

TERMS AND CONDITIONS OF JUNGALA TICKETS PURCHASE

These terms and conditions (hereinafter the **"Agreement"**) are intended to ensure the understanding of the process of purchasing tickets for the water park **"JUNGALA AQUA EXPERIENCE®"** (the **"Park"**), whether they are purchased through the official website www.jungala.com, at the ticket office, by phone through our Call Center by calling from the USA or Canada at 1-855-227-4199, from anywhere in Mexico at 800-509-7119, from the rest of the world at +52-322-176-1496, or through any other official means available.

The purchase of tickets through any of the means mentioned in the preceding paragraph is subject to the Agreement, which incorporates the provisions outlined in the Park's General Regulations, in our Comprehensive Privacy Notice, which is available at <https://www.jungala.com/avisos/en/jungala.pdf>, as well as any other policy included in the official website www.jungala.com (the **"Official Website"**), which are legally binding. Regarding the Agreement, the Comprehensive Privacy Notice, the General Park Regulations, the Terms and Conditions of Ticket Purchase, and any other policies subsequently posted or added to the Official Website shall form part of it. Therefore, if you do not agree with any of the documents mentioned above or our policies, you should not purchase tickets to access the Park before clarifying your doubts.

This Agreement is entered into between RIVERA MAYAN, S.A. DE C.V., a Mexican corporation at Carretera Federal Cancún Playa del Carmen, sin número, Km 48, Playa del Carmen, Solidaridad, Quintana Roo, México, C.P. 77710 (the **"Company," "We," "Us"** or **"Our"**) and you, a natural or legal person (**"You," "Your," "Purchaser"** or **"Holder"**). Hereinafter, the Company and You are jointly referred to as the **"Parties."** For purposes of this document, the Company will provide reservations, tickets, admissions, and/or confirmations allowing access to the Park.

The Parties, intending to be legally bound, agree as follows:

By clicking on **"Accept"** or by purchasing ticket(s) for the Park, You declare that You have read, understood, and accepted the contents of the Agreement, which shall have the same legal effect and legal force as if it were a contract signed in physical or digital form by the Parties. Any total or partial modification of the Agreement will be included in the Official Website, so We suggest You check this website periodically to know the current Agreement. Once the modifications are made and published, they will constitute the acceptance of the current terms and conditions.

PURPOSE OF THE AGREEMENT.

Through this Agreement, You agree to purchase and We agree to sell the ticket(s) whose information is detailed in Your purchase order information. Each ticket You purchase entitles You to enter and attend the Park for the date specified on Your confirmation order.

A ticket purchase does not entitle its Holder to receive transportation to the Park, a parking space, or food and/or beverages in the Park unless Your confirmation order indicates otherwise. Other independent service providers may provide services related to transportation, parking, ancillary services, products, food, or beverages in the Park. In such circumstances, the terms and conditions of such service providers shall apply between them and the persons using such products or services.

PURCHASE OF TICKETS.

To purchase tickets, You must be 18 (eighteen) years or older and have a valid and current credit card (VISA, Mastercard, or American Express) or debit card (VISA or Mastercard) issued by a banking institution. If You purchase directly at the Park's ticket office, You may pay in cash, in Mexican pesos, American dollars, or Canadian dollars, at the exchange rate published at the Park's ticket office on the day of the transaction. If You are under 18 (eighteen) years old and wish to purchase tickets, Your parents or legal guardians must purchase the tickets on Your behalf. A valid and current official identification with a photograph or official documentation may be requested for minors to enter the Park. Also, at the Park's ticket office, attendees may be asked for a valid official identification to validate the age of each person wishing to enter the Park. We reserve the right to cancel any ticket purchased in non-compliance with these requirements and what is established throughout this document.

The sale and/or supply of alcoholic beverages to persons under 18 (eighteen) years old is prohibited.

It is Your responsibility to review the entire transaction before confirming Your purchase, including but not limited to the tickets to be purchased, number of tickets, date(s), time(s), additional services and/or products, the purchase price, payment details, information, email address, and contact details. By making Your purchase, You accept the price presented and confirmed at the time of purchase.

We reserve the right to restrict the purchase of tickets to a maximum number of twenty (20) tickets per person and/or per purchase order, except when the purchase of tickets is made in person at the ticket office, provided that all persons buying a ticket are physically present at the time of purchase. Likewise, We reserve the right to cancel tickets purchased more than the limit, even if there is an error in the sales system, without prior notice and any liability for the Company. If a charge has been made for purchases canceled under these circumstances, We will reimburse the charges according to the times established by the banking institutions. We cannot make refunds if the excess tickets have been purchased seventy-two (72) hours before the date on which You wish to go to the Park. If You paid in foreign currency (US dollars or Canadian dollars), We will make the applicable refund according to the exchange rate published by the Purchaser's banking institution.

The Company shall not be liable for inclement weather or force majeure events. Force majeure events include, without limitation, epidemics, pandemics, fires, accidents, acts of God, adverse weather conditions, power outages, telecommunications disruptions, strikes or labor disputes, war or other violence, or any law, order, proclamation, regulation, ordinance, demand or requirement of any governmental agency. The opening and closing times of the Park may change due to any of the events outlined in this paragraph, including the total closure of the Park. In this case, the Company may email You to select Your change of date or refund the amounts paid for Your tickets, as indicated in the "Cancellation Policy and Rain Guarantee" section of this Agreement.

When purchasing Your ticket(s) through the Official Website, You may be redirected to a third-party website with particular policies, terms and conditions. In this case, You should review the terms and conditions found on those sites, as We are not responsible for any aspect related to third-party websites, including purchases You may have made on those sites, if applicable.

TRANSPORTATION.

Purchasing tickets to the Park does not entitle the Holder to receive transportation from the Park unless Your confirmation order indicates otherwise.

You can purchase the transportation services provided by the Park on the Official Website or through the Call Center up to twenty-four (24) hours before the visit date indicated in Your purchase order. For reservations, questions, or clarifications about the transportation service, please contact the Call Center or email customerservicejungala@vidanta.com from Monday to Saturday from 8:00 a.m. to 6:00 p.m. or Sundays from 8:00 a.m. to 1:00 p.m.

To access the transportation service, You must present the order number issued in Your confirmation email, either physically or digitally, and a valid and current identification with a photograph of the reservation Holder and all other passengers. These identifications may be requested at any time during the trip. If a third party purchases the transportation service, the user(s) of the service must present proof of payment and the confirmation order number.

Only the number of people indicated in the confirmation order will be able to use the transportation service. Therefore, additional passengers cannot board at the meeting point. Persons under two (2) years old may ride on the lap of a person over eighteen (18) years old at no additional charge. However, You must notify the Company at booking time and be confirmed on Your confirmation order to be able to board. If someone under two (2) years old travels with an infant seat, they will pay the adult price and must be included in the reservation confirmation order.

Any modification or cancellation to the transportation service may be made free of charge up to 48 (forty-eight) hours before departure, in which case We will refund the total amount paid. Modifications or cancellations made within a shorter period will not be subject to reimbursement. Modifications to the originally scheduled date will be subject to availability.

You must email any cancellation or modification requests to customerservicejungala@vidanta.com from Monday to Saturday from 8:00 a.m. to 6:00 p.m., Sundays from 8:00 a.m. to 1:00 p.m., or contact the Call Center. In both cases, You must obtain a service change or cancellation confirmation, which You should keep for any clarification.

Passengers must be present at the meeting point indicated in the confirmation order at least ten (10) minutes before the scheduled departure time to board the transport. All passengers with the same confirmation order must board at the same meeting point and will return to the same point of origin. The transportation may only remain at the meeting point five (5) minutes after the scheduled departure time. If You arrive after the scheduled departure time indicated in Your confirmation order, the Company will not make any refund, bonus, or reschedule of the transportation.

Luggage is subject to space and approval at boarding, so it is suggested not to exceed a hand suitcase of more than ten (10) kg per passenger. If You wish to carry strollers and luggage of larger dimensions, You must notify Us when booking the transportation service, which the Company must confirm; otherwise, the Company is not responsible for luggage or strollers You cannot carry with You.

ORDER CONFIRMATION.

A legally binding agreement will be formed between the Buyer and the Company upon the earlier of (i) the sending of an email confirmation of Your purchase order or (ii) the delivery of bracelets for tickets purchased according to this Agreement. We reserve the right not to accept or process Your purchase and will notify You at the email address provided if this is the case.

Even if the Company makes all reasonable efforts to send Your purchase confirmation to the email address provided, We cannot guarantee that You will receive the confirmation email,

nor that, if You receive it, You will be able to view it on Your electronic device. You should contact Us to address the case if the above occurs. In any case, not receiving a confirmation email (provided that it is sent to the email address supplied by You) will not affect the validity of the Agreement between You and Us, even if You did not receive the tickets You ordered or the confirmation order.

The Company will not be responsible for any loss You may incur if You assume that We did not process a purchase order because You did not receive our confirmation email, including if You did not receive the ticket(s), bracelet(s), or did not attend the Park. If, for any reason, You do not receive a confirmation number, You receive an error message, or encounter a service interruption, it is Your responsibility to contact Our Call Center to confirm that Your order has been processed correctly.

You are solely responsible for any problems that may occur while purchasing ticket(s). In such case, We shall not be liable for any losses (monetary or otherwise) that may result from any problems that occur during the purchase of ticket(s), including, without limitation, the failure of an incomplete or not confirmed transaction, whether through the actions of the Company, its affiliates, its subsidiaries, or companies belonging to the same economic group or a third party.

PAYMENT.

By accepting the terms of the Agreement, You agree to pay the total cost of the tickets ordered, including the corresponding taxes and other charges for purchased services or products, as described in the order confirmation. The ticket price to enter the Park is in Mexican pesos.

If You place a ticket order before a scheduled on-sale or pre-sale date, or if You place a ticket order that should not have been offered for sale, then We have the right to cancel Your ticket (or the order for that ticket) and refund You the amount paid for the ticket(s). This will apply regardless of whether it was due to human error, a transactional malfunction of the Official Website, the telephone, or other computer system failures.

By submitting Your order, You: (i) warrant that You are the cardholder or, if applicable, are duly authorized to make payments with the bank card You have provided and that there are sufficient funds in the account to cover the purchase price; (ii) irrevocably authorize the applicable banking institution to charge Your payment card for the total price of the tickets, products, and/or services, if any, as well as other charges (such as taxes) that may be due in connection with any transaction You request at any time after Your order confirmation; and (iii) irrevocably authorize Us to pay into such account any amount that is refundable to You.

In case the Company is charged a fee for the rejection of a payment that You made or suffers any other monetary loss because You have provided Us with incorrect financial information, an invalid payment account, or any other act or omission in violation of the Agreement, We shall be entitled to recover, in addition to any amount due, collection costs including, without limitation, collection agency fees, attorneys' fees, and court costs and expenses.

BRACELET DELIVERY.

We will issue Park access bracelets at the Park's ticket office. All visitors, without exception, must wear a valid bracelet at the entrance and during their stay in the Park. To deliver the bracelets, You must present the credit or debit card used for payment, proof of payment accompanied by a valid and current identification with photograph, and the order number issued in Your name in Your confirmation email. Notwithstanding the above, if the Holder of the credit or debit card used for payment is a different person than the one who will attend the Park, the person who made the purchase must send an email to

customerservicejungala@vidanta.com to inform the Company through the corresponding form in which they indicate that a third party will attend the Park or contact the Call Center for further instructions. In turn, the person attending the Park must contact the Call Center after purchasing the ticket(s) and the notice that the Buyer must give to the Company for further instructions. In any case, if You do not comply with the above, We reserve the right to withhold and cancel the ticket(s) if We are not fully satisfied with the above, and We will not be liable if You are denied to enter to the Park.

REFUNDS AND EXCHANGES.

Before purchasing Your ticket(s), You are responsible for carefully reviewing all aspects of Your ticket(s), its restrictions, date, time, prices, charges, and/or selection of additional services, if applicable. Except as specifically stated in the paragraph entitled "Rain Guarantee and Cancellation Policy" of this Agreement, We will not issue a refund or exchange because it is Your responsibility to review the status and information on Your tickets before You visit the Park. No refund will be issued for loss, theft, destruction, errors in date selection or additional services, any ticket element, damaged tickets, or any other circumstances except in the limited cases explicitly described in this Agreement. In the event of a refund, the Company's administrative fees and expenses will be deducted from the refund amount. The ticket(s) are not exchangeable for cash or services other than those included in the purchased ticket(s).

CHANGES.

In case You want to change purchased tickets, You must go to the Park's ticket office, the Jade Boutique, or the hotel Concierge or contact the Call Center so that they can provide additional information and check availability. You may only change Your visit date before the bracelet has been delivered and/or up to twenty-four (24) hours before Your scheduled visit date. We can only make changes for dates in the same calendar year.

ENTRANCE TO THE PARK.

You must have a valid ticket to be entitled to enter the Park and must present Your bracelet for inspection at any time upon request by Company personnel. Failure to present the ticket or bracelet when requested may result in Park access denial or being escorted out of the Park. If You are escorted out of the Park, You will not be allowed to re-enter the Park.

SAFETY INSPECTIONS.

To facilitate the safety and comfort of all, We reserve the right to conduct security inspections of persons, clothing, bags, or any other items upon entering and leaving the Park, to confiscate all items that may cause danger or inconvenience to other persons, to the operation of the Park, or that violate the Agreement, applicable law or put attendees at risk, including without limitation: food, alcohol, drugs, controlled substances, video or audio recording devices or equipment, laser pointers, strobe lights, pyrotechnics, lighters, closed cigarette packs, irritants (e.g., artificial rattles), packages and containers; likewise, We reserve the right to refuse admission and/or refund the value of tickets if We have reasonable grounds to do so.

RIGHT TO CANCEL TICKETS, DENY ACCESS, AND ESCORT YOU OUT OF THE PARK.

The purchased ticket(s) grant You a revocable right, and therefore, admission to the Park may be refused for security reasons at the sole discretion of the Company, its personnel, agents, officers, or representatives.

When any Park attendee exhibits inappropriate behavior or violates the rules, We reserve the right to refuse admission, and they will be escorted out of the Park immediately and without refund.

The Company reserves the right to refrain from processing any order received by You or to cancel any sale entered between You and Us on suspicion of fraud or if the ticket requested by You is not or becomes unavailable.

CANCELLATION POLICY AND RAIN GUARANTEE.

In the event of an unscheduled closure of the Park (acts of God, force majeure events, power failures, or unscheduled maintenance), We may offer an exchange or refund of tickets at Our sole and exclusive discretion. You are responsible for verifying if the Park is closed on the date of Your purchased tickets. We will not be obligated to notify You of such a situation. However, if the Park is totally or partially closed, We will try Our best to inform You in advance through our Official Website or the email You provided about ticket exchange or refund procedures. Therefore, You must provide Us with Your correct contact details at the time of ticket(s) purchase. The Company will not be liable for any travel or other expenses incurred by You or any other person in connection with the Park closure.

If a meteorological event results in the total or partial closure of the Park before 2:00 p.m., You will have the right to request that We issue a reservation for You under the same terms as the one corresponding to the day of Your visit. This reservation will be valid for one calendar year from the date of its issuance. You may make this reservation valid through our Call Center or in person at the Jade Boutique, hotel Concierge, or the Park's ticket office on the same day of Your visit, subject to availability.

RESTRICTIONS.

The following restrictions will apply to Park attendance, and failure to comply with any of these may result in You being escorted from the Park. All persons visiting the Park are expected to comply with appropriate standards of behavior. Anyone deemed behaving dangerously or unacceptably under applicable law or, if considered by the Company or its staff, will be denied access and/or ejected from the Park without refund.

Persons over three (3) years old attending the Park must have a valid ticket per the current rates, terms and conditions applicable and established by the Company. Persons under three (3) years old do not require an admission ticket. In any case, the Park's ticket office may request identification or official documents to confirm age. Without exception, unless otherwise indicated, a person over eighteen (18) years old must always accompany persons under eighteen (18) years old at all times.

PROPERTY.

The Company is the owner or authorized licensee of all content related to the promotion, advertising, and sale of tickets, as well as the content of the Official Website (which includes, without limitation, all graphics, text, images, photographs, videos, illustrations, design, selection, and arrangement thereof). Such content and the Official Website are protected by copyright and/or intellectual property rights and applicable Mexican, and international copyright and/or intellectual property laws. By purchasing tickets or using the Official Website, You acknowledge that You do not acquire any ownership rights related to the content mentioned above or the Official Website.

PROHIBITION OF RESALE.

Any resale or commercial speculation of ticket(s) and/or bracelet(s) is strictly prohibited. We reserve the right to cancel the ticket(s) and/or bracelet(s) if they are related to any resale, commercial speculation, fraud, or similar, without the right to refund or any other payment. You acknowledge that resale is an unlawful activity, fraud is a crime, and whoever engages in such acts may even be prosecuted criminally.

NO PROMOTION WITHOUT PERMISSION.

The ticket(s) may not be used for any advertising, commercial speculation, and/or promotional purposes (including contests or sweepstakes) or resold for these purposes without the Company's prior written authorization.

RECORDING, TRANSMISSION, AND EXHIBITION.

You agree not to record or transmit, or assist in the recording or transmitting, any description, report, image, or reproduction of the Park. You agree that the Park is a public place, that Your appearance and actions inside and outside the Park are public, and that You have no expectation of privacy concerning Your actions or conduct therein. You permit us to use Your name, image, likeness, acts, attitudes, performance, appearance, movements, and statements in any live or recorded audio file, video, photographic display, or other transmission, exhibition, publication, or reproduction made in the Park for any purpose, in any manner, in any media or context now known or hereafter developed, without further authorization or right to receive any remuneration to You or anyone acting on Your behalf.

LIMITATION OF LIABILITY.

Under no circumstances shall the Company, its affiliates, subsidiaries, companies belonging to the same economic group or other related entities or their directors, officers, managers, agents, employees, sponsors, distributors, vendors, suppliers, representatives, partners, and all other persons acting on Our behalf and/or representation, be liable for direct or indirect, incidental, special or consequential damages resulting from the purchase of tickets or the use of bracelets, for attending the Park or the use or inability to use the Official Website, or for the cost of procurement of substitute services, tickets or other products or as a result of any services, tickets, bracelets, and other products purchased or obtained or messages received or transactions conducted through the Official Website or arising from unauthorized access to or alteration of Your data transmissions, including, but not limited to, damages for loss of profits, use of data or other intangible property, even if We have been advised of the possibility of such damages.

Notwithstanding all safety measures in Our facilities, injury may occur therein. By accepting the Agreement, You assume all risk and liability for all damages and/or injuries of any nature whatsoever that You may suffer, including, without limitation, any bodily injury and loss of property incurred during or in connection with Your visit to the Park. Furthermore, You waive the right to claim damages or take civil, criminal, administrative, or any other action against the Company, its affiliates, subsidiaries, companies belonging to the same economic group, and other related entities or their directors, officers, managers, agents, employees, sponsors, distributors, vendors, suppliers, representatives, partners and all other persons acting on behalf of the Company, as a result of any cause arising before, during or after Your visit to the Park.

To the extent legally possible, We accept no liability for, and You shall have no claim concerning: (i) the lack or inadequacy of on-site parking; (ii) problems relating to the adequacy of traffic control to and from Our facilities; (iii) the lack or inadequacy of food and beverages

in the Park; (iv) the lack, inadequacy, or deficiency in the provision of transportation services if any; and (v) the quality of services provided by independent contractors in the Park.

If We are held liable by any court for damages in connection with the sale of tickets or use of the Official Website, Your sole and exclusive remedy shall be limited to the equivalent of a refund of the services or products paid for by You. You waive Your right to bring any claim or action relating to such circumstances after six (6) months from the ticket purchase date, condition, or omission on which the claim or action is based.

INDEMNIFICATION.

You agree to indemnify and hold harmless the Company, its affiliates, subsidiaries, companies belonging to the same economic group and other related entities, its directors, employees, administrators, managers, employees, representatives, and all other persons acting on Our behalf from any complaints, claims, actions, damages or other demands, including without limitation litigation costs and expenses, such as attorneys' fees, arising out of or related to the purchase of tickets, the use of the Official Website, and the contents of the Agreement.

When You purchase tickets through the Official Website, You are responsible for Your postings on the Official Website, file downloading, information distribution, and data transmission from Your computer system. You will be liable if You cause damage to our Official Website or if someone uses Your name to cause damage to our Official Website or to Us.

RELEASE OF LIABILITY.

You acknowledge that there is a possibility that, after the execution of this Agreement, events or claims may arise which were unknown or unsuspected at the time of the Agreement execution and which, if known, would have materially affected Your decision to execute the Agreement. You agree and accept that under the Agreement and the release of liability contained herein, You are assuming any risk against any unknown facts and/or claims for future or unsuspected facts.

Notwithstanding that this Agreement is governed by and shall be construed following Mexican laws and without any acceptance of the application or submission to any other law or jurisdiction, You acknowledge that You have been informed of the possible existence of rules, articles, and provisions contained in laws, codes, and regulations that state that: a release of liability does not extend to claims which the creditor does not know or suspect to exist in its favor at the time of executing the release of liability and which if known to it would have materially affected the Agreement or arrangement with the debtor. Notwithstanding any such rules, articles, and provisions, this release of liability shall constitute a full release under its terms. You knowingly and voluntarily waive and release the application of any such rules, articles, and provisions, as well as any other statute, law, or regulation of similar effect. You acknowledge that You are aware that claims may hereafter arise that are presently unknown or unsuspected or facts in addition to or different from those You already know to be true concerning the release of liability contained in the Agreement.

However, having had the opportunity to seek legal advice from an attorney of Your choice, it is Your intention, through the Agreement and specifically this clause, to release and hold harmless the Company, its affiliates, subsidiaries, companies belonging to the same economic group and other related entities, its directors, employees, administrators, managers, employees, representatives, and all other persons acting on its behalf, from any claims that exist or may exist or have existed between the Parties. You acknowledge that You have had the opportunity to be advised by counsel of Your choice and that You understand and acknowledge the legal significance and consequences of this release of liability and the waiver

of the application of any law, regulation, and provision that would invalidate or nullify the effects of this release of liability.

INDEPENDENT CONTRACTORS.

You and the Company are and shall be independent contractors. Neither Party under this Agreement shall have any right, power, or authority to act or create any obligation, express or implied, on behalf of the other.

REPRESENTATIONS AND WARRANTIES.

You represent and warrant as follows: (i) that You are over eighteen (18) years of age; (ii) that You have the right, power, and authority to enter into the purchase of tickets and execute this Agreement; (iii) that You are not a re-seller, dealer, or a wholesale purchaser of tickets; (iv) that You do not use Our Official Website or service for any impermissible use; (v) that You will not use Our Official Website or services to violate any international, federal, or local law or provision; and (vi) that You will only use Our Official Website, services or authorized channels to receive and consult information related to the purchase of ticket(s) and Park information.

WARRANTIES.

We provide Our service "as is," as stated in the Agreement, without any warranties. Your use of the service is at Your own risk. We make no warranties, either express or implied, including by way of example but without limitation: (a) any warranty of merchantability or fitness for a particular purpose; (b) that the Official Website or the service We provide will meet Your needs; (c) that the Official Website will be secure, uninterrupted, accessible or error-free; and/or (d) that any information or product obtained through the Official Website will be accurate, reliable, complete, or free of viruses or other malicious or destructive code. No advice or information obtained by You from Us, whether oral, written, or electronic, regarding using the Official Website shall consist of or imply any warranty not expressly stated in the Agreement.

INTEGRATION AND DISCREPANCY OF TERMS.

The Agreement, Our Comprehensive Privacy Notice, the Park's General Park Rules, and any other policies subsequently included or added to the Official Website constitute the sole Agreement between the Parties and, therefore, the complete and exclusive expression of Your intent supersedes any prior or contemporaneous communications, representations, statements, agreements, and understandings, whether oral, written, or electronic, between You and the Company in connection with the purchase of tickets to the Park. The terms of the Agreement shall be construed to be consistent with each other whenever possible, but if not possible due to any conflict in conditions, the terms hereof shall prevail.

ASSIGNMENT OF RIGHTS.

No right, obligation, or duty under the Agreement may be assigned or delegated by You. Any attempted assignment shall be null, void, and of no effect.

OUR SERVICES AND RESPONSIBILITIES.

According to this Agreement, We will provide the following services: (a) provide dates and prices for the selection and purchase of tickets, products, and/or services related to the Park; (b) accept and process Your online orders for Park access tickets and/or related products or services; and (c) send an email confirmation of Your transaction.

CONDITIONS OF USE.

All trademarks or trade names are owned by Us or licensed to Us unless otherwise noted. You agree that the Purchaser of the ticket will solely use the printing or reprinting of a purchased ticket. No reproduction or alteration of ticket(s) may be sold to any third party and may not be transferred without prior notice, as indicated in the "Bracelet Delivery" section. We reserve the right to carry out, to the extent permitted by law, all possible and permitted sanctions against any person who carries out the forgery and/or reproduction for sale or the alteration of tickets to enter the Park without paying or illegally.

DIVISIBILITY.

Each clause of the Agreement is independent of the other. Therefore, if any clause that totally or partially lacks legal force or is declared ineffective, null, or non-existent for any reason whatsoever by a court or competent authority, the remaining clauses shall continue to have full force and effect.

TITLES AND ORDER.

The headings and sequential order of the sections or clauses contained herein are for convenience or reference only and shall have no material or procedural effect on the interpretation of the Agreement.

LANGUAGE.

Spanish is the Agreement's original and applicable language, so such a version shall prevail for all legal purposes. The English version is made in good faith, and the Parties do not guarantee accuracy.

CONTROVERSIES.

This Agreement shall be governed by and construed following the laws of Mexico without giving effect to any principles of conflicts of laws. You agree that You shall bring any legal or equivalent action arising out of or relating to the terms of the Agreement only in Mexico and that any dispute arising out of or relating in any way to this Agreement, the purchase of tickets, the delivery of bracelets, the Official Website or related sites, shall be resolved exclusively by the dispute resolution procedure outlined in this paragraph. The Parties may resort to the conciliation procedure before the Federal Consumer's Agency (Procuraduría Federal del Consumidor). If the Parties cannot solve such a conciliation before the Federal Consumer's Agency or decide not to, all disputes arising or related to the Agreement shall be resolved exclusively under the Arbitration Rules of the Arbitration Center of Mexico (CAM) by an arbitrator of Mexican nationality. The Parties shall attempt to agree on the arbitrator appointed to resolve the dispute. If they fail to reach an agreement within thirty (30) days of receiving the arbitration demand, the General Council of the CAM shall appoint a sole arbitrator, whose appointment shall be conclusive and binding on the Parties. The arbitration shall be held in Guadalajara, Jalisco, Mexico. The language of the arbitration proceedings shall be Spanish. The applicable regulation shall be the federal laws of Mexico. Any dispute submitted to arbitration about the provisions of this paragraph shall be resolved strictly on an individual basis, and no arbitration proceeding may proceed as a class action. You expressly waive Your right to bring any claim or action against the Company and/or any of its owners, partners, subsidiaries, affiliates, companies belonging to the same economic group, franchisees, and each of their employees, directors, agents, contractors, concessionaires, licensees, and employees in any other jurisdiction or residence that You may claim due to Your present or future domicile, residence, place of business, or otherwise. The Parties agree that the Guadalajara, Jalisco, Mexico courts shall have exclusive jurisdiction to enforce any action, dismiss, or modify awards rendered by an arbitrator under the arbitration proceedings referred

to in this paragraph. You hereby agree to submit to the jurisdiction and venue of such courts in any such action.

CUSTOMER SERVICE.

We can support You if You have questions regarding the ticket purchase or bracelet delivery process. To access this service, You will need to contact our Call Center. We will try to respond to Your questions promptly, but We cannot guarantee that We will respond to Your request favorably or on time.

Please note that We sell all tickets in good faith and that all tickets and bracelets contain reasonable measures to prevent and discourage counterfeiting. If You did not purchase Your tickets through Our official means or pick up Your bracelets directly at the Park's ticket office, We recommend contacting Us to verify if Your ticket or bracelet is valid.

BILLING POLICY.

If You require an invoice for the purchase of ticket(s), You must request it at the time of purchase at the Park's ticket office or by email at cx04.rm@vidanta.com. Please include the following information: (i) full name, business, or company name; (ii) Federal Taxpayers Registry (RFC); (iii) address; (iv) email; (v) order number; and (vi) date of attendance to the Park. The period for requesting an invoice shall be, without extension, from the day of purchase until the last business day of the month corresponding to the purchase, regardless the date of Your visit to the Park is days or months after the purchase date. As an exception to the period above, an invoice may only be requested in a subsequent month(s) if the ticket(s) purchase occurred during the last day of each month. In this case, You may request Your invoice no later than the second business day of the following month. Once You provide the billing information, You will receive the corresponding document within seventy-two (72) hours in the email address provided for such purpose. The Company only issues one invoice per complete order, that is to say, for the total ticket(s) purchased. There is no reason why We would divide the billing for each purchased ticket. If You do not receive the invoice within the indicated period, contact Us at customerservicejungala@vidanta.com or contact the Call Center, where We will follow up on Your request.

PROTECTION OF PERSONAL DATA.

The privacy and security of Your Personal Data are essential to Us. You can find more information about the treatment We give to Your Personal Data and how to exercise Your rights by consulting Our Privacy Notice at the following link: <https://www.jungala.com/avisos/en/jungala.pdf>