

VIDANTAWORLD'S
JUNGALA
AQUA EXPERIENCE

PARK REGULATIONS

ONLY AT VIDANTAWORLD RIVIERA MAYA

PARK REGULATIONS
PARK HOURS: 10 AM - 5 PM.

Introduction - Rebellious, disruptive, or offensive behavior, including jumping lines and offensive language, is strictly prohibited and will not be tolerated. Violation of our policies or TERMS of the PARK will be grounds for expulsion from the PARK without refund.

Code of Conduct - All CLIENTS should behave in an appropriate manner for a private place with families. Specifically:

- Please only walk through permitted areas within the PARK. Use caution when walking to avoid slipping or falling on the wet floor.
- Do not sit or stand on fences or railings.
- You cannot save places in line, exchange places with others, skip the line, or leave the line and return to the same place for any reason. Customers leaving a line must rejoin in the back.
- We work to create a safe space and environment for family fun. Please avoid speaking too loudly, yelling, swearing, and offensive behaviors. These are grounds for expulsion without refund.
- For hygiene reasons, swimwear should be used, not underwear or casual wear. For safety reasons, it is prohibited to bring weapons of any kind, electrical items, audio equipment, and/or any item considered unsafe into the PARK.
- For safety, respect the rules of each attraction and the instructions given by our staff.

FOOD AND BEVERAGES - It is strictly prohibited to bring outside food, drinks, coolers, or glass objects into the PARK. Any food or beverages will be confiscated at the entrance. The only exceptions are for food for babies and infants.

ALCOHOLIC BEVERAGES - Alcoholic beverages are not allowed in the PARK. Excessive alcohol consumption is cause for expulsion from the PARK without reimbursement. The sale or consumption of alcoholic beverages to minors under 18 years old is not allowed.

SMOKE-FREE SPACE - This is a smoke-free space. If you want to smoke, please use the designated areas.

DRESS CODE - For the preservation of our family environment and for security reasons, the PARK enforces a dress code, which must be respected at all times. Clothing and tattoos featuring offensive language or graphics are prohibited at all times. Swimsuits must be appropriate for swimming. Entry with underwear, shorts, and T-shirts over swimsuits is prohibited. To use the slides, your swimsuit should not have metal parts that can damage it. The entrance to the PARK, facilities, or use of any service will be denied to any person or persons that the administration suspects may endanger other visitors if the client refuses to listen to all reasonable options.

CLIENT SAFETY - Clients must pass the security measures that the PARK administration deems appropriate when entering the main door turnstiles. The PARK reserves the right to inspect all packages, bags, and backpacks before entering the PARK. Please leave unnecessary items in your room to expedite your entry. The entrance to the PARK will be faster without bags.

PROHIBITED ITEMS - Sharp objects, weapons, and other illegal contraband tools are prohibited. In addition, the following items are prohibited:

- Selfie-sticks or similar items.
- Bottles and/or glass objects.
- Knives, sharp jewelry, or clothes with spikes.
- Wallets with chains and large jewelry.
- Fireworks and explosives.
- Firearms and ammunition.
- Unmanned vehicles and drones.

LOCKERS - We have a locker service where you can pay to access a secure space with a key to protect your belongings. In case of a lost key, you must pay for your replacement, which is \$500 MXN at Customer Service.

CHANGING ROOMS - The PARK has a space to change clothes and lock up personal property (lockers).

PERSONAL ITEMS - Loose articles are not allowed when using any attraction. These must be safeguarded with people who are not using the attractions or left in the lockers at your disposal. The PARK and its employees are not responsible for lost or stolen items; we encourage the use of lockers in the PARK. Cell phones and other electronic devices, especially those sensitive to water, should be left in appropriate bags. We are not responsible for any damage to them.

ATTRACTION RESTRICTIONS - Safety is our number-one priority:

- Pregnant women and people with heart problems or back trouble should not use the attractions.
- For safety reasons and in order to avoid an accident, please follow the information related to the maximum weight and height that each attraction allows. Information available on each attraction and Customer Service area.
- Do not enter any of the attractions immediately after eating (it is recommended to wait at least 1 hour).

RESPONSIBILITY OF THE USER - There is an inherent risk in using any attraction in the PARK. We hope that clients use good judgment and act responsibly. Please obey all oral and written instructions and warnings and use the safety equipment provided. Clients who do not comply with the rules of the attractions will be expelled from the PARK without the right to reimbursement.

- Minors and people with different abilities must be supervised by an adult at all times. The care and safety of your children and/or minors is your responsibility.
- In the event of an electrical storm, the attractions and pools will be closed.

LIFEGUARDS - Our certified lifeguards are there for support and safety during service hours, however, we remind you not to lose sight of your children and take care of your own safety.

PETS AND WILDLIFE - Animals are not allowed in the PARK, with the exception of service animals used by people with audiovisual deficiencies. Also, please respect wildlife and let them enjoy their habitat undisturbed. Please do not feed or disturb any wildlife as to avoid any bites or inconveniences that may cause discomfort, for which we are not responsible.

PHOTOGRAPHY - Upon entering the PARK, clients grant the PARK the right to film them on video, record them, or photograph them inside the PARK property without any payment, royalty, or consideration. The PARK requests that all photographs and videos of our clients be for personal use and for the purpose of enjoyment. Any use, copying, or reproduction for commercial purposes without the express written consent of the PARK is strictly prohibited. The PARK reserves the right to refuse to allow photographs of any kind. No commercial photography of any kind is allowed. Specifically, the use of the following equipment is prohibited:

- Selfie-sticks and similar devices.
- Cameras of any kind (go-pro, video cameras, cell phones, smartphones, and those that apply) when using the attractions. There are no exceptions.
- All the shows and activities at the PARK are protected by copyright. CLIENTS must have written permission to use photographs or video for the purposes of commercial exploitation, transmission, marketing, propaganda, or advertising of any kind.
- To ensure the safety and entertainment of all CLIENTS, the PARK prohibits the operation or use of any unmanned aerial vehicle in, from, or above PARK facilities without written authorization. This includes all types of unmanned vehicles, especially drones, regardless of their size, weight, or purpose.

NO RE-ENTRY ONCE DEPARTING PARKS – CLIENTS who decide to leave the PARK are leaving it formally, so they will not be able to return. Each individual ticket can be used only once per day.

TICKET AVAILABILITY - The PARK is committed to disposing of available tickets in accordance with the Civil Protection regulations. In case the PARK is at its maximum capacity, it will be announced that the tickets are sold out for the day in question. The PARK does not acquire any commitment with the client that cannot have access to the facilities in case it is at its maximum capacity.

COMPLIANCE WITH PARK POLICIES - In addition to the Code of Conduct already stated, as well as the present PARK Policies, all CLIENTS must comply with all local, state, and federal laws; rules; and published instructions, said orally and communicated in another way.

Both the USER and the CLIENTE expressly acknowledge the implications of the use of PARK resources and assume all responsibility for establishing the preventive actions and procedures that they consider necessary for the mitigation of the risks inherent in a waterpark and the use of their services.

For the use of any good or PARK service, the CLIENT declares that:

- You have read the TERMS and conditions in their entirety, including any and all related links.
- Understand and accept the TERMS of this agreement.
- You automatically know and commit to comply with these TERMS and all other policies and regulations available in the system and those that emanate from it.
- Certify and declare that you are using the PARK of your own free will.

We hope you spend an excellent day enjoying our waterpark. Your comments and suggestions are important to us, so please reach out to us by email if you need to:

customerservice@jungala.com

