

**Dear Customer, You must be aware of these internal regulations.**

**Please read them carefully.**

- **AVVENTURA AMAZONIA PELAYOS** offers an activity called a "tree adventure park", which requires very strict participation conditions and compliance with specific safety rules for the practice of this activity, as set out below.
- Activities at height may be dangerous if the rules are not respected and may result in serious injury or even death. Learning and applying the appropriate techniques and safety measures taught during the initiation course is solely your responsibility. You personally assume all risks and responsibilities for any damage, injury or death that may occur as a result of failure to comply with the safety rules and important recommendations set out in this document, at the entrance to the courses (Initiation), and those explained by the instructors before, during and after the mandatory initiation course.
- If you are not in a position to assume this responsibility or risk, do not take part in the courses.
- The general and safety instructions are provided at the time of registration and later explained by the instructors during the initiation course.
- Personal Protective Equipment (PPE) is systematically provided to customers and the activity cannot be carried out without this safety equipment. The use of personal equipment is strictly forbidden. PPE is personal and non-transferable.
- The customer is responsible for the strict application of these instructions and for their own continuous safety during the activity.
- With the purchase of an entry ticket, the customer is entitled to use the facilities for a maximum period of 3 hours, starting from the beginning of the initiation course.
- In the event of adverse weather conditions, management reserves the right to stop activities for safety reasons. In such cases, participants who have been active for less than 1 hour and 30 minutes will be offered a free entry ticket to be used within 1 year. Under no circumstances will the ticket price be refunded.
- Once a ticket has been sold, no refund will be issued, except if the participant withdraws during the initiation course, in which case 50% of the ticket price will be refunded.
- Access to the activities is reserved for those who register at the office booth and accept the participation conditions by completing the relevant form.
- Smoking is strictly prohibited during the activities and within the park premises.
- Picnic areas may only be used by groups where at least 50% of the members are participating in the courses.
- Visitors who wish to enter the park without participating in the courses must pay an entrance fee of €1.
- Customers who exceed the permitted three-hour duration on the courses or who fail to return the safety equipment must pay a penalty of €8 per hour or part thereof.
- As a guarantee for the return of the equipment, a deposit of €200 per item used must be provided, or alternatively a valid personal identification document or a photograph of such document.
- Access to the courses will close 45 minutes before the park's closing time, as stated in the "Course Closure" document. Participants must return their equipment 15 minutes before closing time.

## PARTICIPATION CONDITIONS

- **Minimum height:** Kids: 1.15 m / Explorador: 1.25 m / Jungla: 1.35 m / Aventura and Canopy: 1.45 m / Deportivo: 1.60 m (for minors under 16)
- **Minimum age:** 6 years. / "Super Zip Line": 16 years. / Children under 6 years old may not participate in the aerial courses.
- Minors under 16 must present written authorisation from a parent or from a responsible adult in charge of the group.
- Minors under 16 must be supervised by a parent or a responsible adult, who must remain on the premises while the minor is participating in any aerial course.
- Children category (over 1.15 m and under 1.35 m, from 6 years): may access the KIDS course and the EXPLORADOR course if over 1.25 m.
- Junior category (over 1.35 m and under 16 years): may access the KIDS, EXPLORADOR and JUNGLA courses. If over 1.45 m, they may also access the AVVENTURA course. If over 1.60 m, they may access the DEPORTIVO course accompanied by a responsible adult, subject to instructor approval.
- Minors under 16 may not participate in the "Super Zip Line", even if accompanied by an adult.

- Adults under 18 may not be responsible for other minors.
- The maximum age for participation is 70 years.
- Participants weighing over 100 kg, or those for whom the standard harness cannot be properly adjusted, will be fitted with a full-body harness (waist and chest). Maximum permitted weight is 130 kg for adult courses and 100 kg for children's courses. **For the Super Zip Line, the maximum permitted weight is 100 kg.** A weighing scale is available at the control cabin.
- The participation conditions for the "MINI KIDS" activity are set out in Annex I: "MINI KIDS REGULATIONS".
- For safety reasons, this activity is not suitable for people with physical or mental disabilities. AVENTURA AMAZONIA reserves the right to deny access or interrupt the activity for anyone who does not meet the minimum requirements and whose participation could compromise their own safety or that of others. This activity is not suitable for persons with reduced mobility or mental impairment.
- AVENTURA AMAZONIA also reserves the right to deny access or interrupt the activity for anyone under the influence of alcohol, who fails to comply with safety rules, or whose behaviour may pose a risk.
- This activity is not suitable for people with electro-stimulation devices such as pacemakers or magnetic catheters. The safety systems contain magnets that may interfere with such devices.
- The use of mobile phones during the activity is strictly prohibited. Pockets must remain empty or properly closed to prevent any object from falling.
- The activity is covered by Accident and Civil Liability Insurance for all participants registered on the "Acceptance of Participation Conditions" form provided upon arrival. Any accident must be reported immediately to park staff. Participants consent to the transfer of relevant personal data to the insurance company if required.

## AUTHORISATION FOR ADVANCED COURSES

- Access to higher-difficulty courses will be granted exclusively by instructors after assessing the participant's performance on lower-level courses.

## ACCEPTANCE OF CONDITIONS

- Participants must accept without restriction the participation and safety conditions, including the mandatory use of the safety equipment throughout the activity.

## BASIC SAFETY RULES

- Instructors supervise, advise participants and intervene when necessary.
- The mandatory initiation course enables participants to become autonomous and responsible for their own safety. During this course, the following rules are explained:

### Obligations:

- Safety systems (harness, carabiners, etc.) must always be correctly secured.
- No more than three participants are allowed on each platform or obstacle, except on zip lines.
- Pulleys must be used only for zip lines and carried on the harness equipment loop at all other times.
- Long hair must be tied back.
- No objects, coins or mobile phones may be carried in pockets unless fully closed.
- The use of mobile phones during the activity is prohibited at all times.

## ZIP LINE SPECIFIC RULES

### Recommendations:

- Keep hands on the lower part of the pulley carabiner at all times.
- Adopt the starting position taught by the instructor and maintain it until arrival.
- Never start if someone is accessing the arrival platform.
- Ensure the zip line is completely clear before starting.
- Never place hands under the pulley or touch the cable while moving.
- Ensure the pulley is correctly attached.
- Helmet use is optional and the participant's responsibility; if used, straps must be securely fastened.

- Gloves are optional; gloves are available for purchase.

## SIGNAGE

- Signs (pictograms and colour-coded cables) at the start of each obstacle indicate its difficulty. Participants are advised to follow these indications for safety and comfort.

## PARTICIPANT RESPONSIBILITY

- Participants are requested to behave responsibly and respectfully.
- AVENTURA AMAZONIA is not responsible for loss or damage to personal belongings, prostheses, hearing aids, visual aids or similar items.
- Good physical condition is recommended, as well as adequate rest between obstacles and courses.
- If a participant misjudges their ability and becomes a danger to themselves or others, fellow participants should alert instructors and assist only if it does not endanger themselves or the victim.
- Evacuation from a course is carried out by technical staff only when no other option exists. Participants are asked to request evacuation only as a last resort.
- AVENTURA AMAZONIA shall not be liable for incidents arising from false declarations, failure to comply with safety rules, or panic.
- Participants with sensory, physical or mental impairments may not hold Aventura Amazonia liable for accidents arising from such conditions.
- Harnesses may not be removed or loosened by participants; this must be done by instructors.
- Participants and visitors must remain on designated paths to protect the forest. Terrain may be uneven.
- Dogs are only permitted if kept on a leash at all times.

## ANNEX I - "MINI KIDS" REGULATIONS

- AVENTURA AMAZONIA offers an alternative ground-level play area called "MINI KIDS", which does not require fall-protection systems.
- Minimum age: 3 years. Maximum age: 6 years. Adults are not permitted to use this area.
- The child may use the facilities for a maximum of 3 hours.
- An adult guardian must complete and accept the participation conditions at the ticket office.
- Children must be supervised at all times by a parent or responsible adult inside the MINI KIDS area.
- In case of adverse weather, activities may be stopped. Children who have participated for less than 1 hour and 30 minutes will be offered a free ticket valid for 1 year.
- No refunds will be issued once a ticket has been sold.
- Access to the MINI KIDS area will close 10 minutes before park closing time.
- AVENTURA AMAZONIA reserves the right to deny access or interrupt participation for children who fail to comply with behavioural rules.
- Capacity is limited to 50 participants across both MINI KIDS areas.
- Participation is subject to availability and/or prior reservation.
- Food is not permitted inside the area.