

SPECIFIC CONTRACTING CONDITIONS

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PURPOSE

These Specific Contracting Conditions are intended to establish and detail the specific characteristics applicable to each of the Products and Services offered by NATURLAND through the website www.naturland.ad.

These Specific Conditions complement, develop, and, where applicable, prevail over the provisions set out in the General Contracting Conditions, provided that this is expressly indicated and there is no contradiction.

By contracting any of the Products or Services detailed below, the Client declares having read and accepted both these Specific Conditions and the General Conditions, which form an integral part of the contract.

INFORMATION ON ACTIVITIES OFFERED BY NATURLAND

1. ACTIVITIES COTA 1.600

RIDE TOBOTRONC

- **Name of the activity:** Tobotronc Ride
- **Approximate duration:** 25 minutes
- **Schedules:** According to the operating calendar published at www.naturland.ad.
- **Location:** Level 1,600

Participant requirements:

- **Minimum age:** 7 years
- **Minors under 14 must always be** accompanied by an adult over 18
- **Minimum age to ride alone:** 14 years
- A minor aged 14 to 17 may not accompany another minor
- **Minimum height:** 1.20 m
- **Minimum weight:** 35 kg
- **Maximum combined weight in a double sled:** 160 kg
- **Required equipment:** Closed and tied footwear.

Specific notes:

- Stopping the sled on the track is strictly prohibited.
- Arms and legs must always remain inside the sled.
- Participants must never get off the sled unless instructed by Naturland staff.

- A minimum distance of 25 m between sleds must be maintained during descent.
- Seat belts must be always fastened.
- Gloves and warm clothing are recommended in winter.
- Backpacks, bags, or any loose items—such as scarves or long accessories—are not permitted.

Adapted access:

- Access for participants with functional diversity must be coordinated with on-site staff.
- For safety reasons, users who cannot hold both hands on the sled handle (due to missing limb or temporary immobilization such as a cast) may not access the attraction.
- Users with visual impairment may ride as passengers provided, they do not obstruct the driver's visibility.
- Users with hearing impairment may ride as drivers or passengers, provided the accompanying person (driver or passenger) can communicate staff instructions.
- Users with reduced mobility may only complete the descent section. They must travel with their companion and vehicle to Level 2,000, descend together on Tobotronc, then wait at Level 1,600 while the companion rides back up alone to retrieve the vehicle. Estimated total duration: 1h 30min.

AIRTREKK

- **Name of the activity:** Airtrekk
- **Approximate duration:** Between 20 and 45 minutes
- **Schedules:** According to the commercial calendar published at www.naturland.ad
- **Location:** Level 1,600

Participant requirements:

- **Minimum age:** 7 years
- **Minimum height:** 1.20 m
- **Maximum weight:** 136 kg
- Minors under 14 must be supervised by an adult over 18
- Backpacks, bags, or items that may hang loose—such as scarves or long accessories—are not allowed

- Gloves and warm clothing are recommended in winter
- Required equipment:
- Mandatory helmet and harness are provided by Naturland
- Participants must wear closed, tied footwear
- Pockets must be emptied before accessing the activity

MINI ZIP LINE

- **Name of the activity:** Mini Zip Line
- **Approximate duration:** Non-guided activity
- **Schedules:** According to the commercial calendar at www.naturland.ad
- **Location:** Level 1,600
- **Participant requirements:**
 - **Minimum age:** 3 years
 - **Maximum age:** 6 years
 - **Supervision by an adult over 18 is required**
 - **Maximum height:** 1.30 m
 - **Maximum weight:** 80 kg
 - Participants must wear closed and tied shoes, have empty pockets, and must not wear glasses
 - Gloves and winter clothing are recommended

AIRTREKKIDS

- **Name of the activity:** Airtrekkids
- **Approximate duration:** Between 20 and 30 minutes
- **Schedules:** According to the commercial calendar at www.naturland.ad
- **Location:** Level 1,600

Participant requirements:

- **Minimum age:** 3 years
- **Maximum age:** 6 years
- **Minimum height:** 1.00 m
- **Maximum height:** 1.30 m
- **Maximum weight:** 50 kg
- Supervision by an adult over 18 is required
- Participants must wear closed and tied footwear and keep pockets empty
- Gloves and winter clothing recommended

- Required equipment (provided by Naturland):
- Mandatory helmet
- Mandatory harness

TUBBING

- **Name of the activity:** Tubbing
- **Approximate duration:** 10 to 15 minutes
- **Schedules:** According to the commercial calendar at www.naturland.ad
- **Location:** Level 1,600

Participant requirements:

- Minimum age: 7 years
- Minimum height: 1.00 m
- Maximum height: 2.00 m
- Maximum weight: 100 kg
- Individual descent only (1 person per tube)
- Activity available only in the designated area
- Minors must always be accompanied and supervised by an adult over 18
- Backpacks, bags, scarves, or hanging items are not permitted
- Gloves and winter clothing recommended
- Required equipment:
- Closed and tied footwear

MINI TUBBING

- **Name of the activity:** Mini Tubbing
- **Approximate duration:** 10 to 15 minutes
- **Schedules:** According to commercial calendar
- **Location:** Level 1,600

Participant requirements:

- **Minimum age:** 3 years
- **Maximum age:** 6 years
- **Minimum height:** 1.00 m
- **Maximum height:** 1.30 m
- **Maximum weight:** 50 kg
- Activity only allowed in the designated area
- Minors must be supervised by an adult
- No backpacks, bags, scarves, or loose items

- Gloves and warm clothing recommended
- **Required equipment:**
 - Closed and tied footwear

SQUIRREL CIRCUIT

- **Name of the activity:** Squirrel Circuit
- **Approximate duration:** 15 to 20 minutes. Non-guided activity.
- **Schedules:** According to commercial calendar at www.naturland.ad
- **Location:** Level 1,600

Participant requirements:

- Minimum age: 4 years
- Minimum height: 1.00 m
- Maximum weight: 130 kg
- Maximum capacity: 40 people
- Maximum of 2 people on the access ramps
- Jumps or dangerous somersaults are prohibited
- Climbing on the net walls is prohibited
- Minors must always be accompanied and supervised by an adult over 18
- Avoid wearing glasses or objects in pockets that may be lost
- Backpacks, bags, or loose items (scarves, necklaces, etc.) are not allowed
- Gloves and warm clothing recommended in winter
- **Required equipment:**
- Closed and tied footwear

SKLIDE

- **Name of the activity:** Sklide
- **Approximate duration:** 10 to 15 minutes
- **Schedules:** According to commercial calendar
- **Location:** Level 1,600
- **Participant requirements:**
 - Minimum age: 4 years
 - Minimum height: 1.00 m
 - Maximum height: 2.00 m
 - Maximum weight: 100 kg
 - Individual descent only (1 sled per person)
 - Only one sled per track
 - Activity allowed only in the designated area
 - Minors must be supervised by an adult
 - No backpacks, bags, scarves, or loose objects
 - Gloves and warm clothes recommended
- **Required equipment:**

- Closed and tied footwear

ARCHERY

- **Name of the activity:** Archery
- **Approximate duration:** 15 to 30 minutes
- **Schedules:** According to commercial calendar
- **Location:** Level 1,600
- **Participant requirements:**
 - Minimum age: 7 years
 - Minors must always be accompanied and supervised by an adult
 - Gloves and winter clothing recommended

XTREM JUMP

- **Name of the activity:** Xtrem Jump
- **Approximate duration:** 1 minute
- **Schedules:** According to commercial calendar
- **Location:** Level 1,600
- **Participant requirements:**
 - Minimum age: 7 years
 - Minimum height: 1.20 m
 - Maximum weight: 136 kg
 - No backpacks, bags, scarves, or loose items
- **Activity subject to good physical condition**
 - Not recommended for people with recent injuries or back, knee, neck, or ankle problems

PEDAL BUGGIES

- **Name of the activity:** Pedal Buggy
- **Approximate duration:** 10 minutes
- **Schedules:** According to commercial calendar
- **Location:** Level 1,600
- **Participant requirements:**
 - Minimum age: 7 years
 - Minimum height: 1.20 m
 - Maximum weight: 100 kg
 - Activity includes 3 laps of the circuit
 - Activity only available in the designated area
 - Minors must be supervised by an adult

FORESTLINE

- **Name of the activity:** Forestline
- **Approximate duration:** Approximately 2 minutes
- **Schedules:** According to the commercial calendar published at www.naturland.ad
- **Location:** Level 1,600
- **Participant requirements:**
 - Minimum age: 7 years
 - Minimum height: 1.20 m
 - Minimum weight: 35 kg
 - Maximum weight: 115 kg
 - Closed and tied shoes are required
 - Backpacks, bags, or any protruding items — such as scarves or necklaces (non-exhaustive examples) — are not permitted
 - Participants with long hair should tie it back
 - Gloves and warm clothing recommended in winter
 - Mobile phones may not be held in hand during the activity
- **Required equipment:**
 - Closed and tied footwear

LABYRINTH

- **Name of the activity:** Labyrinth
- **Approximate duration:** 10 minutes
- **Schedules:** According to the commercial calendar published at www.naturland.ad
- **Location:** Level 1,600
- **Participant requirements:**
 - All ages welcome
 - Minors must always be accompanied and supervised by an adult over 18
 - Gloves and warm clothing recommended in winter

TRAMPOLINES

- **Name of the activity:** Trampolines
- **Approximate duration:** 10 minutes
- **Schedules:** According to the commercial calendar published at www.naturland.ad

- **Location:** Level 1,600
- **Participant requirements:**
 - Minimum age: 3 years
 - Maximum age: 6 years
 - Only 1 child is allowed per trampoline
 - Minors must always be accompanied and supervised by an adult over 18
 - Children must remove their shoes before entering; the activity is performed **in socks only**
 - Before entering, children must remove glasses, hats, or any hard objects, including anything in their pockets
 - Leaving any item on the trampoline is strictly prohibited
 - No objects or people may be underneath the trampoline structure
 - Animals are strictly prohibited on the trampolines
 - Somersaults or high jumps are forbidden for children without acrobatic experience due to risk of injury
 - Jumping off the trampoline directly to the ground when exiting is not allowed
 - Eating during the activity (food, gum, sweets, etc.) is prohibited
 - Gloves and warm clothing recommended in winter

MINI TRACTOR

- **Name of the activity:** Mini Tractor
- **Approximate duration:** 15 to 30 minutes. Non-guided activity
- **Schedules:** According to the commercial calendar at www.naturland.ad. Activity available **only in summer**
- **Location:** Level 1,600
- **Participant requirements:**
 - Minimum age: 3 years
 - Maximum age: 6 years
 - Minimum height: 0.80 m
 - Maximum height: 1.10 m
 - Maximum weight: 35 kg
 - Minors must always be accompanied and supervised by an adult over 18
 - Activity available only in the designated area
- **Required equipment:**
 - Closed and tied footwear

ECLIPSE ZIP LINE

- **Name of the activity:** Eclipse Zip Line

- **Approximate duration:** 45–60 seconds approximately
- **Schedules:** According to the commercial calendar at www.naturland.ad
- **Location:** Level 1,600
- **Participant requirements:**
 - Minimum age: 7 years
 - Minimum height: 1.20 m
 - Maximum height: 2.00 m

Weight requirements

- **Individual mode:**
 - Minimum weight: 40–60 kg
 - Maximum weight: 120 kg
- **Tandem mode (2 people):**
 - Minimum combined weight: 75 kg
 - Minimum weight per person in tandem: 25 kg
 - Maximum combined weight: 160 kg
 - Maximum weight per person in tandem: 95 kg
- **Additional rules:**
 - Minors must always be accompanied and supervised by an adult over 18
 - Backpacks, bags, or loose items such as scarves or necklaces are not allowed
 - Long hair should be tied back
 - Gloves and warm clothing recommended during the winter season
 - Mobile phones may not be held in hand during the activity
- **Required equipment:**
 - Closed and tied shoes

2. ACTIVITIES COTA 2.000

GUIDED HORSEBACK ROUTE (SPRING/SUMMER/AUTUMN)

- **Name of the activity:** Guided Horseback Route
- **Approximate duration:** 1 hour
- **Schedules:** According to the commercial calendar published at www.naturland.ad
- **Location:** Level 2,000
- **Participant requirements:**
 - Minimum age: 8 years

- Minors aged 8 to 13 must be accompanied by an adult over 18 on the same excursion
- Maximum weight: 95 kg
- Gloves and warm clothing recommended
- **Required equipment:**
 - Closed and tied footwear
 - Comfortable clothing
 - Long trousers recommended

SELF-GUIDED ROUTE “THE SECRET OF THE FOREST — TRAIL OF TRADES” (SUMMER)

- (Self-guided activity)
- **Name of the activity:** Self-Guided Route “The Secret of the Forest — Trail of Trades”
- **Approximate duration:** 1 hour (non-guided activity)
- **Schedules:** According to commercial calendar
- **Location:** Level 2,000
- **Participant requirements:**
 - Minimum age: 3 years
 - Minors must be accompanied by an adult over 18
 - A mobile phone is required
- **Required equipment:**
 - Comfortable footwear and clothing
 - Water recommended

FARM ANIMAL OBSERVATION AT CONANGLE (SUMMER)

- **Name of the activity:** Farm Animal Observation at Conangle
- **Approximate duration:** Non-guided activity
- **Schedules:** According to commercial calendar
- **Location:** Level 2,000
- **Participant requirements:**
 - All ages welcome
 - Minors must always be accompanied by an adult
 - It is strictly forbidden to feed the animals
 - Running after animals is prohibited
 - Animals must be always respected
 - As this is an open natural space, visibility of all animals cannot be guaranteed

N'BOSCAT

- **Name of the activity:** N'Boscat
- **Approximate duration:** Approximately 1 hour
- **Schedules:** According to commercial calendar
- **Location:** Level 2,000
- **Participant requirements:**
 - Minimum age: 7 years
 - Minimum height: 1.25 m
 - Minimum weight: 25 kg
 - Maximum weight: 130 kg
 - Minors must always be accompanied and supervised by an adult
 - Backpacks, bags, scarves, or loose items not permitted
 - Gloves and warm clothing recommended in winter
- **Required equipment:**
 - Closed and tied footwear
 - Gloves recommended

PONY RIDE

- **Name of the activity:** Pony Ride
- **Approximate duration:** Approximately 10 minutes
- **Schedules:** According to commercial calendar
- **Location:**
 - Summer/Autumn: Level 2,000
 - Winter/Spring: Level 1,600
- **Participant requirements:**
 - Minimum age: 3 years
 - Maximum age: 6 years
 - Maximum height: 1.30 m
 - Maximum weight: 35 kg
 - Minors must always be accompanied and supervised by an adult over 18
- **Important notice:**
 - To protect pony welfare during peak attendance:
 - Naturland may limit the number of rides
 - Monitors may restrict the activity to a maximum of 3 rides per ticket
 - In summer, **only 1 ride per ticket** is included
- **Required equipment:**
 - Closed and tied footwear

PUSHBIKE

- **Name of the activity:** Pushbike
- **Approximate duration:** 1 hour (non-guided)
- **Schedules:** According to commercial calendar
- **Location:** Level 2,000
- **Participant requirements:**
 - Minimum age: 3 years
 - Maximum age: 5 years
 - Maximum height: 1.10 m
 - Maximum weight: 30 kg
 - Minors must always be supervised by an adult
 - A deposit of €50 must be paid
- **Required equipment:**
 - Mandatory helmet provided by Naturland

WINTER ACTIVITIES

SKI SEASON PASS

- **Name of the activity:** Ski Season Pass
- **Duration:** Entire winter season
- **Schedules:** According to the commercial calendar at www.naturland.ad
- **Location:** Level 2,000
- **Participant requirements:**
 - Minimum age: 5 years
 - Minors must always be accompanied and supervised by an adult

Required equipment:

It is recommended to wear proper winter clothing suitable for this sport, including gloves, goggles, and a hat.

Cross-country ski equipment consists of skis, boots, and poles.

1-DAY SKI PASS

- **Name of the activity:** 1-Day Pass
- **Duration:** 1 day
- **Schedules:** According to the commercial calendar (subject to snow conditions)

- **Location:** Level 2,000

Participant requirements:

- Minimum age: 5 years

Required equipment:

Recommended: winter clothing, gloves, goggles, and hat.

Cross-country ski equipment includes skis, boots, and poles.

1-DAY SKI PASS + EQUIPMENT

- **Name of the activity:** 1-Day Ski Pass + Equipment
- **Duration:** 1 day
- **Schedules:** According to the commercial calendar (subject to snow conditions)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 5 years

Required equipment:

Winter clothing recommended.

Ski equipment is provided by Naturland.

Deposit:

Ski equipment rental requires a deposit via pre-authorization or pre-payment on a credit card in the Client's name as a guarantee.

Deposit amount: €200.

Deposit is refunded once the equipment is returned in good condition. Naturland reserves the right to retain part or all of the amount in case of loss, damage, or misuse.

1-DAY SNOWSHOES PASS + EQUIPMENT

- **Name of the activity:** 1-Day Snowshoe Pass + Equipment
- **Duration:** 1 day
- **Schedules:** According to commercial calendar (subject to snow conditions)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 5 years

Required equipment:

- Winter clothing recommended.
- Snowshoe equipment is provided by Naturland.

Deposit:

A deposit via pre-authorization or pre-payment is required.

Deposit amount: €50.

Refunded upon correct return of the equipment.

1-DAY SKIMO PASS

- **Name of the activity:** 1-Day Skimo Pass
- **Duration:** 1 day
- **Schedules:** According to commercial calendar (subject to snow conditions)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 8 years
- Minors must be accompanied by an adult over 18

Required equipment:

Winter clothing recommended.

Naturland does **not** provide rental equipment for skimo.

MOONBIKE TOUR

- **Name of the activity:** Moonbike Tour
- **Duration:** Approx. 45 minutes
- **Schedules:** Published each season on the Naturland website (subject to availability and snow conditions)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 14 years
- Minors must be accompanied on the same tour by an adult
- Individual vehicle driving

Required equipment:

- Winter boots and gloves required
- Winter clothing recommended (Gore-Tex suggested)
- Goggles + hat or headband recommended
- Helmet provided by Naturland (Client may bring their own)

Deposit:

€250 per vehicle

Refunded upon correct return of the equipment.

SNOW SCOOTER TOUR

- **Name of the activity:** Snow Scooter Tour
- **Duration:** Approx. 45 minutes
- **Schedules:** Published each season (subject to availability and snow conditions)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 14 years
- Minors must be accompanied by an adult
- Individual vehicle driving

Required equipment:

Same as Moonbike (winter boots, gloves, recommended winter clothing, goggles, hat).
Helmet provided; client may bring their own.

Deposit:

€250 per vehicle

Refundable upon correct return.

ADVENTURE SLED TOUR

- **Name of the activity:** Adventure Sled Tour
- **Duration:** Approx. 30 minutes
- **Schedules:** Published each season (subject to availability and snow conditions)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 4 years
- Minors must be accompanied by an adult
- The tour takes place in a large sled pulled by a snowmobile driven by a Naturland monitor

Required equipment:

Winter clothing, winter footwear, gloves, goggles, winter hat

GROUP CROSS-COUNTRY SKI CLASS

- **Name of the activity:** Group Cross-Country Ski Class
- **Duration:** Approx. 1 hour
- **Schedules:** Published each season (subject to availability and snow conditions)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 7 years
- Minors aged 7 to 13 must be accompanied by an adult in the same class
- Maximum 12 participants
- Participants must adapt to group pace
- Recommended for beginners

Required equipment:

Complete cross-country ski equipment (skis, boots, poles)

Rental available at Naturland

Winter clothing, gloves, goggles, hat/headband recommended

PRIVATE CROSS-COUNTRY SKI CLASS

- **Name of the activity:** Private Cross-Country Ski Class
- **Duration:** Approx. 1 hou
- **Schedules:** Published each season
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 7 years
- Minors aged 7 to 13 must be accompanied by an adult in the same class
- Maximum 4 participants

Required equipment:

Complete cross-country ski equipment (rental available)

Winter clothing, gloves, goggles, hat/headband recommended

NORDIC SLED

- **Name of the activity:** Nordic Sled
- **Duration:** 3 descents
- **Schedules:** According to commercial calendar (subject to snow conditions)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 7 years

Required equipment:

Winter clothing, winter footwear, gloves, goggles, hat

KID'S SLED

- **Name of the activity:** Kids' Sled
- **Duration:** 1 hour (non-guided)
- **Schedules:**
Open daily during winter season from 9:00 to 17:00 (weather permitting)
- **Location:** Level 2,000

Participant requirements:

- Minimum age: 3 years
- Maximum age: 6 years

Deposit:

€50 per sled

Refundable once the material is returned correctly.

SELF-GUIDED SNOWSHOE ROUTE

- **Name of the activity:** Self-Guided Route “The Secret of the Forest — Trail of Trades”
- **Duration:** 1 to 2 hours
- **Schedules:** According to commercial calendar (snow-dependent)
- **Location:** Level 2,000

Participant requirements:

- Recommended minimum age: 7 years
- Minors must be accompanied by an adult
- A mobile phone is required

Required equipment:

- Snowshoes
- Winter clothing, gloves, goggles, hat
- Rental equipment available at Naturland

3. LIMITATIONS WHEN ENJOYING THE ACTIVITIES

The activities offered by NATURLAND take place mostly in a natural outdoor environment and may therefore be affected, modified, suspended, or cancelled depending on weather conditions, safety factors, or other technical or operational circumstances that may compromise the correct execution of the activity or the safety of participants.

In such cases, NATURLAND reserves the right to take any measures it deems appropriate, including modification, temporary suspension, rescheduling, or definitive cancellation of the contracted activity or service.



This may mean that not all activities initially included in the product can be carried out.

In any of these situations, the conditions established in **Section 5 — Cancellations, Changes and Refunds** of these Specific Conditions will apply, determining the possible options for rescheduling, changes, or refunds depending on the specific case and service.

Activity technicians will decide on closures based on how conditions affect the functioning and safety of the facilities.

Examples of weather conditions that may affect activity operation include (non-exhaustive list):

1. Fog reducing visibility
2. Precipitation
3. Strong winds
4. Snow
5. Electrical storms

4. ACCEPTANCE OF THE INHERENT RISK OF ACTIVITIES

The Client expressly acknowledges and accepts that all activities offered by NATURLAND—whether sports, leisure, or nature-related—may entail inherent or natural risks, including but not limited to:

- Falls
- Collisions
- Adverse weather conditions
- Situations inherent to outdoor or sports activities

This acceptance of risk is done voluntarily, consciously, and in an informed manner, in accordance with the nature of each activity.

Nevertheless, NATURLAND is obligated to act with due diligence and to implement the appropriate safety and prevention measures to guarantee that activities take place under safe conditions for all participants.

5. CANCELLATIONS, CHANGES AND REFUNDS

1. Cancellation of reservations

The Client may cancel contracted services or activities by notifying NATURLAND through the designated channels.

Cancellations are subject to the following conditions:

- **Before 00:00 on the 3rd natural day prior to the activity date:** full refund.
- **From 00:00 on the 3rd day prior until 00:00 on the 2nd day prior:** 10% fee.
- **From 00:00 on the 2nd day prior until 00:00 on the previous day:** 50% fee.
- **From 00:00 on the day immediately prior, or in case of no-show:** no refund.

Example: For a reservation on 5 April:

- Until 1 April at 23:59 → full refund
- From 2 April 00:00 to 3 April 00:00 → 10% fee
- From 3 April 00:00 to 4 April 00:00 → 50% fee
- From 4 April 00:00 → no refund

2. Changes of date or time

Changes to the date or time of activities depend on availability and must be requested at least **24 hours in advance**.

NATURLAND may apply a management fee, which will be communicated to the Client beforehand.

3. Refunds due to technical issues or operational causes

The activities offered by NATURLAND take place mainly in a natural environment and may be affected by weather conditions, technical incidents, or other operational circumstances.

If an activity cannot be carried out for reasons attributable to NATURLAND, the Client may choose, subject to availability, between:

- rescheduling the activity,
- substituting it with another equivalent activity, or
- receiving a full or partial refund of the amount corresponding to the affected activity.

In the specific case of a technical shutdown of the TOBOTRONC lasting more than four (4) consecutive hours, NATURLAND will refund 20% of the price of the purchased ticket, provided that:

- the activity is included in the purchased ticket, and
- the Client has not been able to enjoy this activity.

Weather-related causes are not attributable to Naturland. No refunds will be issued due to weather conditions; however, the Client may request the rescheduling of the activity or a promotional code equivalent to the value of the reservation, valid for one year.

4. Partial use of services

Partial or total non-use of activities included in an entry, by client decision, does **not** grant the right to any refund.

If the impossibility of carrying out an activity is attributable to NATURLAND, Section 3 above applies.

5. Refund procedure

Refunds will be issued using the same payment method used for the purchase.

For purchases made via Naturland's official website, refunds are processed within a **maximum of 4 working days** after approval.

For purchases made through third parties (agencies, tour operators, external distributors), refund processing must be handled **directly with the intermediary**, and NATURLAND is not responsible for their timelines or procedures.

6. Optional Refund Guarantee

NATURLAND offers an optional refund guarantee for an additional fee of **€5 per person**.

This allows full refund of the ticket amount if any of the justified conditions below occur, provided documentation is submitted (medical certificate, police report, etc.):

- Illness or death of the ticket holder or a first-degree relative
- Severe weather preventing travel
- Unavoidable judicial summons
- Breakdown or accident en route preventing arrival
- Employment changes or involuntary job loss
- Closure of Naturland due to weather

Important notes:

- The cost of the refund-guarantee supplement **is never refundable**.
- The refund applies only to the ticket value, not the supplement.
- The guarantee **cannot be used** when the ticket has been purchased using a **Promo Code**, as these have compensatory or substitutive nature.

6. USE OF PARKING AREAS

NATURLAND provides Clients with **free parking areas** at its facilities, under the following usage conditions:

Cota 1600

- Parking is free and available **only during the centre's opening hours**.
- A designated parking area for caravans is available during these hours.
- **Overnight stays are not permitted** in this area.
- Access may be restricted in winter due to snow or ice.
- Parking spaces are limited, and Naturland **cannot guarantee availability**.

Cota 2000

- Parking is free **24 hours a day**.
- A specific area for caravans is also available.
- According to **Law 5/2025 of 6 March**, overnight stays or camping in motorhomes, caravans, camper vans, or converted vans **is prohibited** outside campsites, designated camping areas, or official motorhome service areas.

General rules

- Parking outside designated areas is prohibited and may result in vehicle removal or other measures necessary for safety or operational reasons.
- NATURLAND is **not responsible** for any damage, theft, or deterioration of vehicles or belongings caused by third parties, whether in the parking areas or elsewhere on-site (restaurants, activities, leisure areas, etc.).
- NATURLAND reserves the right of admission, including access to parking areas, when rules are violated or in cases of inappropriate behaviour or security risks.
- Access to free parking is done **under the user's own responsibility**.
- NATURLAND is not liable if the vehicle lacks mandatory winter equipment required to drive in Andorra.

SPECIFIC CONDITIONS FOR THE PURCHASE OF NATURLAND TICKETS, PRODUCTS AND/OR SERVICES

1. AVENTURA TICKET

- **Name:** Aventura Ticket
- **General description:**
A full day of mountain activities (minimum height 1.20 m). With the Adventure Ticket, you will experience thrilling sensations while enjoying our natural

environment. Includes **one ride on the Tobotronc** and other activities listed at www.naturland.ad.

- **Price:**
Prices for online purchases are those indicated during the purchase process.
- **Additional charges:**
If an adult over 18 must accompany a minor on the Tobotronc and does **not** have an entry, a **€20 companion supplement** must be paid.
- If you voluntarily wish to repeat the Tobotronc ride:
 - €15 per adult
 - €10 per child
 - (Subject to availability)
- **Season:**
According to the commercial calendar published at www.naturland.ad.
- **Activities included in this entry type:**

Cota 1600 area:

- 1 Tobotronc Ride
- Airtrekk
- Tubbing
- Squirrel Circuit
- Sklide
- Archery
- Labyrinth
- Only on specific dates in spring, summer and autumn:
- Xtrem Jump
- Pedal Buggies

Cota 2000 area:

- Only on specific summer/autumn dates:
- Self-Guided Route "The Secret of the Forest"
- Farm Animal Observation at Conangle
- **Winter:** No activities available at Level 2,000 under this entry

2. ADVENTURE PLUS TICKET

- **Name:** Adventure Plus Ticket
- **General description:**
For the most adventurous (minimum height 1.25 m).

Includes the new “Eclipse Zip Line”, plus the must-do Tobotronc, Airtrekk, and the N’Boscat acrobatic circuit.

(Note: N’Boscat is closed when cota 2000 is fully closed — check with booking@naturland.ad)

- **Conditions and recommendations:**

Recommended to start at **Level 2,000 (N’Boscat)**

- Minimum age: 7 years
- Minimum height: 1.25 m
- Minimum weight: 35 kg
- Minimum weight for tandem mode on Eclipse Zip Line: 25 kg
- Maximum weight: 120 kg (95 kg max per person in tandem mode)

Price:

Shown during the purchase process.

- **Additional charges:**

Tobotronc repeat ride:

- €15 adult / €10 child
- **Season:**

According to commercial calendar.

Activities included:

Cota 1600 area:

- 1 Tobotronc Ride
- Airtrekk
- Tubbing
- Squirrel Circuit
- Sklide
- Archery
- 1 Eclipsi Zip Line ride
- Summer/autumn only: Xtrem Jump, Pedal Buggies

Cota 2000 area:

- 1 N’Boscat lap (when open)
- Summer/autumn only:
- Self-Guided Route “The Secret of the Forest”
- Farm Animal Observation at Conangle

3. NATURKIDS TICKET

- **Name:** Naturkids Ticket
- **General description:**
A full day of activities for young adventurers aged 3 to 6. Children over 1 m tall and under 1.30 m can access some adapted versions of adult activities and children-exclusive play areas, all close to the adult zone for families to enjoy together.
- **Price:** Displayed during the online purchase process.
- **Season:** Available year-round.

Activities included:

Cota 1600 area:

- Airtrekkids (from 1 m)
- Mini Zip Line
- Pony Ride (winter)
- Sklide (from 1 m)
- Mini Tubbing
- Labyrinth
- Squirrel Circuit (from 4 years old)

Cota 2000 area:

- Pony Ride (summer)
- Farm Animal Observation (summer)

4. TOBOTRONC SUNSET TICKET

- **Name:** Tobotronc Sunset Ticket
- **General description:** Tobotronc Sunset + Menu
Enjoy a unique Tobotronc ride at sunset. During the month of August, Naturland offers this exclusive activity. We have reserved this moment so you can enjoy the pleasant mountain temperature at dusk while experiencing the Tobotronc, the alpine coaster with a 5.3 km route!
This activity includes the ascent from Level 1600 to Level 2000, where you simply sit in the two-seater sled and enjoy the views. Once at the top, get ready for an unforgettable and thrilling descent, where *you control the speed, but you don't control the adrenaline!*
End your experience with a delicious menu at our burger area, located in a wide natural space, while enjoying an impressive sunset at 1,600 meters above sea level. From Monday to Saturday, during the month of August, from 18:00 to 20:00, we open the Tobotronc exclusively for a new experience... Unique in Andorra! (Last ride at 20:00 — not available on Sundays).

- **Price:** The prices for online purchases will be those indicated during the purchase process.
- **Other associated charges:** Not applicable for this ticket type.
- **Season:** Month of August.
- **Activities included in this ticket type:**
One ascent and descent on the Tobotronc and a Burger Menu, which includes: hamburger with 100% certified Andorran beef + fries + drink (water, soft drink, or beer). Vegetarian and gluten-free options are available.

5. BIKE PASS TICKET AD BIKE PASS TICKET + RENTAL

- **Name:** Bike Pass Ticket and Bike Pass + Rental Ticket
- **General Description:**
Explore the best mountain biking experience at the Naturland Bike Center. Suitable for both beginners and experts, the Naturland Bike Center allows you to enjoy MTB routes through some of the most idyllic landscapes in Andorra. Feel the adrenaline in the fastest downhill sections winding through the forest. Enjoy the Bike Pass and more than 70 km of well-maintained trails: discover all the services included with our Bike Pass. Enjoy a full day of cycling with access to over 70 km of marked tracks and our exclusive shuttle service that transports you from Cota 1600 to Cota 2000.
- **Guided Tours and Ebike Rental:**
We offer guided tours combined with Ebike rental. Secure your route by booking your guide for an unforgettable experience.
Discover the best mountain biking experience in Andorra at the Naturland Bike Center. Plan your visit today!
- **Price:** The prices for online purchase will be those shown during the purchase process at any given time.
- **E-bike Sizes:**
 - S (1.50 m – 1.65 m)
 - M (1.60 m – 1.75 m)
 - L (1.75 m – 1.90 m)
 - XL (> 1.90 m)
- **Other Associated Charges:**
- For bicycle rental, the Client must provide a €250 deposit, via prepayment with a credit card.
- **Private Guide Service at Naturland Bike Center:**
For those seeking personalized experience, we offer a guided route adapted to the group's level (always adjusted to the group's average level). This route starts at 10:30 a.m. and requires prior reservation. A €250 deposit per bicycle must be provided before using any bike owned by NATURLAND.

- **Season:** According to the commercial calendar in force and available at www.naturland.ad.
- **The Bike Pass includes:**
 - Access to all marked trails
 - Shuttle service between Cota 1,600 and Cota 2,000
 - Bike wash service
 - Access to the express mechanical workshop
 - Mandatory helmet. For Ebike rental, NATURLAND will provide the helmet.
 - Rental bikes must be returned 30 minutes before the center's closing time.
 - Shuttle schedules may vary and will be communicated accordingly.
 - Access to the areas is under the Client's responsibility.
- The zones included in this type of ticket are:
- **Jumping Zone**
 - Minimum age: 7 years
 - Advanced level
 - Mandatory helmet
 - Skill Zone
 - Minimum age: 7 years
 - Very advanced level
 - Mandatory helmet
 - Conveyor Belt
 - Static ascent
 - Mandatory separation between passengers
 - Minors under 18 must always be accompanied by an adult
- **Kid's Zone**
 - Minimum age: 3 years
 - Maximum age: 6 years
 - Always under adult supervision
 - Basic level
 - Mandatory helmet

6. GUIDED HORSE-RIDING ROUTE TICKET

Name: Guided Horse-Riding Route Ticket

• **General Description:** This ticket provides access to a guided horse-riding route of approximately **1 hour**, designed to enjoy the natural surroundings with safety and respect for the environment.

• **Price:** The prices for online purchases will be those always indicated during the purchase process.

• **Other Associated Charges:** Schedule changes are subject to availability and incur an additional fee of **€10 per person**.

- **Season:** Summer/Autumn.
- **Participation Conditions:**
 - Minimum age: **8 years**
 - Minors aged **8 to 13** must be accompanied by an adult (18+) on the same excursion
 - Maximum authorized weight: **95 kg per participant**
 - It is essential to respect the reserved time

If the Client does not arrive at the scheduled time, **no refund or compensation** will be provided.

7. RABASSA TICKET

- **Name:** Rabassa Ticket
- **General Description:** This ticket includes a **1-day ski pass + equipment**, as well as **snowshoe rental** and access to the snowshoe circuit.
- **Price:** The prices for online purchases will be those always shown during the purchase process.
- **Deposit:** Ski equipment rental requires a deposit via pre-authorization or prepayment with a credit card under the Client's name, as a guarantee of proper use and return of the rented equipment.

Deposit amounts depending on the rented equipment:

- Skis, boots, and poles: **€200**
- Skis only: **€150**
- Snowshoes: **€50**

The deposit will be released or refunded once the equipment has been returned and its good condition verified, without prejudice to NATURLAND's right to retain part or all the amount in case of loss, damage, or breach of usage conditions.

- **Season:** Winter season. Available on weekends and holiday periods. Subject to snow conditions.

8. CROSS COUNTRY SKI EMOTIONS

Name: Cross-country ski emotions

- **General Description:** This ticket provides access to a **1-day ski pass + equipment**, a **group cross-country ski lesson**, and a **lunch at the La Borda restaurant**, based on a fixed menu (one starter + one main course + dessert).
- **Price:** The prices for online purchases will be those shown during the purchase process at any given time.
- **Deposit:** Ski equipment rental requires a deposit through a pre-authorization or prepayment with a credit card in the Client's name, as a guarantee of proper use and return of the rented equipment.

Deposit amounts depending on the rented equipment:

- Skis, boots, and poles: **€200**
- Skis only: **€150**

The deposit will be released or refunded once the equipment has been returned and its condition verified, without prejudice to NATURLAND's right to retain part or all of the amount in case of loss, damage, or breach of usage conditions.

- **Season:** Winter season and **weekdays only** (except during Christmas and Easter holiday periods).

Subject to snow conditions and service availability.

9. AVENTURA MAX TICKET

- **Name:** Aventura Max Ticket
- **General description:** For lovers of strong sensations. With the Aventura Max Ticket, enjoy **all the activities** of the park and live the most exciting day you can imagine.
- **Conditions and recommendations:**
 - It is recommended to start the activities at **Level 2,000 (N'Boscat)**.
 - Minimum age: **7 years**
 - Minimum height:
 - **1.25 m** for N'Boscat
 - **1.20 m** for the rest of the activities

- **Attention:** Each activity has its own height and weight limitations, among other specific conditions. Clients are advised to check all the specifications contained in these Specific Conditions for each activity before purchasing this type of entry.
- **Price:** The prices for online purchase will be those indicated during the purchase process.
- **Other associated charges:** If you voluntarily wish to repeat the Tobotronc ride:
 - **€15 per adult**
 - **€10 per child**
- **Season:** According to the commercial calendar available on www.naturland.ad.
- **Activities included in this ticket type:**

Cota 1600 area:

- 1 Tobotronc Ride
- Airtrekk
- Eclipsi Zip Line (1 ride)
- Tubbing
- Esquirol Circuit
- Sklide
- Archery
- Forestline (1 ride)
- And only in summer/autumn season:
 - Xtrem Jump
 - Pedal Buggies

Cota 2000 area:

- N'Boscat (1 circuit lap)
- And in summer/autumn:
 - Self-Guided Route "The Secret of the Forest"
 - Farm Animal Observation at Conangle

10. OTHER PRODUCTS

1. DISCOUNT FOR +65 ENTRIES AND JUNIOR ENTRIES

- **Seniors benefit from the same rate as juniors.**

Other available promotions will also apply at the ticket office upon presentation of valid identification.

- To benefit from this discount, **official documentation must be presented at the time of purchase** at the ticket office.

Without such documentation, the discount will not be applied.

2. HOSTEL (ALBERG)

- At NATURLAND you can stay in a modern hostel with shared rooms, all equipped with bunk beds for **8 to 12 people**.

- Restrooms and showers are located outside the rooms, in comfortable changing areas (one for women, one for men).

- The hostel includes:

- A large games area with table football
- A reading area
- Tables with board games available
- A dining room with televisions

- Free Wi-Fi and a vending machine (drinks and snacks) are available.

- There is **no dining/restaurant service** provided in the hostel.

- **Price:** €30 per person per night

- **Booking:** Must be made through the website www.naturland.ad

3. SPECIAL ACTIVITIES FOR SCHOOL GROUPS

- NATURLAND offers a programme at Level 1,600 for school groups, allowing them to enjoy nature and the main outdoor activities.

- Duration: **approximately half a day (3 hours)**
- Availability: According to the annual school-group calendar (request via booking@naturland.ad or +376 741 444)

Activities included:

- Airtrekk
- Xtrem Jump
- Tobotronc (only for ages 14+)
- Esquirol Circuit
- Sklide
- Tubbing
- Archery

Prices:

- **Ages 7 to 13:** €21
- **Ages 14 and above:** €28

Optional lunch supplement:

- One course + dessert + water: €13
- Two courses + dessert + water: €15

Optional hostel supplement:

- Bed & breakfast: €30
- Half board: €40
- Full board: €55

4. CLUB NATURLAND LAUREDIANS

- Residents of the parish of Sant Julià de Lòria can purchase the **CLUB LAUREDIANS card** for **€10 per year** (2026 rate), by presenting a residence certificate from the parish.
- Renewal can be done through the online form; the required documents must be attached.

Benefits:

- Free access to the following entries: **AVENTURA** and **NATURKIDS**
- Validity: **1 natural year**, except during the month of August
- The card may be used **once per day** and grants the right to one entry per day
- Personal and non-transferable

Card collection:

- Winter season: At the Level 2,000 Store — daily from 9:00 to 17:00
- Rest of the year: At Level 1,600 offices/store (recommended to call +376 741 444 beforehand)
- Replacement of a lost card (since 1 January 2020): **€3**

5. BORDA DE CONANGLE MOUNTAIN LODGE

• Located at **2,000 meters altitude**, this mountain lodge offers accommodation, meals, and a unique natural environment.

• Reservations include:

- Dinner
- Accommodation
- Breakfast
- A selection of activities depending on the season (Aventura Ticket, Rabassa Ticket, or Nordic Ski)

• **Booking conditions:**

- Reservations must be made **at least 3 days in advance**
- Not available with less than 48 hours' notice

Facilities:

- Ground floor: Restaurant offering seasonal, locally sourced dishes
- First floor: A cosy living room with fireplace, sofas, TV, reading corners, and breakfast area

Schedules:

- Check-in: From 16:00
- Check-out: Before 12:00
- Breakfast: 9:00
- Dinner: 20:00
- (For different meal times, inquiries must be sent to info@naturland.ad)

Prices:

- Double room: **€250 per night**
- Double room for single use: **€185 per night**



- **Opening calendar:** Available at www.naturland.ad