

Welcome to PortAventura World

I. Access to the parks

- Tickets and passes, depending on the type purchased, entitle the holder to access the PortAventura World Park/s expressly indicated according to the validity and during the days and times that they are fully or partially open to the public, and the shows, rides and other on-site attractions, in accordance with any access, running, operating or safety restrictions in force.
- The applicable rates for each admission type are those published on the website www.portaventuraworld.com and are subject to revision and changes. Check daily rates at the time of purchase. Some services are not included in the entry ticket or Pass price. Ask at Guest Service for terms and conditions of purchase and use of these.
- PortAventura World wishes to inform visitors that all games and some shows and/or activities require the payment of a supplement or separate admission per person. See conditions and access restrictions at the Guest Service office or at the actual venue.
- Entry tickets and passes must be purchased from PortAventura World ticket booths, authorised sales points or online at www.portaventuraworld.com.
- PortAventura World only accepts tickets and/or promotions purchased from official outlets and will not honour in any way tickets or promotions acquired through unofficial channels.
- Entry tickets, hotel keys and passes must be kept safe throughout your entire time on PortAventura World premises and shown to our staff upon request, in order to verify correct use of them.
- Entry tickets, PortAventura Express products, promotional coupons, hotel keys and passes are not refundable under any circumstances. Nor is it possible to change the expiry date of them. Entry tickets, promotional coupons or passes that have been torn, modified, photocopied, or damaged will not be accepted.
- Entry tickets, promotional coupons, Express Products, hotel keys and passes may not be resold or transferred to other persons. PortAventura World reserves the right to verify the holder's identity each time they are used.
- PortAventura World is not responsible for the loss or theft of entry tickets, hotel keys, annual passes, or Express Products by Visitors.
- In the event of an excessive number of guests to PortAventura World that may adversely compromise on-site operations or safety, PortAventura World may cease ticket sales for that day, in order to ensure maximum enjoyment and to avoid overcrowding.
- PortAventura World reserves the right to refuse admission, eject from the premises, withhold hotel keys, entry tickets and passes valid for one or more days, with no refunds given, in any of the following situations:
 - Failure to observe these terms and conditions.
 - Trespassing in prohibited or restricted areas.
 - Public disturbance.
 - Fraudulent use of the entry tickets, promotional coupons or passes.
 - Behaving in a manner that is a nuisance or detrimental to other Visitors.
 - Attitudes or behaviours that may cause or result in accidents or incidents.
 - Performance of duties reserved for PortAventura World staff, wearing uniform or costume that may mislead other customers.
 - Causing any kind of damage, deterioration, or harm on PortAventura World premises. In the event that these damages generate any economic expense for PortAventura World, the client will be solely responsible for bearing the expenses derived from it.
- For reasons of safety, PortAventura World reserves the right to inspect Visitors' personal property at the entrances, and to use metal detectors, in view of the fact that electronic equipment, radios, speakers, weapons, glass, flammable materials, explosives and dangerous items are not permitted on the premises. Likewise, any items that may not be dangerous but still capable of annoying or disturbing other PortAventura World Visitors are also prohibited.
- Children under the age of twelve must be accompanied by an adult.
- For health and hygiene reasons, pets are not allowed, with the exception of guide dogs. PortAventura World has boarding kennels where you may leave animals if necessary, during PortAventura Park opening hours. The corresponding health certificates must be shown for these animals. (Unassisted service with restricted availability and opening hours).
- Video surveillance is in operation in some areas of PortAventura World.
- PortAventura World reserves the right to check at any time that the admission type purchased is appropriate for the age of the Visitor.
- On the day of your visit it is important to consult the opening and closing times of PortAventura Park, PortAventura Caribe Aquatic Park, Ferrari Land, and their different areas. The Guest Service office can provide information on the times for our daily performances and all other facilities and services. However, PortAventura World reserves the right to make changes to the scheduled programme when necessary due to technical, organizational, weather, operating or safety conditions.
- Visitors wishing to leave PortAventura Park and/or PortAventura Caribe Aquatic Park and/or Ferrari Land premises with the intention of returning on the same day, must ask for their hand to be stamped upon leaving or for their photo to be recorded. This stamp or photo and the entry ticket for the day are essential for re-entry. In the case of visitors under 14 years old, we require the consent of a legal guardian before we are permitted to process their image.
- Any complaints must be submitted to the Guest Service office and Visitors must present their entry ticket, hotel key or Pass with the barcode.

II. Own food and drink are not permitted on the premises, except in cases of allergies and intolerances

- Entry with food or drink is prohibited therefore PortAventura World reserves the right to enforce compliance with this rule at all times.
- Please consult the website www.portaventuraworld.com or ask the Guest Service office for information on the rules for bringing own food and drink in cases of allergies or intolerances.

III. Hire services and personal belongings

- PortAventura World offers a pushchair hire service, subject to payment of a deposit that will be refunded provided that all terms and conditions stipulated at the time of hire have been observed. Payment required and subject to availability. Please visit the Guest Service office for information regarding wheelchair hire.
- PortAventura World also has luggage lockers both outside and inside the Parks, where Guests may deposit their personal belongings should they wish to do so. PortAventura World reserves the right to check the contents of items to be deposited. PortAventura World is not responsible for items left in the lockers. If an item is not collected by closing time of the premises, it is classified as lost property. Any food not collected by closing time of the premises will be destroyed. Paid service with restricted availability and opening hours. The conditions of use of each facility and service should be consulted at each venue. For security reasons, use of the locker is only available to the Visitor who has contracted this service.
- It is imperative that Visitors take care of items and materials hired during their stay at PortAventura World as, once hired, they are the responsibility of the Visitor and Visitors will be required to pay for any losses, theft, robbery or damages incurred and will not be entitled to reimbursement of the deposit paid. Another item or object will only be hired to the Visitor upon payment of the corresponding amount.
- It is imperative that Visitors look after their personal belongings during their visit and/or stay at PortAventura World as PortAventura World is not responsible for any losses, theft, robbery or damages incurred.

IV. In PortAventura Park

- PortAventura World offers a large number of rides, shops, food outlets and shows to its Visitors on a daily basis.
- PortAventura World reserves the right to organise, schedule, restrict and close public access to PortAventura Park and/or PortAventura Caribe Aquatic Park and/or Ferrari Land and their different areas and services.
- Some rides may not be running or may be suspended or closed if necessary due to technical, meteorological, safety or operating reasons. The above does not entitle Visitors to a refund on admission or change of date.
- Smoking is prohibited throughout the premises, except in the areas that are designated and clearly marked for this purpose.
- Minors under 12 years old must be supervised by a parent or guardian at all times.
- The consumption of drugs, narcotics or hallucinogenic substances is prohibited.
- The use of balls, drones, skates, bicycles, tricycles, or similar devices is not permitted.
- The sale and/or distribution of leaflets, pamphlets or products is not permitted, unless expressly authorised by PortAventura World.
- Bathing is not permitted in the lake, water features or the fountains of PortAventura Park.
- Out of consideration and respect for others, everyone must wait their turn and it is not permitted to save places in queues for other people. Visitors leaving the queue will be expected to join at the back if they wish to return.
- PortAventura World has a first aid service for Visitors to PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land.
- We do not have a public address system to broadcast personal messages.
- For reasons of hygiene, safety, good manners, and respect for others, you will not be allowed in PortAventura Park in swimming costume, bikini, without footwear or with uncovered torso.

- For payments made with credit or debit card, or transactions using the "PortAventura Pass", a valid form of ID for the holder must also be presented. If you are unable to provide proof of your personal details, PortAventura World will not accept the card as a method of payment.
- For transactions/operations for which it is necessary to present identification, PortAventura World staff may ask for your National Identity Document/Passport to verify compliance with all relevant terms and conditions.

V. Rides

- For safety reasons, there are both height and volume restrictions for use in force on the rides. Specific safety regulations can be found at the entrance to each ride. These must be strictly observed. It is especially important that you follow the instructions or indications given by our staff at each ride. PortAventura World is not responsible for any damages that visitors may suffer as a result of failure to comply with these rules.
- It is generally not permitted to take personal items on board rides as they may cause damage or become lost. Leave them with a friend or family member before getting on the ride. Some rides have boxes available where Visitors can leave their personal items. However, PortAventura World is not responsible for theft, loss or damage incurred.
- In general, access to the attractions is not permitted with any item of clothing that may get trapped in the moving parts of the attractions and cause a breakdown or accident, such as scarves, shawls, ties or similar.
- The attraction waiting times announced are estimations and although they are updated at regular intervals this information may change due to certain circumstances and does not constitute grounds for complaint.
- Any person that meets both conditions that constitute an accredited disability and reduced mobility who cannot access the attractions via the corresponding queues may make use of the specific accesses available at certain rides and shows without detriment to the waiting time at that moment. At the Customer Service Office for Customers with Special Needs, they will be provided with identification for the person who accredits them and a maximum of 4 accompanying persons to facilitate their access upon presentation by the Visitor of their entrance ticket, hotel key or Pass and the title or document justifying their legal status as a person with disabilities and reduced mobility or certain neurodevelopmental disorders. PortAventura World reserves the right to verify compliance at any time. For units that have been completely adapted and where there are no architectural barriers, access will be through the main entrance, observing the corresponding waiting time. In the event that they voluntarily choose to access the standard queue for the rides, they must always follow the instructions of the staff.
- For operational reasons it may be necessary to limit the number of disabled visitors on the same attraction cycle. Any person whose disability poses a serious impediment to getting on and off the attraction may repeat the ride a maximum of one additional time, with the option to change carer if they so wish.
- Identify wristbands that are amended, torn, written on, and/or misused will be withdrawn and not returned.
- Food and/or drink must not be consumed on attractions or in water activity areas, although it is permitted whilst waiting in queues.
- Visitors must leave attractions once they have finished and must return to the back of the queue if they wish to go on again.
- In general, pushchairs are not permitted in the queues for attractions. Before joining the queue, please leave them with a friend or family member. PortAventura World is not responsible for robbery, theft, loss, or damage caused to these pushchairs.

VI. Shows

- Visitors must behave in an orderly fashion when entering and present in show areas, following any instructions given by the staff there. It is not permitted to run, jump, or occupy areas other than those specifically designated for Visitors, or behave in any way that may harm or compromise the safety or performance of the show, staff, or other Visitors.
- In general, pushchairs are not allowed inside the theatres. Leave them with a friend or family member before entering. PortAventura World is not responsible for theft, robbery, loss, or damages.
- Any person with a disability and reduced mobility who cannot access the shows via the corresponding queues may make use of the specific accesses available, without detriment to the waiting time for the show at that moment and accompanied, unless there are exceptional circumstances to the contrary, by a maximum of one adult. There are specific designated areas from which disabled persons can watch the show.
- Once it has finished you must leave the show area. If you wish to see it again, you must return to the back of the queue.
- For some shows, access is prohibited once they have begun and the instructions of staff in charge must be followed at all times. If for any reason the Visitor wishes to leave and then return to the same performance of the show, they must inform the staff on duty for subsequent re-entry.
- In the interests of good manners and mutual respect, Visitors must respect the queue; Visitors leaving the queue will be expected to join at the back if they wish to return. It is not permitted to save places for other people in waiting lines, enclosures, or audience seating areas.
- In some shows with restaurant service, a mandatory minimum consumption per person applies that will vary according to the unit in question.
- Some shows and/or activities require the prior payment of a supplement or entry fee per person. See conditions and access restrictions at the Guest Service office, at the actual venue or online.
- In each and every one of the passages it is mandatory to enter with the face uncovered.
- The consumption of food and/or drink is not permitted at the shows.

VII. Food and Drink

- In accordance with law, the sale of alcoholic beverages to minors is prohibited.
- During lunch and dinner service, the use of tables will be reserved for Customers intending to dine in the restaurant.
- Out of courtesy and respect for others, Customers may not reserve tables and must be present at tables when their food is served.
- In some restaurants offering entertainment, a mandatory minimum consumption per person applies that will vary according to the unit in question and will also be clearly indicated.
- PortAventura World informs its Clients that in all catering units with table service, there will be the possibility of consuming non-bottled water free of charge, and complementary to the offer of the restoration point. Likewise, all the PortAventura World facilities have drinking water fountains available to customers.
- In compliance with article 55.2 of Law 7/2022, of April 8, on waste and contaminated soils for a circular economy, a cost will be passed on to the customer for the plastic containers delivered to them in the catering services. This amount will be differentiated on the sales receipt.

VIII. Shops and Games

- A receipt and the original packaging are necessary in order to exchange goods purchased in PortAventura World shops. Products must be exchanged within one month from the date of purchase. Refunds will not be given under any circumstances.
- Complaints concerning missing items will not be accepted once the Visitor has left the shop where the purchase was made or after collecting the purchase from the park or hotel if the pick-up service is used. It is the responsibility of the Visitor to ensure that they have all items purchased and the till receipt before leaving the shop or the pick-up point and that all items are in a satisfactory condition.
- Discounts on purchases made in shops granted to a +PortAventura Club Pass holders do not apply in the Ferrari Land park, are not valid for photography products and may not be used in conjunction with other offers or discounts.
- Each game has its own rules of operation that must be observed. These rules should be consulted before playing commences. PortAventura World reserves the right to place a limit on the maximum number of prizes per person, day, and season at each of its games. These limitations will be suitably displayed at each game.
- For safety reasons, there are restrictions for use in force on some of the games. Specific safety regulations can be found at the entrance to each area. These must be strictly observed. It is especially important that you follow the instructions or indications given by our staff in each area at all times. PortAventura World is not responsible for any damages that visitors may suffer as a result of failure to comply with these rules.
- In relation to the sale of Photofloride products, PortAventura World reserves the right not to sell any photos and / or videos in which illicit, disrespectful, obscene behaviours are observed or conduct in breach of safety or the attraction regulations.

IX. PortAventura Express in PortAventura Park

- With the PortAventura Express service you can access, subject to capacity and availability, during the established days and times, certain rides without having to wait in line provided that the service is available for these rides, notwithstanding any restrictions in place for each attraction. To make use of this service it is necessary to purchase a card or wristband at one of the sales outlets available for this purpose. This service is subject to availability; it is a paid service and valid only on the day of purchase for personal and non-transferable use. Information on the rules for using this product is available from the Guest Service Office.
- To use the Express Unlimited wristband, it must be securely fastened around the wrist of the holder so that it cannot pass over the hand and come off.

- Cards and wristbands that are amended, torn, written on, and/or misused will be withdrawn and not returned.
 - *PortAventura World* is not responsible for lost or stolen cards or wristbands, therefore the loss of them will result in the loss of the *PortAventura Express* service and no reimbursements will be given. The Visitor may reacquire this service with the purchase and payment of a new card or bracelet at the corresponding points of sale. Each of the *Express Service* attractions has its own calendar and opening and closing times. Check the calendar and times of each one before purchase as non-use or partial use of the product purchased does not entitle its holder to any claim or refund.
 - *Express Unlimited*: In order to use the *Express Unlimited Pass*, you must be able to prove that you are the holder. You can do this by showing the photo associated with the QR code on your ticket or via the alternative wristband system. In the case of visitors under 14 years old, we require the consent of a legal guardian before we are permitted to process their image. As the passholder, if you prefer not to show a photo ID, you must make your way to guest service to exchange your ticket for a wristband.
 - The *Express Unlimited* wristband must be worn completely closed around the wrist so that it cannot pass over the hand and be taken off or get lost.
 - **Options:**
 - ✓ **PortAventura Express 10:** One-time *Express* access to 10 *PortAventura Park* attractions offering this option, for the date selected during the purchase process.
 - ✓ **PortAventura Express Unlimited:** Unlimited *Express* access to *PortAventura Park* attractions offering this option, for the date selected during the purchase process.
 - ✓ **PortAventura Express ONE:** *Express* access once to the attraction and on the date selected during the purchase process.
 - ✓ **PortAventura Express 5:** *Express* access once to 5 *PortAventura Park* attractions with this option, for the date selected during the purchase process.
 - ✓ **PortAventura Express Ferrari Land:** *Express* access once to 5 *Ferrari Land* attractions offering this option, for the date selected during the purchase process.
 - ✓ **PortAventura Express Caribe Aquatic Park:** Unlimited *Express* Access to *Caribe Aquatic Park* attractions offering this option, for the date selected during the purchase process.
- X. Filming, images, and photography**
- As part of *PortAventura World's* normal operation, filming and/or photography may take place in some areas for commercial and/or promotional purposes. If you do not wish to be filmed or photographed, please avoid these areas.
 - Images recorded by *PortAventura World* Visitors may not be used for commercial purposes.
 - *PortAventura World* is not responsible for photography and/or recordings carried out by third parties.
 - Photography or filming of shows or in areas where commercial photographs are taken for sale (Photoride, etc.) is not permitted.
- XI. Parking**
- Payment of the charge to access the parking area allows the Visitor to park their vehicle in the space assigned and indicated by our staff.
 - The parking ticket must be kept safely throughout your time on *PortAventura World* premises and may not be re-sold or transferred to a third party.
 - There is a flat-rate charge for the parking ticket, regardless of how long the vehicle is parked or *PortAventura World's* opening and closing times.
 - Anyone wishing to leave the parking area with the intention of returning on the same day must show their ticket to *PortAventura World* staff. If the Visitor is unable to show their ticket, they will have to pay for parking again.
 - At certain times during the season, *PortAventura World* may create limited access parking areas, which may only be used by Visitors purchasing a special ticket for these areas.
 - The charge for parking must be paid in full regardless of whether the Visitor is the holder of any kind of *PortAventura World* access ticket, with the exception of passes for which free parking is included, subject to availability.
 - Parking is not permitted for tankers.
 - For security reasons, we recommend that you lock your vehicle and do not leave any items on display. Vehicle parking does not constitute an agreement for deposit or safekeeping of the vehicle, or any items contained in it; *PortAventura World* will not be held responsible for theft, robbery, loss, or damages caused by third parties to the vehicle or its contents.
 - There is no surveillance in the vehicle parking area.
 - Vehicles are not permitted to remain in the parking area after closing time for the *PortAventura World* facilities. If this occurs, action will be taken to remove vehicles from the grounds.
 - *PortAventura* reserves the right to reserve certain places due to operational and security procedures, special events and, in general, any reasons necessary for the management of *PortAventura World*.
 - It is strictly forbidden to park in places reserved for users with disabilities and reduced mobility. People using these spaces (whether driver or passenger) must clearly display the corresponding permit in the vehicle (official disabled parking permit). Failure to comply with this rule may result in expulsion from the premises.
 - It is not permitted to leave animals in parked vehicles. Failure to comply with this rule may result in expulsion from the premises and perpetrators may be reported to the relevant Authorities.
 - The spaces intended for charging electric vehicles are reserved exclusively for this purpose, and using them to park other types of vehicles or for any purpose other than recharging is prohibited. *PortAventura World* is not responsible for any damage resulting from the misuse of the chargers.
- XII. Special events**
- *PortAventura World* may hold special events on-site during and outside the opening hours for its premises, making the services considered relevant in each case available to attendees.
 - At the discretion of *PortAventura World*, these events may or may not be included in the admission tickets and/or passes for entry into *PortAventura World* premises.
 - Special events may be aimed at the general public or may be reserved for groups selected by *PortAventura World*.
 - Please consult *PortAventura World's* Guest Service office in *PortAventura* for further information on the terms and conditions for the various special events.
 - Special events are governed by these terms and conditions where applicable and by any others that *PortAventura World* chooses to establish for each event.
- XIII. +PortAventura Club**
- Passes, depending on type, entitle the holder to access *PortAventura Park* or *PortAventura Park*, *Caribe Aquatic Park* and *Ferrari Land*, during the days and times that they are open to the public, and all or some of the shows, rides and other facilities, in accordance with any access, running, operating or safety restrictions in force.
 - Purchase of the Pass constitutes acceptance of the content of the terms and conditions of *PortAventura Park*, *Caribe Aquatic Park* and *Ferrari Land*, and total compliance throughout your stay on *PortAventura World* premises. Terms and Conditions are made available to the public on information display boards and are also available from the Guest Service office and Guest Service desks in the hotels.
 - The registration of a minor as a Member must be done by their legal representative.
 - Passes are valid for 365 days from the date of purchase.
 - Passes are non-refundable and may not be re-sold.
 - There are several different Pass types:
 - **Adventurer Pass:** grants the holder access to *PortAventura Park* for more than 180 days during the season (check opening dates and times on the website).
 - **Explorer Pass:** grants the holder unlimited access to *PortAventura Park* and allows access to *Caribe Aquatic Park* in certain dates.
 - **Discoverer Pass:** grants the holder unlimited access to *PortAventura Park*, *Caribe Aquatic Park*, and *Ferrari Land*.
 - It is not permitted to renew passes for which payment is still owed for that season or previous seasons. Outstanding amounts due must be paid before purchase is permitted.
 - Passes are for personal use only and may not be used by anyone other than the named holder. For this reason, *PortAventura World* reserves the right to verify the holder's identity each time that they are used (this applies both for physical and digital passes).
 - Passes must be kept safe throughout your entire time on *PortAventura World* premises and shown to our staff upon request.
 - Children under the age of twelve must be accompanied by an adult.
- To purchase the Pass for a MINOR at the Club Office, the legal representative or guardian must be present and, in their absence, someone who is responsible for the minor with written consent from their legal guardian.
 - Children aged 0-3 years may apply for a Child Pass, which allows access to *PortAventura Park* but has no other associated benefits. This Pass is valid until the child's 4th birthday, regardless of when it was issued. Child passes must be associated with an adult Pass held by their mother, father, or legal guardian.
 - *PortAventura World* reserves the right to refuse admission, eject from the premises, withhold passes temporarily or permanently, in any of the following situations:
 - Violation of +*PortAventura Club* rules and regulations.
 - Failure to observe the terms and conditions of *PortAventura Park*, *Caribe Aquatic Park* and *Ferrari Land*.
 - Not having paid the price of the Pass/es in full or in part.
 - Public disturbance.
 - Fraudulent use of the passes.
 - Behaving in a manner that is a nuisance or detrimental to other Visitors.
 - Causing any kind of damage, deterioration, or harm on *PortAventura World* premises.
 - Passes will also be permanently withdrawn, or renewal denied, if any damage is caused to the *PortAventura World* image, by any means, by posting any information that is blatantly false, offensive, contrary to law, morality and public order, defamatory or which in the reasonable opinion of *PortAventura World*, may injure or cause damage to the image of *PortAventura World*, its employees, or third parties.
- The Pass entitles the holder to:
- **Adventurer Pass:** access to the main parking area with 50% off the price.
 - **Explorer Pass:** access to the main parking area free of charge.
 - **Discoverer Pass:** access to the main parking and priority parking areas free of charge (depending on availability at the time of access. Ownership/possession of a Discoverer Pass does not entitle the holder to demand a place in the priority parking area).
 - In the event that the client does not use the Pass and pays for entry by any means of payment and/or makes use of Teletac or VIA T, the amounts will not be credited or refunded.
 - It is strictly forbidden to park in the bays reserved for the disabled unless you are entitled to use them. In which case the relevant permit must be exhibited. Failure to comply with this rule may result in immediate withdrawal of the Pass.
 - Access *PortAventura Park*, *Caribe Aquatic Park* and *Ferrari Land*, depending on the type of Pass, freely and at no extra cost as many times as desired during the period of validity and in accordance with the parks' opening times and dates.
 - In addition, Explorer holders can access *Caribe Aquatic Park* freely and at no extra cost as many times as desired during the free period of the Explorer Pass, marked at the beginning of each season, provided that the Pass is still valid and in accordance with the park's opening dates and times.
 - Enjoy the benefits, discounts and special offers created for each type of Pass, under the terms and conditions established for each. The Pass holder is solely responsible for keeping informed on the special offers that *PortAventura World* makes available in the market and under no circumstances with extensions be granted or complaints accepted if the holder fails to take advantage of these during the period of validity that *PortAventura World* is obliged to explicitly make known to members.
- Passes may only be purchased from official *PortAventura World* sales outlets (website and Club Office). Purchasing passes through other means or unauthorised channels will result in permanent withdrawal of the Pass.
 - Each holder will be issued with only one valid Pass and there will be no duplicates or copies.
 - Any promotion, bonus or discount launched on the market and associated with passes will have the expiry period established for each one, without setting a precedent for subsequent seasons or periods. Only one promotion may be used at any one time.
 - Possession of the Pass does not entitle the holder to attend certain shows, concerts, performances, recitals, productions and/or any other activity that may be arranged as a special occasion by *PortAventura World* and for which it is necessary to purchase event tickets in advance. The Pass holder must immediately inform *PortAventura World* of the loss, theft, robbery or deterioration of the Pass at the +*PortAventura Club* Office or by telephoning 977 12 90 57. For any replacements, the corresponding fee stipulated for each season must be paid, currently €6/pass.
 - Pass expiry dates may not be changed under any circumstances by the Pass holder.
 - In cases of *force majeure*, provided that the applicant can demonstrate reasonable grounds for doing so and always at the discretion of *PortAventura World*, the holder of a valid Pass may request a single change of name for the holder, who will then be able to use the Pass for the rest of its validity. If the age of the new holder belongs to a category for which the Pass normally costs less, the applicants are not entitled to claim back the difference. Likewise, if the age of the new holder belongs to a category for which the Pass normally costs more, *PortAventura World* is not entitled to claim back the difference.
 - Cancellation of the Pass: passes cannot be cancelled or refunded unless the request is due to *force majeure* and adequately justified. In this case, *PortAventura World* will reserve the right to examine each request on an individual basis.
- XIV. Guest Service Office for Visitors with Special Needs**
- At the entrance to the parks, *PortAventura World* has a Guest Service Office for Visitors with Special Needs, responsible for:
 - Selling tickets at the price or rate for persons with disabilities, provided that they are legally recognised as disabled and upon presentation of the corresponding and valid official card, certificate or document (minimum degree of disability: 33%).
 - Issuing identification for special access to attractions for visitors with disabilities and holders of an official card, certificate or document of disability that expressly states they have reduced mobility (and the scale), and that they need assistance from another person, or that they suffer from certain neurodevelopmental disorders* (refer to our website for the specific cases included).
 - Giving information on *PortAventura World's* most suitable rides, restaurants, shows and, in general, services and facilities for use and enjoyment by this group of visitors.
 - Providing direct and specialised assistance for disabled visitors.
 - Providing assistance for special cases.
 - *PortAventura World* does not have personal assistance staff for visitors with special needs, disabilities, or reduced mobility. Therefore, visitors are responsible for their own travel, stay and visit to our parks.
- XV. General**
- These terms and conditions may be subject to change. Updated and valid versions are available for consultation at the Guest Service Office and on the *PortAventura World* website.

PortAventura World wishes you a happy stay