



GENERAL CONDITIONS OF SALE AND REGULATIONS

General conditions governing access to Parks and Restaurants and the use of the services offered. By purchasing a ticket, the user expressly accepts these general terms of use of the Parks, Restaurants, services, attractions, and shows.

Tickets: Purchase, Use, and Conditions

1. The various types of tickets are available for review directly on the Website, allowing customers to view them before proceeding with their purchase.
2. Tickets purchased online will be sent to the customer via email after payment by credit card or PayPal.
3. If you purchase with Scalapay, you will receive your order immediately and pay in 3 installments. Please note that the installments will be assigned to Incremento SPV S.r.l., related parties, and their assignees, and you authorize such an assignment.
4. Single-day tickets and Restaurant tickets can be presented at access control points in electronic format.
5. Tickets valid for two or more days must be printed. Upon the first access, a photo of the user will be taken, rendering the ticket strictly personal and non-transferable. The second access must be made by the same person.
6. Tickets are valid only for the current season and for the specific Park/Restaurant/Relaxation Area for which they are issued. Tickets are non-duplicable, and printed copies of already validated tickets will not be accepted.
7. Restaurant tickets are open-dated but require a reservation, as availability cannot be guaranteed.
8. Fixed-date tickets cannot be altered once purchased.
9. Canevaworld Resort is not obligated to replace the Ticket in case it is lost, misplaced, damaged, or illegible due to its condition, or if it is stolen.
10. Tickets, once purchased, cannot be refunded or modified.
11. Canevaworld may refuse the sale of tickets to individuals involved in improper activities. If Canevaworld detects that a ticket has been transferred to third parties without its consent, access may be denied to the ticket holder.

Rules for Access and Use of Services

12. For Season Passes, the holder must verify their identity by presenting a valid ID with a photo.
13. The entry ticket must be shown to Park staff whenever requested.
14. The ticket grants the user the right to access the selected Park(s) and use individual attractions, attend shows, and avail of services offered within the limits of available capacity, as indicated by appropriate signage, and subject to adherence to queueing protocols.
15. Canevaworld Resort does not guarantee that users can enjoy all services, shows, or attractions in the Parks. No refund will be given in case of inability to use a service, attraction, or show due to excessive attendance or force majeure.
16. During the same day of ticket validity, re-entry into the Park is allowed with a special stamp issued by authorized personnel. Without the stamp and ticket, re-entry will not be permitted.
17. Access to attractions and shows may close earlier than the Park's closing time to allow for the orderly clearing of queues.
18. For safety reasons, certain attractions may not be recommended for individuals with specific physical or psychological conditions, as indicated at the entrance of each attraction. Access may also be denied to individuals not meeting the height and/or age limits specified by the



manufacturer and approved by the Provincial Technical Inspection Commission. Visitors should always check the specific rules posted at each attraction/area entrance.

Safety and Behavior Rules

19. For security reasons, the Park reserves the right to perform checks to prevent the entry of prohibited items, such as:
 - a. Illegal substances and alcohol;
 - b. Cans, glass, and sharp objects;
 - c. Chairs, loungers, camping tents, and umbrellas;
 - d. Bicycles, scooters, skateboards, or similar devices (except strollers and wheelchairs);
 - e. Megaphones and various musical instruments;
 - f. Barbecues and stoves;
 - g. Weapons of any kind or deemed dangerous.
20. In case of disruptive behavior or violations of regulations, Management reserves the right to remove the guest without refund.

Service Modifications and Interruptions

21. Canevaworld Resort reserves the right to change opening days based on weather conditions.
22. The Resort may interrupt the operation of one or more attractions, shows, or services for safety reasons, force majeure, or organizational needs, including weather-related events. Notifications of such interruptions will be provided near the affected attractions. No refund will be issued in such cases.

Liability

23. Canevaworld Resort disclaims all liability for theft, accidents, or damage to persons or property resulting from user negligence, non-compliance with Park safety rules, or improper use of attractions, slides, or structures. Additionally, it is not responsible for unattended personal belongings left in the Park or injuries caused by failure to follow guidelines.

Privacy Policy

24. Photographs may be taken at certain attractions and offered for sale at the exit. If not purchased, these photos will be destroyed within a reasonable time.
25. Some areas of Canevaworld Resort are under video surveillance for security purposes only.



EXCLUSION OF THE RIGHT OF WITHDRAWAL

Canevaworld Resort informs customers that, as the provision of services involves leisure activities with a specific date or period of execution (indicated on the ticket), the right of withdrawal under Article 52 of Legislative Decree 206/05 does not apply.

FINAL PROVISIONS

These Conditions and any disputes regarding their execution, interpretation, and validity are governed by Italian law and subject to the exclusive jurisdiction of the Verona Court.

By confirming an order, the user accepts these general terms of sale. Once the product is selected and payment confirmed, these terms will be deemed understood, accepted, and agreed upon.

Canevaworld Resort reserves the right to change ticket information and prices without notice. Any price reductions applied after the customer's purchase will not entitle the customer to a refund.

These General Conditions of Sale may be amended at any time and will take effect upon publication on the Website. Customers are invited to consult the latest version before making any purchase.