circumstances beyond the control of the organiser/vendor or unforeseeable circumstances in relation to the tourist package paid.

7) 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.

8) REPLACEMENT. The withdrawing client can be replaced by another person in the following cases: a) Leolandia Viaggi has been informed by email to supporto@leolandia.it before 12:00 on the third business day prior to the arrival date and has simultaneously received notice on the details of the substitute; b) the substitute meets the conditions of service use (article 39 of the Italian Tourism Code), especially the requirements related to passport or equivalent documents, visas, health certificates; c) the substitute refunds all the expenses incurred for the replacement, according to the amount established by Leolandia Viaggi before the replacement. The original Client and the substitute are responsible for the balance of the amount, as well as for the amount referred to letter c) of this article. With regard to some types of service, a third service provider may not accept the substitution. Therefore, even in the event of a replacement made within the term referred to the previous letter a), Leolandia Viaggi shall not be liable for possible third service provider's failure to accept changes. Leolandia Viaggi shall immediately communicate such failure to the involved parties before departure.

9) OBLIGATIONS OF PARTICIPANTS. Participants, who must communicate their nationalities if different from Italian, are required to have their personal passports or any other documents valid for the countries in the itinerary, as well as tourist and transit visas and health certificates, if applicable. They shall comply with the rules of prudence and diligence, with specific rules in force in the countries of destination, with all information provided by Leolandia Viaggi, as well as administrative or legislative regulations and provisions relating to the tourist package. Participants shall be liable for all damage Leolandia Viaggi may suffer as a result of their breach of these obligations. The Client shall provide Leolandia Viaggi with all documents, information and elements at his disposal, useful for subrogation purposes with respect to third parties responsible for the damage. The Client shall also communicate in writing to Leolandia Viaggi, at the time of booking, any particular requests that may be subject to specific agreements on the travel arrangements, provided that it is possible to meet them. The Client shall always communicate in writing to Leolandia Viaggi any particular requests or conditions (pregnancy, food intolerance, disabilities, etc.) by simultaneously signing the consent for the processing of sensitive personal data. In addition, the Client shall expressly specify all the personalised services needed. Failing such consent, complying with the contractual obligations will not be possible.

10) HOTEL CLASSIFICATION. The official classification of hotels is provided on the website of the hotel or in other informative material, according only to express and formal indication of the local authorities where the service is provided. In the absence of official classification, Leolandia Viaggi reserves the right to offer its own description of the hotel sufficient to an assessment and subsequent acceptance of the hotel by the Tourist.

11) LIABILITY REGIME. Leolandia Viaggi assumes liability for damage to the Client due to total or partial breach of the contract performance, in the event that the breach is committed by the agency or by third parties providing services covered by the tourist package, unless there is proof that the breach is committed by the Client (including initiatives undertaken by the same during the performance of tourist services), by circumstances unrelated to the services provided under the contract, by unforeseeable circumstances, by those beyond the control of Leolandia Viaggi, who could not reasonably expect or solve, depending on his professional diligence.

12) RESTRICTIONS ON REIMBURSEMENT. The amount reimbursed by Leolandia Viaggi for damage to a person shall exceed under no circumstances the limits under international agreements involving Italy and the European Union in relation to services, whose breach has determined the liability. In any event, such limit shall not exceed the amount of 50,000 Germinal francs for personal damage, 2,000 Germinal francs for property damage, 5,000 Germinal francs for any other damage (article 13 no.2 of International Convention on Travel contracts (CCV)).

13) ASSISTANCE OBLIGATION. Leolandia Viaggi shall provide assistance to the Client imposed by the criterion of professional diligence only in respect of obligations required by law or contract. Leolandia Viaggi is exempt from any liabilities (in relation to articles 14 and 15) when the failed or improper performance of the contract is attributed to the Tourist or depends on an unforeseeable or inevitable third-party event or is caused by unforeseeable or circumstances those beyond control.

14) CLAIMS AND COMPLAINTS. Any failure to perform the contract needs to be immediately claimed by the Client, otherwise at risk of forfeiture, also for the purposes of article 1227 of the Italian Civil Code, so that Leolandia Viaggi, its local representative or guide can compensate for it promptly. The Client, under penalty of forfeiture, shall lodge complaint by sending registered post or other means of communication, which ensure proof of receipt, to Leolandia Viaggi within and not after ten business days from the date of return to the departure place.

15) HOLIDAY INSURANCE CANCELLATION COVER. A specific insurance policy with third-party insurance companies and against expenses arising out of the cancellation of the tourist package is recommended.

16) GUARANTEE FUND. The Guarantee Fund is established in the Directorate General for Tourism in the Ministry of Productive Activities, where the consumer could refer to (in accordance with article 51 of the Italian Tourism Code), in case of insolvency of declared bankruptcy of the intermediary or Organiser, for the protection of the following requirements: a) refund of deposit; b) repatriation in case of travelling abroad. The Organiser contributes to the provision of such Fund under paragraph 2 of the aforementioned article 51 of the Italian Tourism Code through the payment of the compulsory insurance premium, an amount of which is deposited in the Fund under article 6 of the Italian Ministerial Decree no. 349/99. The fund shall also provide immediate economic resources in case of forced repatriation of tourists coming from Non-EU Countries, during emergencies, whether these are attributed or not to behaviour of the Organiser.

17) DISPUTE RESOLUTION CLAUSE. The parties recognise the mutual obligation to previously attempt mediation in accordance with the Italian Legislative Decree no. 28/2010, failing which further legal proceedings regarding the interpretation and/or execution of this agreement, including the ancillary services, will be suspended. Mandatory communication pursuant to article 17 of the Italian law no. 38/2006. The Italian law punishes by imprisonment offences concerning underage prostitution and pornography, even if committed abroad.

SPECIFIC CONDITIONS FOR THE PURCHASE OF HOSPITALITY SERVICES OR "LEOLANDIA SHUTTLE SERVICE"

1) The shuttle service is provided against payment and with the use of a travel ticket consisting of a ticket voucher, which is issued in an electronic format. The Client must present it to the driver before boarding the bus by using an electronic device (smartphone, tablet, etc.) or in printed version.

2) The shuttle service booking and the corresponding ticket are personal, non-transferable, and not divisible. In addition, ticket is on a fixed date basis as it enables adults and 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".

3) Clients are recommended to book and purchase travel tickets at least 48 hours before the journey. Booking must be changed into ticket in order to use Leolandia shuttle service. The reservation and purchase of the ticket, as well as the use of Leolandia shuttle service constitute acknowledgement and acceptance of the general terms and conditions of sale and the Travel Regulations that clients can read on Leolandia shuttle bus.

4) Even if the journey had started, failure to present a valid ticket to the driver will lead to the passenger having to purchase a new ticket also in the event of ticket loss.

5) 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.

6) Bus departure and arrival times are indicated on the ticket the Client will find in the confirmation email.

7) Passengers are recommended to be at the selected bus stop at least 15 minutes before the scheduled departure time to facilitate Leolandia shuttle service.

8) It is essential to be punctual. You will not be eligible for ticket cancellation, a refund or rescheduling in the event of being late.

9) Please note seating is not guaranteed if you decide to buy the ticket at the bus stop (Milan- P.zza della Repubblica (Republic

Square) – at the corner of Via Turati; Bergamo – P.zza Marconi – Terminal SAB bus station).

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.

Please note:

Contracts whose subject matter is the offer of transport and accommodation services or any other separate tourist service which cannot be described as travel organisation contracts or tourist packages, are governed by the following provisions of the CCV: Article 1, points 3 and 6, Articles 17 to 23, Articles 24 to 31 with respect to provisions differing from those related to the organisation contract as well as the other negotiations specifically referring to the sale of the single services that are covered by the contract and incorporated into the Italian Legislative Decree no. 79/2011. The specific terms of service and its provision process are detailed when the contract is concluded and on the ticket/voucher.

SPECIFIC CONDITIONS FOR LA TANA DI LEO

- 1) "La Tana di Leo" is an area providing restaurant service and a playground.
- 2) Access to "La Tana di Leo" is only permitted during the established opening hours and until the capacity limit (adults and children) has been reached.
- 3) Entertainment programmes and the playground are subject to specific regulations available on www.leolandia.it and at the entrance of the area, where regulations are fully transcribed.
- 4) To ensure access to "La Tana di Leo", it is possible to book seats on Leolandia's e-commerce platform. In order to make a reservation, the payment of amount due is required, against which the booking voucher is issued and sent via email.
- 5) Booking is personal, non-transferrable and not divisible, has a fixed date and is required to ensure seats for adults and children over two years. Children under 2 have access to "La Tana di Leo" using a "Free entry" voucher, which does not entitle them to a seat.
- 6) The client must show booking vouchers at the entrance of La Tana di Leo by using an electronic device (smartphone, tablet, etc.) or in printed version.
- 7) Under no circumstances, can issued vouchers or purchase orders be cancelled.
- 8) The arrival date can be changed by both parties with a prior notification by phone to the number +39 029090169 or by email to accoglienza@leolandia.it at least two hours before the start of the restaurant service the client booked; or notification to the Client's phone number or email provided during the booking process. Changes are not allowed for the dates and/or services referred to as "Extraordinary Events" by Leolandia.
- 9) 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.