

## **General Rules and Conditions regarding admission to MagicLand and use of the services provided.**

**Access to MagicLand is allowed for everyone as long as the following rules are respected:**

### **1. Biglietteria**

1.1 By purchasing the admission ticket it is possible to access the daily available attractions, attend the scheduled shows (subject to availability) and enjoy the services provided, always respecting waiting times. The use of videogames and/or redemption games and all activities for which an additional price is due are not included. These activities and the relative prices will be displayed both at the Amusement Park and on the website [www.magicland.it](http://www.magicland.it).

1.2 The purchase of the admission ticket implies acceptance of limitations, due to force majeure (such as in the case of atmospheric events, serious and proven organizational and/or technical needs, etc.), in the fruition of some services and/or attractions. Thus no refund is considered as due.

1.3 The admission ticket must be kept and exhibited in case of control by MagicLand staff. It is not refundable and is not nominative, but after validation at the entrance, and once you have crossed the threshold of the Amusement Park, it becomes strictly personal and not transferable to third parties.

1.4 Those who wish to leave MagicLand and return during the same day can do so by having a stamp placed on their hand at the time of exit, which must be shown in order to return. If it is not possible to show the stamp, the return will no longer be allowed.

1.5 The ticket has a daily validity, except for tickets with specific validity for 2 days in a row.

1.6 Guests who are entitled to the free entrance benefit for the second day in a row must wear the bracelet that is delivered at the cash desks. The bracelet is strictly personal and in the impossibility of showing it, intact and still worn, access to the Amusement Park will not be allowed.

1.7 The holders of seasonal passes purchased during the MagicLand closing period are invited to request, at the Info Point, the replacement of the paper entry ticket with the subscription card. The subscription is strictly personal; if improper use occurs, it will be withdrawn without the possibility of a refund.

### **2. General safety and behavior**

2.1 Within MagicLand, correct and mutual respect is required, based on simple rules of education. Access to the Amusement Park, attractions, shows and dining options shirtless or wearing only a bathing suit is not allowed. Climbing sets, cackling, playing musical instruments, organizing or holding shows, events or gatherings and carrying out promotional activities is prohibited. Furthermore, all attitudes that do not comply with public safety regulations are prohibited. Guests who do not comply with these regulations and/or conduct unseemly and/or dangerous behavior for themselves and for others, will be denied access or made immediately leave the premises without reimbursement and a complaint will be sent to the Public Authority.

2.2 Smoking is not allowed along the access lines to attractions or shows, as well as in places where it is expressly prohibited.

2.3 In order to ensure the safety of visitors, the following objects are prohibited in the Amusement Park: alcoholic drinks, glass containers (including bottles and jars), weapons of any kind, drones or remote-controlled toys of any kind, balloons, rackets, tambourines, frisbees and in any case any flying objects, skates/scooters/bicycles or any other means equipped with wheels, with the exception of strollers and wheelchairs intended for the service of people temporarily or permanently disabled or with minority. The staff reserves the right to carry out checks to ensure compliance with this prohibition and the safety of guests.

2.4 Bathing in the lake, in fountains and in any basin of water is prohibited.

2.5 Children under the age of fourteen, people of advanced age, with heart disease or in precarious physical, cognitive or sensorial conditions, must be subjected to the control of an adult in charge during the entire stay in MagicLand.

2.6 Parents of minors as well as carers of non self-sufficient people will be held responsible for the damages caused by their dependents, and for the consequences that the failure of their companions to comply with the safety regulations could cause.

2.7 MagicLand declines all responsibility in the event of theft, damage from natural disasters, accidents and damage to people or things due to imprudence and failure to comply with safety regulations.

2.8 In order not to alarm or disturb the Guests, personal ads will not be broadcasted. In case of need, a security plan will be activated by the staff on duty. Each guest must follow the instructions of the staff, keeping calm.

2.9 In the event of an emergency, the instructions given by the MagicLand security staff must be followed scrupulously. All damages caused by non-compliance with the safety procedures given by the operators of the Amusement Park will be charged to those who will be identified as responsible.

### **3. Attractions & shows**

3.1 For the safety of our guests, each attraction is subject to usage requirements in relation to age, height, weight and physical or health conditions. Guests are therefore invited to scrupulously comply with the indications in the directions for use, located at the entrance of each attraction. By way of example for some attractions, entry may be forbidden to:

- ✓ Children under the age of 3;
- ✓ Pregnant women;
- ✓ Disabled people, whose characteristics are such that cannot guarantee their own or others' safety and security in the use of the attractions.

The use of attractions is not recommended for elderly, cardiopathic and mentally ill people.

3.2 To facilitate access to attractions to people with disabilities, their companions can consult the Accessibility Guide for guests with special needs, downloadable from the website [www.magicland.it](http://www.magicland.it) or available at the Info Point.

3.3 Attraction passengers are required to strictly follow the directions and instructions given by the MagicLand staff and attraction staff.

3.4 In the event of an emergency evacuation off an attraction, the accompanying passenger commits to helping his companion and all passengers are required to put into practice the instructions given by the MagicLand Staff.

3.5 Access to attractions and shows may be interrupted in advance with respect to the daily closing time, in order to allow the complete and gradual outflow of the waiting lines.

## **4. Services**

4.1 Suitcases and travel bags must be deposited at the appropriate Luggage Storage, located at the entrance of MagicLand (paid service). It is not allowed to leave backpacks and bags outside the dedicated areas. The objects found unattended can be picked up by the MagicLand Staff and delivered to the Customer Service or the Info Point, where the owner can then request for their return, without making any claims or requests against MagicLand.

4.2 Picnicking is allowed only in the reserved area and it is forbidden to occupy the tables of the refreshment points or the relaxation areas for this purpose.

4.3 It is not allowed to occupy the picnic tables in advance with one's own supplies and without consuming. In this case the MagicLand Staff will be authorized to free the tables.

4.4 The parking lot is not guarded and the contractual relationship between Magicland Spa and the Visitor is limited to the temporary leasing of a portion of the area necessary to park the vehicle, without obligations on the Amusement Park.

## **5. People with special needs**

5.1 An [accessibility guide](#), designed to better plan the visit, is available for our guests with special needs and their companions Per i nostri ospiti con esigenze particolari ed i loro accompagnatori è disponibile la, realizzata per programmare al meglio la visita.

## **6. Pets and guide dogs**

6.1 Four-legged friends are welcome at MagicLand. We invite all guests who wish to join us accompanied by their animals to view the [general conditions](#) that regulate their access to the Park.

## **7. Privacy**

7.1 When purchasing the ticket, MagicLand guests declare that they have read and expressly accept the Privacy Policy, made pursuant to art. 13 and 14 of the GDPR (General Data Protection Regulation) 2016/679.

7.2 According to the indicated law, the personal data provided by the guests and/or collected at MagicLand will be treated in compliance with the principles of correctness, lawfulness, transparency and protection of confidentiality and rights. The Privacy Policy ("Policy") is available in paper form at the MagicLand Infopoint and at the Reception Service, as well as on the website [www.magicland.it](http://www.magicland.it) and contains the methods, purposes and timing of collection and use of personal data, methods of storage and protection of the same,

the type of data collected, with relative indication of the need or otherwise of the consent of the guests for the treatment and conservation of the same. The Information also explicitly lists the owners and joint controllers of the processing of personal data and all rights, with the relative methods for exercising them. On the occasion of the individual services provided at MagicLand, in the event that it is necessary to provide your personal data, the Policy and the related consent form will be submitted.

7.3 At some attractions, as indicated on the maps, photographs are taken which will be on sale at the exit of the attraction; upon entering MagicLand, Guests accept this possibility. At the photo points there is a privacy policy in paper format, also available on the website [www.magicland.it](http://www.magicland.it).

It should be noted that the photographs can only be purchased by the Guests shown in them. Those that are not purchased will be eliminated within 24 hours of acquisition, while the purchased photographs will be kept, in the manner and for the purposes referred to in the aforementioned Privacy Policy, for a maximum of 30 days.

7.4 In some areas of MagicLand video surveillance systems are active for the sole purpose of supervising the safety and safeguarding of people and complying with the safety standards imposed by the competent Authorities and/or by the type of activity carried out by the operator; the collected images are processed and stored in accordance with the Privacy Policy and will be deleted within 30 days of their acquisition.

THEREFORE THE GUESTS ARE INVITED TO VIEW THE POLICY AND TO REFER TO THE RECEPTION SERVICE FOR ANY NEED AND/OR CLARIFICATION.