

GENERAL TERMS AND CONDITIONS OF CONTRACT

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1. PURPOSE

These General Terms and Conditions of Contracting (hereinafter, the "General Conditions") are intended to regulate the online sale of products and the contracting of services (hereinafter, jointly, the "Products" and "Services") that CAMPRABASSA, S.A. (hereinafter, "NATURLAND") makes available to the public through the website "www.naturland.ad" (hereinafter, the "Website").

These General Conditions apply both to the purchase of Products (such as merchandising items and other material goods offered by NATURLAND) and to the contracting of Services (such as outdoor activities, access to facilities, ski passes, guided experiences, among others).

These General Conditions are complemented, provided they do not contradict them, by the specific conditions that may be established for each of the Products and Services offered through the Website (hereinafter, the "Specific Conditions"), which detail the specific characteristics, prices, cancellation or modification policies, usage requirements, delivery times (in the case of Products), and other relevant aspects.

Users of the Website (hereinafter, collectively the "Clients", and individually the "Client") are informed that for any doubt regarding the use of the Website and/or the Products or Services offered, they may contact NATURLAND via the email address info@naturland.ad or by calling +376 741 444.

Clients are also informed that some of the Services and/or Products offered by NATURLAND through the Website may also be purchased or contracted in person. Such in-person purchases and/or contracts are governed by the specific terms and conditions applicable at any given time, which may differ from those established for electronic contracting of the same Services and/or Products.

2. ADHESION TO THE GENERAL CONDITIONS

By accessing the Website, the Client declares that they have read and understood the Terms and Conditions, all of which they accept without reservation, and to which they consent to be bound in the same manner as if they had accepted them in writing.

If a potential Client does not agree with any aspect of the Terms and Conditions, they must refrain from using the Website and/or the Services.

3. RIGHT TO MODIFY THE TERMS AND CONDITIONS

NATURLAND reserves the right to carry out, without prior notice, at any time and with immediate effect, any modifications or periodic updates it deems appropriate to the Terms and Conditions.

Although NATURLAND may notify Clients of such changes, including via email notifications, Clients are advised to review the Terms and Conditions periodically.

4. INTELLECTUAL PROPERTY, INDUSTRIAL PROPERTY, RELATED RIGHTS OF ECONOMIC CONTENT, AND LICENSE OF USE

Definition of the term “contents”

When the Terms and Conditions refer to “contents”, this includes all the elements that make up the Website and the Services offered through it, including—among others—the source code, the design and navigation structure, as well as trademarks, texts, maps, photographs, videos, data, databases, and any other content displayed on the Website and the Services.

Rights and legal positions over content provided by NATURLAND

The contents published and provided by NATURLAND are subject to copyright, trademark rights, patent rights, image rights, and/or any other analogous economic rights or legal positions, owned either by NATURLAND or by third parties who have granted the relevant licenses or authorizations.

The use of the Website and the contracting of the Services offered do not grant Clients any ownership or usage rights over these contents (including reproduction, distribution, public communication, making available to the public, or transformation), unless NATURLAND or the third-party rights holders expressly authorize it, either through specific indications accompanying the relevant content or through written licenses or authorizations.

Consequently, NATURLAND reserves the right to use watermarks, technological devices, and/or other mechanisms that allow monitoring or tracking unauthorized uses of these contents. NATURLAND also reserves the right to initiate legal action against Clients who infringe the aforementioned copyright, trademark, patent, image rights, and/or other analogous economic rights.



If any Client believes that any of these contents infringe their own rights or those of third parties, they may notify NATURLAND through the contact email provided in the “Purpose” section so that the matter can be assessed and reviewed.

5. USE OF THE WEBSITE

The Client declares that they possess the necessary legal capacity to be bound by the Terms and Conditions, including these General and Specific Conditions applicable in each case, which they state they fully understand and accept.

Minors under 18 years old, as they cannot legally hold payment instruments, may only acquire Services and/or Products when their parents or legal guardians supervise the process and assume responsibility for the aspects described in the Terms and Conditions, including any potential fraudulent use of payment instruments.

Furthermore, minors under 18 years old may not acquire Services and/or Products that they are not legally allowed to purchase or from which they are not permitted to benefit under applicable regulations.

By accessing the Website and contracting the Services and/or acquiring the Products offered, the Client undertakes, including but not limited to, the following obligations:

(a) To use the Website and the Services and/or Products offered in accordance with the Terms and Conditions, as well as with the law, morality, public order, good faith, and general accepted practices.

(b) Not to infringe property rights, including intellectual or industrial property rights, or any other analogous economic rights or legal positions belonging to NATURLAND, its suppliers, or third parties.

(c) Not to divert or attempt to divert any functionality of the Website or of the Services and/or Products from their normal use as defined in the Terms and Conditions.

(d) Not to disseminate any data, information, or content that may diminish, interrupt, or impede the normal use of the Website and/or the Services and/or Products, or disrupt the normal flow of communications.

(e) Not to make any purchase of Services and/or Products falsely or fraudulently. Should NATURLAND detect that the Client is placing false or fraudulent orders, NATURLAND reserves the right to inform the relevant authorities and any third-party suppliers



involved, and to initiate any appropriate legal actions, without prejudice to those that may correspond to NATURLAND or to the suppliers or third parties affected.

In general, Clients must use the Website and the Services and/or Products appropriately and must not use them for illegal activities that may constitute an offence, violate the rights of other individuals or entities, or otherwise contravene the applicable legal system.

The Website and any communications sent to Clients in NATURLAND's name or in the name of third parties may contain links to external websites, such as partner websites of NATURLAND. These external sites are outside NATURLAND's control, which the Client acknowledges and accepts. Therefore, NATURLAND is not responsible for the accuracy, legality, quality, or any other aspect of the content found on those external websites.

6. INVITATION TO CONTRACT

The information contained in these General Conditions, in the applicable Specific Conditions, and on the Website in general, does **not** constitute a sales offer from NATURLAND, but rather an invitation to the Client to make use of the Services and/or acquire the Products offered by NATURLAND.

No sales contract shall be deemed to exist between NATURLAND and the Client in relation to any Service and/or Product until it has been expressly confirmed by NATURLAND, in accordance with the applicable General and Specific Conditions, through the issuance of the corresponding purchase confirmation (hereinafter, the "Purchase Confirmation").

Therefore, the sales contract between the Client and NATURLAND is considered formalized once NATURLAND sends the Purchase Confirmation to the Client. The Client may request the corresponding invoice by sending an email to **booking@naturland.ad**, in accordance with the terms set out in the Specific Conditions applicable to the relevant Service and/or Product.

If NATURLAND does not accept the Client's request to acquire a Service and/or Product (hereinafter, the "Purchase Order"), and an amount has already been charged to the Client's credit card, the full amount will be immediately refunded without any additional charges.

7. PURCHASE ORDERS

If NATURLAND accepts a Client's Purchase Order, the Client will receive an electronic document formalizing the request for acquisition of the corresponding Service and/or Product. This document specifies the details of the transaction, including, among others,



the description of the Service and/or Product acquired, as well as the price and payment conditions.

Purchase Orders may only be placed electronically through the Website via the electronic procedures established for each type of Service and/or Product in the corresponding Specific Conditions.

Accordingly, the Client must have provided and correctly completed all mandatory data requested by NATURLAND.

Once NATURLAND has confirmed the Purchase Order and the payment has been successfully processed, NATURLAND will send the Client the Purchase Confirmation. The Client may request the corresponding invoice by sending an email to **booking@naturland.ad**.

Therefore, as previously indicated, the sales contract for a Service and/or Product between the Client and NATURLAND will only be deemed formalized once NATURLAND has sent the Purchase Confirmation to the Client. Without prejudice to the foregoing, the Client may expressly request the invoice related to the corresponding Purchase Order by sending an email to booking@naturland.ad.

8. PRICE AND PAYMENT METHOD

1. Price

The final full price of the selected Services and/or Products will be shown to the Client, with the corresponding breakdown, once the Client has selected the Service and/or Product they wish to purchase and **before** the Client becomes bound by any contract or payment obligation.

This price will include the total amount of all selected Services and/or Products and, where applicable, all relevant taxes.

2. Payment Method

Payment shall be made exclusively by **credit or debit card**.

Payment will be processed through an online payment service to which the Website will redirect the Client once all steps have been completed and the Client has selected the option "Authorize Payment".

The card payment service is provided directly by the issuing entity and, if applicable, the credit/debit institution concerned. The charge to the Client's credit or debit card will occur simultaneously with the issuance of the Purchase Confirmation. If payment is not successfully completed, the Purchase Order will not be generated.



Without prejudice to the above, the Client may expressly request the invoice relating to the relevant Purchase Order by sending an email to **booking@naturland.ad**.

NATURLAND does not collect, access, or store the Client's card data in any way, as the payment process is handled exclusively by the payment service provider (the PSP "Redsys", used in collaboration with all banks in the Principality of Andorra and fully compliant with required security guarantees). Therefore, NATURLAND is exempt from any liability arising from breaches of confidentiality or security of the Client's payment information if such breaches are beyond NATURLAND's control.

By registering a payment method, the Client declares that they are the rightful holder of the associated card and that it is valid, active, and under their control. The Client also declares that they do not appear on any banking institution blacklist.

The use of a card not belonging to the Client will be considered fraudulent use. The Client will be liable to the cardholder and to third parties for any resulting consequences and shall hold NATURLAND harmless in this regard.

If the amount of a purchase is charged fraudulently or incorrectly using a payment card, the cardholder may request cancellation of the charge, provided the cancellation is carried out in accordance with the terms established by the issuing entity and/or the relevant credit institution and, where applicable, by the card's insurance conditions. In such cases, the corresponding debit and reimbursement entries to NATURLAND's and the holder's accounts will be made as soon as possible.

However, if the purchase was in fact made by the cardholder and the cancellation was unduly requested, the Client shall be liable to NATURLAND for any damages caused as a result of the undue cancellation.

3. Fees and Taxes

Applicable taxes shall be borne by the Client and must be paid together with the prices of the Services and/or Products.

Any applicable amounts will be included in the total to be paid by the Client at the time of placing the Purchase Order, in the Purchase Confirmation, and, where applicable, in the invoice.

9. PRE-CONTRACTUAL INFORMATION

1. The sales contract (i.e., all the documents that form it, including the Terms and Conditions, the Purchase Order, and the Purchase Confirmation) will be

formalized in Catalan and, where applicable, additionally in Spanish, French, and English.

2. The Client may identify errors in the introduction of their data in the Purchase Order after receiving it by email. To correct any error in the data once the Purchase Order has been completed, the Client must contact NATURLAND as soon as they detect the error through booking@naturland.ad or by calling +376 741 444, in order to request the necessary modifications
3. The documentation, data, and information related to each sales contract will be stored in accordance with NATURLAND's Privacy Policy.

10. AVAILABILITY

All Purchase Orders are subject to the availability of the corresponding Services and/or Products.

If, at the time the Purchase Order is received, the Services and/or Products requested are not available, NATURLAND must inform the Client of this circumstance in accordance with the legislation of Andorra in force regarding commerce and consumer protection. In such cases, the Client has the right to receive a refund of the amounts paid, within a maximum period of **30 days**.

11. RIGHT OF WITHDRAWAL

In accordance with Law 13/2013 of 13 June on effective competition and consumer protection, and Law 12/2013 of 13 June on commerce, the Client has the right to withdraw from the contract for products purchased remotely through the NATURLAND Website within seven (7) working days from the moment the product is received, without the need to justify their decision and without incurring any penalty.

To exercise this right, the Client must communicate their intention to withdraw via any method that provides proof of notification (email, online form, etc.), and must return the product in perfect condition, in its original packaging, and without having been used. Once NATURLAND receives the returned product, it will issue a refund of the corresponding amount within a maximum period of **thirty (30) calendar days**.

The right of withdrawal shall **not** apply in the following cases, unless otherwise agreed:

- Services that have been fully performed before the withdrawal period ends, provided execution began with the Client's prior express consent.
- Activities or services linked to specific dates or defined periods (e.g., guided activity bookings, dated ski passes, dated tickets).

- Products that have been personalized or made to measure according to the Client's specifications.
- Products which, due to their nature, cannot be returned or may deteriorate easily (e.g., food or hygiene products).
- Products used or handled by the Client in a way that causes damage or alterations.
- Unsealed items such as software, CDs, DVDs, or other digital recordings.
- Publications such as newspapers or magazines.
- Any Services and/or Products that may be excluded by regulation under Andorran law.

12. COMMUNICATIONS

1. Canals de comunicació

1. Communication Channels

All communication between the Client and NATURLAND relating to a specific Purchase Order may be carried out by postal mail, email, or telephone.

For the purposes of communications by post, email, or telephone, NATURLAND designates the following addresses:

Postal address:

NATURLAND, COTA 1.600

Carretera de la Rabassa, Km 8

AD600 – Sant Julià de Lòria

Principality of Andorra

Email: info@naturland.ad

Telephone: +376 741 444

The address designated by the Client for communications shall be the one indicated in each Purchase Order or any subsequent address duly modified by the Client in accordance with these General Conditions.

Any communication relating to a Purchase Order sent to the addresses indicated above shall be deemed correctly delivered, unless the recipient has previously notified the sender—prior to placing the Purchase Order—of a change of address.

2. Claims and Other Communications

The Client may submit claims or make any other communication to NATURLAND by postal mail or email using the addresses set out in the previous section.



Clients may also submit complaints, claims, or consumer reports to the **Commerce and Consumer Unit of the Government of Andorra** using the official form available at: <https://www.e-tramits.ad/tramits/ca/formulari-de-queixa-reclamacio-i-denuncia-de-consum/p/GV001563>

14. PROHIBICIONS I RESPONSABILITAT

1 Prohibitions

Access to NATURLAND is prohibited with illegal objects or substances and/or any items that may endanger the safety of any person inside the facilities. NATURLAND may carry out security checks at the entrances to its facilities and reserves the right to deny access to individuals attempting to enter with such objects or substances.

2 Liability

Unless otherwise required under applicable legislation, NATURLAND's liability in relation to any Service and/or Product purchased through the Website shall be limited to the purchase price of the corresponding Service and/or Product.

NATURLAND shall not be liable for indirect damages suffered by the Client, nor for loss of profit.

NATURLAND shall not be responsible for the loss or theft of personal belongings within its facilities. In the event of injuries or accidents occurring on the premises—except in cases of wilful misconduct or negligence—NATURLAND shall not be liable for such injuries or accidents.

The Client is responsible at all times for their conduct within NATURLAND's premises. Any inappropriate behavior may result in expulsion without the right to reimbursement.

Clients accept that many of NATURLAND's activities take place outdoors, meaning they may be exposed to low temperatures and possible precipitation in the form of rain or snow.

Clients must comply at all times with NATURLAND's safety and health measures, as well as evacuation procedures in emergency situations.

Nevertheless, all rights guaranteed to consumers under Andorran legislation shall remain safeguarded.

3. Force Majeure



In cases of force majeure, NATURLAND shall not be liable for damages resulting from the impossibility of providing or delivering a Service and/or Product.

Force majeure includes, among others: general or sector-specific strikes; adverse weather conditions; natural phenomena; fires; floods or thefts at NATURLAND's facilities; epidemics or other health crises; and any other events outside NATURLAND's reasonable control that prevent or significantly hinder service provision.

4 Access with Pets

Clients may access NATURLAND's facilities with their pets at both the 1600 and 2000 levels, provided pets are kept on a leash and under supervision at all times.

Pets are **not allowed** inside restaurants or in certain designated areas such as:

- cross-country ski trails,
 - the farm area,
 - areas with ponies or horses,
- for safety and animal-welfare reasons.

Pets are welcome in outdoor areas and restaurant terraces, provided they do not cause disturbances and remain leashed.

Clients are responsible for maintaining cleanliness, collecting pet waste, and preventing any behavior that may bother or endanger other visitors, animals, or staff. Pets must **never be left unattended** within the facilities.

NATURLAND reserves the right to restrict or deny access with pets if the rules are not observed or if a risk is detected for safety or activity operations.

5 Inherent Risk

The Client expressly acknowledges and accepts that all activities offered by NATURLAND—whether sports, leisure, or nature-related—may involve inherent risks, including but not limited to: falls, collisions, adverse weather conditions, and other situations derived from outdoor or sports activities.

This acceptance of risk is voluntary, informed, and conscious.

NATURLAND remains obliged to act with due diligence and to implement appropriate safety and prevention measures to ensure activities are carried out under safe conditions.

6 Purchase of Services Through Non-Official Channels



NATURLAND only guarantees the authenticity, validity, and conditions of Services purchased through official sales channels:

- the Website,
- authorized ticket offices,
- and expressly accredited partners.

Purchases made through non-official channels—third-party platforms, travel agencies, resellers, etc.—are outside NATURLAND’s control. Therefore:

- NATURLAND **assumes no responsibility** for conditions, prices, availability, validity, or functionality of Services purchased through non-official channels.
- NATURLAND will **not guarantee access, reservation, or service provision** for tickets not acquired through official channels.
- Any claims must be addressed directly to the third party that sold the ticket.

Clients are responsible for verifying the origin and authenticity of tickets before purchasing.

15. COMMERCIAL COMMUNICATIONS

NATURLAND may send Clients who have purchased Services commercial communications related to NATURLAND’s activities.

If, at any time, the Client no longer wishes to receive commercial communications from NATURLAND, they may unsubscribe using the link available at the bottom of any commercial communication sent by NATURLAND.

16. RIGHT OF EXCLUSION

NATURLAND es reserva la facultat de denegar o suspendre, sense previ avís i de manera reserves the right to deny or suspend, without prior notice and at its sole discretion, at any time and either permanently or temporarily, access to the Website and to the Services and/or Products offered, to any Clients who fail to comply with the Terms and Conditions.

This right may be exercised by NATURLAND without the Client being entitled to any compensation for damages, and without prejudice to any legal actions NATURLAND may initiate against the offending Client.

17. PARTIAL NULLITY

If any provision of the Terms and Conditions is declared null and void by a final resolution issued by a competent authority, the remaining provisions shall remain fully valid and unaffected by that declaration of nullity.

18. MODIFICATION

The Terms and Conditions may be modified by NATURLAND. It is the Client's responsibility to read them periodically, as the Terms and Conditions in force at the time of accessing the Website or at the time of entering into the sales contract for Services and/or Products shall be the ones that apply.

19. APPLICABLE LAW AND JURISDICTION

Clients submit to Andorran jurisdiction, expressly waiving any other jurisdiction that may correspond to them under law.

This is without prejudice to situations in which, due to the Client's status as a consumer, a different legislation and/or jurisdiction may be mandatorily applicable by law.