

GENERAL TERMS AND CONDITIONS



1. OBJECT

These General Terms and Conditions of Contracting (hereinafter, the "General Conditions") aim to regulate the in-person sale of products and the contracting of services (hereinafter jointly referred to as the "Products" and the "Services") that the company CAMPRABASSA, S.A. (hereinafter, "NATURLAND") makes available to the public at its authorized physical ticket offices.

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

The General Conditions are complemented, provided they do not conflict, by the specific conditions that may be established for each of the Products and Services offered (hereinafter, the "Specific Conditions"), which detail specific features, prices, cancellation or modification policies, usage requirements, and other relevant aspects.

Customers are also informed that some of the Services and/or Products offered by NATURLAND through authorized physical ticket offices may also be purchased or contracted through the website <https://naturland.ad>. Such online purchase and/or contracting is governed by the specific terms and conditions applicable at the time, which may differ from those established for in-person contracting at the authorized physical ticket offices for the same Services and/or Products

2. ADHERENCE TO THE GENERAL CONDITIONS

The purchase of Products and/or Services at NATURLAND ticket offices implies full, express, and unconditional acceptance of these General Conditions and, where applicable, the relevant Particular Conditions.

The Client acknowledges that, at the time of purchase, they had access to these General Conditions, which are displayed at the ticket offices and available for consultation on NATURLAND's website: www.naturland.ad.

The Client agrees to read them before making the purchase and declares understanding and accepting them in their entirety.

Such acceptance holds the same validity as if given in writing through a handwritten signature.

If the Client does not agree with any of the established terms, they must not proceed with the purchase or use of the Products and/or Services offered by NATURLAND.

3. RESERVATION OF THE RIGHT TO MODIFY THE TERMS AND CONDITIONS



NATURLAND reserves the right to make, without prior notice, at any time and with immediate effect, any modifications it deems appropriate to these General Conditions. It is the Client's responsibility to review them at the time of purchase.

4. INVITATION TO CONTRACT

The information that NATURLAND makes available to the public through brochures, posters, advertising, or other channels is for informational purposes only and does not constitute a binding offer under any circumstances.

The sales and/or service contract is concluded exclusively at the moment the Client makes the payment at the ticket offices and receives the corresponding ticket, receipt, voucher, or product.

NATURLAND reserves the right to refuse to formalize the contract in case of lack of availability of the service and/or product, or when the Client fails to meet the requirements established in these General Conditions or in the applicable Particular Conditions.

The Client has the right to receive a proof document (ticket, receipt, or simplified invoice) as evidence of the purchase, which must be kept until the end of the use of the Service and/or the validity of the Product.

5. PRICE AND PAYMENT METHOD

5.1. Price

The price applicable to each Product and/or Service shall be the one established and displayed to the public at NATURLAND ticket offices at the time of purchase. This price will be determined according to the applicable Particular Conditions in each case and will include, when applicable, the relevant taxes.

Prices may vary depending on the season, promotions, applicable discounts, or other special conditions established by NATURLAND. The Client agrees that only the price in effect at the time of purchase will apply.

5.2. Payment method

Payment can be made in cash or by credit/debit card accepted by NATURLAND at its ticket offices.

At the time of payment, NATURLAND will provide the Customer with the corresponding ticket, receipt, or voucher, which must be kept until the full use of the Service and/or enjoyment of the Product.

For security and cash management reasons, 200 € and 500 € banknotes are not accepted at NATURLAND's physical ticket offices.



Customers should prepare alternative payment methods or smaller denomination bills to make in-person purchases.

5.3. Costs and Taxes

Applicable taxes will be borne by the Client, who must pay them along with the prices of the Services and/or Products.

6. AVAILABILITY

All purchases are subject to the availability of Services and/or Products. In case of unavailability, NATURLAND will offer equivalent alternatives or refund the amount paid by the Client.

7. RIGHT OF WITHDRAWAL

In accordance with the provisions of Law 13/2013, of June 13, on effective competition and consumer protection, and Law 12/2013, of June 13, on commerce, the Client is informed that purchases of Products and/or Services made in person at NATURLAND ticket offices do not have the right of withdrawal.

Consequently, once the purchase has been made and the corresponding ticket, receipt, or product delivered, the Client may not request a refund of the amount paid nor the termination of the contract by withdrawal, except in cases of product defects or breach by NATURLAND of applicable legal or contractual obligations.

8. COMMUNICATIONS

The Client may direct any inquiry, complaint, or issue to:

- Directly to the physical ticket offices of NATURLAND.
- By regular mail: Carretera de la Rabassa km 8, Sant Julià de Lòria – Principat d'Andorra.
- E-mail: info@naturland.ad
- Phone: +376 741444
- Likewise, the Client may submit complaints to the Trade and Consumer Unit of the Government of Andorra using the form available at <https://www.e-tramits.ad>.

9. PROHIBITIONS AND LIABILITY

9.1. Prohibitions

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



9.2. Responsibility

NATURLAND shall not be responsible under any circumstances 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 intentional harm or negligence, NATURLAND shall not be held liable for such injuries or accidents.

The Client is always responsible for their behavior within NATURLAND's facilities, and any inappropriate conduct may result in expulsion without the right to a refund.

The Client acknowledges that many NATURLAND events take place outdoors and, therefore, may be exposed to low temperatures and possible precipitation in the form of snow or rain.

Clients must always comply with the safety and health measures established by NATURLAND, as well as its evacuation policies and procedures in case of emergencies.

Nonetheless, all rights recognized by current Andorran legislation for consumers are fully guaranteed.

9.3. Force Majeure

In cases of force majeure, NATURLAND shall not be responsible for any damage or losses resulting from non-compliance related to the acquisition or provision of a Service and/or Product.

Causes of force majeure include, but are not limited to, any act or event beyond NATURLAND's reasonable control, including, by way of example and not limitation, general or sectoral strikes affecting the provision of Services, adverse weather conditions, natural disasters, fires, floods or thefts at NATURLAND's facilities, epidemics or other health crises, and other force majeure situations that significantly prevent or hinder the provision of Services.

9.4. Access with Pets

Clients may access NATURLAND's facilities with their pets, both at Cota 1600 and Cota 2000, provided the pet is properly always leashed and under the supervision of its owner or companion.

Access with pets is not allowed in certain specific areas, such as cross-country ski trails, the farm area, and zones where ponies or horses are present, for safety and animal welfare reasons.

Dogs (pets) are allowed inside restaurants only if they are leashed, behave properly, and do not disturb other customers. Owners are requested not to feed the animals inside restaurants and to avoid leaving food on the ground. Civil liability for the animal always rests with the owner.



Pets are also welcome in outdoor areas and terraces of food service points, where they may stay with their owner as long as they do not cause inconvenience to other users.

The entry and overnight stay of animals in the hostel and Borda de Conangle Mountain Lodge accommodation is strictly prohibited.

Notwithstanding the above restrictions, it is reminded that, according to current regulations, people accompanied by assistance dogs have the right to free access to any public space, public establishment, and public transport, and access cannot be denied to them.

Clients are responsible for keeping the environment clean by picking up their pet's waste and avoiding any behavior that may be annoying or dangerous to other visitors, animals, or staff. Leaving pets alone anywhere on the premises is not allowed.

NATURLAND reserves the right to limit or restrict access with pets in case of non-compliance with the indicated rules or if a risk to safety or the proper conduct of activities is detected

9.5. Inherent Risk

The Client expressly acknowledges and accepts that all activities offered by NATURLAND, whether sports, recreational, or nature-related, may involve inherent or inherent risks, including but not limited to falls, collisions, adverse weather conditions, and other situations arising from the practice of outdoor or sporting activities.

This acceptance of risk is made voluntarily, consciously, and with full knowledge, in accordance with the nature of each activity by the Client.

Nonetheless, NATURLAND is obliged to act with due diligence and implement appropriate safety and prevention measures to ensure that activities are conducted under safe conditions for the participants.

9.6. Acquisition of Services through Unofficial Channels

NATURLAND only guarantees the authenticity, validity, and associated conditions of the Services purchased through official sales channels, that is, the website, authorized physical ticket offices, and, where applicable, expressly accredited collaborators.

Any Service purchased outside the official channels, including but not limited to third-party platforms, travel agencies, tour operators, or unauthorized distributors, is considered outside of NATURLAND's control. Consequently:

- NATURLAND assumes no responsibility for the content, conditions, prices, availability, validity, or functionality of Services purchased through these unofficial channels.



- NATURLAND does not guarantee access, reservation, or provision of the Service related to tickets not purchased directly through the official channels.
- Any claims arising from these cases must be addressed directly to the third party that sold the ticket, with NATURLAND not being held responsible under any circumstances.

To ensure a safe and complete experience, Clients are informed that it is their responsibility to verify the origin of the tickets for the enjoyment of the Services and to ensure that the purchase is made through authorized channels.

10. RIGHT OF EXCLUSION

NATURLAND reserves the right to deny or suspend, without prior notice and at its sole discretion, access to its facilities or the use of contracted Services to Clients who fail to comply with these General Conditions, established safety rules, or who engage in behavior that may endanger their own safety, that of other users, or the staff. Likewise, this right may be exercised in cases of fraudulent use of tickets, discounts or credentials, access with tickets purchased through unofficial channels, or behavior that disrupts coexistence and the proper conduct of activities. The exercise of this right shall not entitle the Client to any refund of amounts paid, without prejudice to any legal actions NATURLAND may initiate against such users.

11. PARTIAL INVALIDITY

If any provision of the Terms and Conditions is declared null and void by a final ruling issued by a competent authority, the remaining provisions of the Terms and Conditions shall remain in force and shall not be affected by such declaration of nullity.

12. APPLICABLE LAW AND JURISDICTION

The Terms and Conditions shall be governed by Andorran law.

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

The foregoing is without prejudice to the fact that, due to a client's status as a consumer, other legislation and/or jurisdiction may apply by mandatory legal provision.

Last update: 8th of July 2025