

TERMS AND CONDITIONS OF PURCHASE

By accessing and using this website, which has the domain www.jungala.com, property of Riviera Mayan, S.A. de C.V., it is understood that the Customer has read, understood, and agreed to the terms and conditions established below for the purchase of Admission (the "Admission") to Jungala Aqua Experience (onwards referred to as "Jungala"); so its use supposes an irrevocable consent to these terms and conditions, and to any updates to them that may be made in the future.

The use of this service is subject to, and incorporates, the provisions established by the General Park Rules and the Privacy Policy, as well as any other policy that may be published on the website www.jungala.com, which in set are legally binding.

PURCHASE OF ADMISSION. The purchase of Admission can only be completed by individuals who are 18 (eighteen) years of age or older. People under 18 (eighteen) years of age can't make a purchase, except by their parent or legal guardian, or by someone who retains the exercise of parental authority or custody. The Customer states that they are the holder of a valid credit or debit card issued by a banking institution and that it's recognized as a valid means of payment by Jungala. The Purchase of Admission through our website is subject to the verification of personal data, as well as the card provided by the Customer, and to the authorization of the issuing bank of the credit or debit card whose data the Customer has provided for payment of the requested Admission, or by the accepting bank. If the personal data, or the card provided, does not match the data available to the issuing bank, even if the data in question coincides, the issuing bank or the accepting bank will not authorize the requested charge and the purchase will not be processed or finalized.

Notwithstanding the foregoing, the customer expressly acknowledges and accepts that the request for the purchase of Admission made through our online system is a binding offer and that once the authorization from the issuing bank of the corresponding credit or debit card has been received, by the accepting bank, the purchase transaction will be final and will not be subject to refunds or cancellations.

We reserve the right to restrict the sale of Admission to a maximum of 14 (fourteen) individuals per Customer and per credit or debit card, and to cancel the Admission purchased in excess of this number. In the event that any charge is made to the debit or credit card of the Customer for purchases that are canceled due to the assumptions foreseen in this paragraph, the Customer will be reimbursed for all charges made.

SERVICE FEES. The purchase of Admission through our website will generate a Service Fee, in addition to the price of Admission. Service Fees will apply to every individual admission purchased.

INVOICING POLICY. If you require an invoice for the purchase of Admission, you must request it at the park's box office or by email at customerservice@jungala.com and provide the following information with your request: (i) full name or company name; (ii) TAX ID or for Mexican individuals or companies, the Federal Taxpayer Registration (RFC); (iii) address; (iv) e-mail; (v) order number; (vi) date of park visit. The invoice request period will span, without extension, from the day of purchase until the last working day of the month when the purchase was made, regardless of whether or not the service was provided in days or months after the purchase date. As a unique exception, invoices may be requested on the following month, in the event that the purchase of Admission was done during the last day of the month. In this case, you'll be able to request an invoice, at the latest, on the second working day of the month following the Admission purchase date. Once you have provided the invoicing information, you will receive the corresponding document no more than 72 (seventy-two) hours after the e-mail was received. Invoices will only be issued for complete orders, meaning for the total number of Individual's Admission purchased. Orders cannot be separated, under any circumstance, for invoicing purposes. In the event that you don't receive the invoice in the previously mentioned time period, you must contact us by e-mail at the address provided above or call us at our Customer Service line at 1-855-227-4199 (from the US and Canada) or at 800-509-7119 (from Mexico), where one of our agents will respond to your request.

WILL CALL. Admission must be collected at Jungala's will call, located at the ticket center. When collecting Admission, the Customer must present the credit or debit card used for the purchase and a valid photo identification (valid voter's ID, passport, or driver's license), as well as the confirmation number that was issued under the Customer's name in the confirmation email. Notwithstanding the foregoing, if the credit or debit card holder who made the payment is a different person than he/she who will attend Jungala, the credit or debit card holder must call our Customer Care Center at: 01-800-509-7119 (Mexico), or 1-855-227-4199 (USA and Canada), immediately after purchasing Admission for further instructions.

CANCELLATION POLICY. The Customer expressly acknowledges and accepts that they will not be entitled to refunds, returns, or cancellations even if they do not collect or print the Admission purchased or does not use it. In the event of an unscheduled closure of the Park (meteorological events, power failures, unscheduled maintenance, etc.) reimbursement will apply 100% (including Admission price and service charge).

RAINY DAY WARRANTY. In the event of a meteorological event that results in the partial or total closure of Jungala before 14:00 hrs. (local time), the Customer shall have the right to request Admission reissued in their favor, which shall be valid for one calendar year (365 days) from the date of issuance. The Customer can make this warranty valid by contacting our Customer Care Center, or in person at Jade Boutique, the hotel Concierge desk, or the Jungala ticket center on the day of visit.

CHANGE POLICY. The Customer may request a change in the date of visit, once their Admission purchase is complete. Changes can only be made for dates during the same calendar year (before December 31st) and at least 24 hours before the scheduled visit. The Customer can make this warranty valid by contacting our Customer Care Center, or in person at Jade Boutique, the hotel Concierge desk, or the Jungala ticket center on the day they visit.

PROHIBITION OF RESALE. Any resale of Admission is strictly prohibited. We reserve the right to cancel admission if, with our knowledge, it is related to a sale made outside of the authorized channels for such purposes, without the right to refund or any other compensation. The Customer acknowledges that in accordance with applicable legislation, the resale and reseller may be legally prosecuted.

NO PROMOTIONS WITHOUT PERMISSION. The Admission cannot be used for any type of advertisement and/or promotional purpose (including giveaways, contests, and raffles), or be resold for this purpose without prior written authorization and consent by Jungala.

CUSTOMER SERVICE. In case of any doubts regarding the use of this website or its terms and conditions, we can provide support. Call our Customer Care Center at 01-800-509-7119 (from Mexico) or 1-855-227-4199 (from the USA and Canada). Keep in mind that we use security measures to prevent and discourage counterfeit. If you did not pick up your Admission voucher directly at Jungala's ticket center, we recommend that you contact us to verify that Admission is valid.

TRANSPORTATION. The purchase of Admission to the park does not grant its holder the right to receive transportation to the park, unless it is specified in the order confirmation. Other independent entities may provide services related to transportation to and from the park, and in such circumstances, the Terms and Conditions of said service providers will apply.

The transportation service provided by Jungala can only be received with the pre-purchase of this service at the time of Admission purchase, for the number of people mentioned in the order confirmation, and at least 72 hours in advance. Additional passengers will not be able to board at the meeting point. Any modifications or cancellations to the transportation service must be done at least 48 hours before departure. In case of canceling the service with at least 48 hours before departure, the total amount will be refunded. Cancellations are not accepted within 48 hours before the scheduled departure, and in these cases, the refund will not proceed.

IDENTIFICATION. At the time of boarding the transportation, you must present an official, government-issued photo ID, in order to prove the identity of the person traveling. This ID can be requested at any moment the company determines, in order to assure the safety of passengers before and during the trip.

BOARDING. The order confirmation for the payment of your Admission to the Park and Transportation Services can be presented on a mobile device exclusive for boarding. Passengers must be at the designated meeting point at least 10 minutes before the scheduled departure time. All passengers within a party must board at the same meeting point. The return of passengers will be to the same point of origin. The transportation vehicle will only stay at the meeting point for 5 minutes after departure time. If you arrive after the departure time indicated in your order confirmation, the company will not be able to make any partial or complete refund or discount for transportation. Only people who have prepaid and indicated in the order confirmation received for their purchase, can use this service. Luggage is subject to approval at the time of boarding. It is requested that all carry-on luggage weighs less than 10KG per passenger. Strollers and larger luggage must be notified at the time of booking. Passengers can only board the transportation if they're wearing a face mask covering nose and mouth, following the company's indications.

TRANSPORTATION SERVICE PRICING FOR CHILDREN. Children over 2 years must pay full price for transportation, as well as any minor that travels in an infant seat. Children under 2 years can ride on the legs of 1 adult at no additional charge, but they must be counted in the order confirmation in order to be able to board.