

Welcome to *PortAventura World*

I. Access to the parks

• Admission tickets and passes, depending on the type purchased, grant the right to access the PortAventura World park/s expressly indicated in each case and with which you may enjoy, according to their validity and in accordance with the calendar and opening hours of each facility, either totally or partially, of the shows, attractions and the rest of its facilities, always respecting their access restrictions, operation, operational rules and safety.

• The current rates for each admission modality are those published on the website www.portaventuraworld.com, which are subject to revision and changes. Confirm the daily rate at the time of purchase. There are services not included in the price of the admission ticket or Pass; inform yourself at the Visitor Information Office or on our website about the conditions of purchase and use of these.

• PortAventura World informs that the enjoyment of games and some shows and/or activities involves prior payment of a supplement or ticket per person. Consult the conditions, as well as access restrictions, at the Visitor Information Office, at the same unit or on our website.

• Admission tickets and passes must be purchased at the PortAventura World ticket offices, at authorised sales points, or on the website www.portaventuraworld.com

• PortAventura World only accepts tickets and/or promotions purchased at official points of sale, and is in no case responsible for tickets or promotions purchased through non-official channels.

• Admission tickets, hotel keys and passes must be kept during the entire stay at PortAventura World facilities and, if applicable, shown to our staff when required in order to verify their correct use.

• Admission tickets, PortAventura Express products, promotional vouchers, hotel keys and passes are not refundable under any circumstances. Nor can the validity date of these be changed. Tickets, promotional vouchers or passes that are broken, amended, modified or damaged will not be accepted under any circumstances.

• Admission tickets, promotional vouchers, Express products, hotel keys and passes may not be resold, as they are personal and non-transferable; therefore, PortAventura World reserves the right to check the identity of the holder each time they are used.

• PortAventura World is not responsible for the loss or theft of admission tickets, passes, hotel keys or Express products by Visitors.

• In cases of excessive crowding at PortAventura World that may hinder the operation of the facilities and/or for safety reasons, PortAventura World may stop selling admission tickets for that day, in order to guarantee the maximum enjoyment of the visit and avoid crowding.

• PortAventura World reserves the right of admission, expulsion from its facilities, and withdrawal of passes, hotel keys or admission tickets valid for one or more days, without possibility of refund, when any of the following reasons occur:

- Non-compliance with these rules.
- Access to prohibited or restricted areas.
- Disturbance of order.
- Fraudulent use of admission tickets, promotional vouchers or passes.
- Behaviour that disturbs or harms other Visitors.
- Attitudes or behaviours that cause or may cause accidents or incidents.
- Impersonating PortAventura World staff duties, using clothing or costumes that may confuse other customers.
- Causing any type of deterioration, impairment or damage to PortAventura World facilities. In case these damages generate any economic cost for PortAventura World, the customer will be solely responsible for assuming the derived costs.

• For safety reasons, PortAventura World reserves the right to inspect Visitors' belongings at the entrance of its facilities and to use metal detectors, since electronic equipment, radios, speakers, weapons, glass, flammable materials, explosives and dangerous objects are not allowed. Likewise, entry is not permitted for objects that, although not dangerous, may disturb or inconvenience other Visitors.

• Children under twelve years of age must be accompanied at all times by an adult of legal age.

• For sanitary and hygiene reasons animals are not allowed, except guide dogs. PortAventura World has an animal kennel where you may leave them if needed, during the opening hours of PortAventura Park. These animals must have the corresponding health certificates. (Service without assistance, subject to availability, paid and with restricted hours).

• Some PortAventura World facilities are video monitored.

• PortAventura World reserves the right to check at all times the type of access purchased with the Visitor's age.

• On the day of the visit it is important to check the opening and closing hours of PortAventura Park, as well as its different areas, which may have their own operating hours different from the opening hours of each park. At the Visitor Information Office you will be informed about the daily schedules of our shows and the rest of our facilities and services, which can also be consulted on the official PortAventura World website. However, PortAventura World reserves the right to alter the scheduled programme when technical, organisational, weather, operational or safety reasons advise it.

• Visitors who wish to leave PortAventura Park with the intention of returning the same day or session must request, upon exit, a hand stamp or photo registration. This mark or photograph, together with the admission ticket of the day, are essential to re-enter. Children under 14 years will require consent from their legal representative to authorise image processing.

• Complaints must be made at the Visitor Information Offices, and it will be essential for Visitors to present the admission ticket, hotel key or Pass where the barcode appears.

• For customers of Ponient Hotels, it is mandatory to wear the wristband with barcode visible, properly placed and closed around the wrist, in order to access PortAventura Park and/or Ferrari Land.

II. No entry of food, except in cases of allergies or intolerances

• Entry of food or drink is not allowed, therefore PortAventura World reserves the right to validate compliance at all times.

• In case of needing to introduce food or drinks due to a food allergy or intolerance, you must show a medical certificate that proves the allergy and/or intolerance together with your personal identification document when accessing the park. PortAventura World will in no case be responsible for the correct conservation of these products until their consumption, which must be guaranteed by the customer.

III. Rental services and personal items

• PortAventura World offers a children's pushchair rental service upon payment of a refundable deposit provided the conditions stipulated at the time of rental are met. Paid service, subject to availability. For wheelchair rental, inquire at Visitor Information.

• PortAventura World has locker services, both outside and inside the Parks, where Visitors may deposit personal belongings. PortAventura World reserves the right to inspect the contents of deposited items. PortAventura World is not responsible for objects deposited in these lockers. If an object is forgotten, at the daily closing of the facility it will be considered lost property. If it is food, the limit will also be the daily closing of the facility and it will subsequently be destroyed. Service subject to availability, paid and with restricted hours. Usage conditions must be consulted in each unit. For safety reasons, only the Visitor who rented the locker may use it.

• Take care of the objects and materials you rent during your stay at PortAventura World, since once rented they remain under the responsibility of the Visitors, and the Visitor must respond for loss, theft or damage, without right to refund of the amount paid. The provision of another object or material will be subject to a new rental with the corresponding payment.

• It is essential that Visitors, during their visit and/or stay at PortAventura World, take care of their personal belongings, since PortAventura World is not responsible for any loss, theft or damage they may suffer.

IV. At PortAventura Park

• PortAventura World has a large number of attractions, shops, restaurants and shows, offering Visitors a varied offer daily.

• PortAventura World reserves the right to organise, schedule, limit and close public access to PortAventura Park, as well as its different areas and services.

• Some facilities may be out of service, suspended or closed due to technical, weather, safety or operational reasons. The above does not give right to refund or change of date of the ticket and/or contracted service(s).

• Smoking is prohibited throughout the entire site, except in specially designated and signposted areas.

• Children under 12 must be supervised at all times by the persons responsible for their custody.

• Consumption of drugs, narcotics or psychotropic substances is not allowed.

• Entry or use of balls, skates, bicycles, drones, tricycles or similar is not permitted.

• Sale and/or distribution of leaflets, flyers or products is not permitted, except those expressly authorised by PortAventura World.

• Swimming in the lake, water attractions or fountains of PortAventura Park is not allowed.

• Out of courtesy and respect towards others, in queue lines the turn must be respected and saving places for other people is not allowed. Leaving the queue implies, if returning, starting again.

• PortAventura World provides a first aid service for Visitors of PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land.

• There is no loudspeaker service for personal messages.

• For hygiene, safety, courtesy and respect towards others, during the stay in PortAventura Park it is not allowed to remain in swimsuit, bikini, barefoot or bare-chested.

• In payments made by credit or debit card, or "PortAventura Pass" operations, it is mandatory to present an official document proving identity. If data cannot be verified, PortAventura World will not accept the card as payment method.



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• In transactions where identification must be shown, PortAventura World staff may request ID to verify correct use.

V. Attractions

• For safety reasons, attractions have usage restrictions, both height and size. Safety rules are located at the entrance of each attraction. These must be strictly followed. Instructions given by staff must always be followed. PortAventura World is not responsible for damages caused by non-compliance.

• As a general rule, personal objects are not allowed on attractions, as they may be damaged, lost or cause damage. Leave them with a companion before entering. Where lockers are provided, PortAventura World is not responsible for theft, loss or damage.

• As a general rule, it is not permitted to access attractions wearing clothing that may get caught in moving parts such as scarves, ties or similar.

• Waiting times are estimates and may change without right to complaint.

• Persons with recognised disability and reduced mobility or neurodevelopmental disorders that prevent access via queues may use adapted access where available, subject to waiting time. If they choose the normal queue, they must follow staff instructions. They may be accompanied by up to four people, including at least one adult. Identification will be provided at Special Needs Customer Service points upon presenting official documentation (33% disability or more and required conditions). PortAventura World reserves the right to verify compliance. Fully accessible attractions must use main entrance.

• For operational reasons, number of disabled visitors per cycle may be limited.

• Altered or damaged wristbands will be removed without replacement.

• Food and drink consumption is not allowed in attractions or water activity areas, although it is allowed in queues.

• Attractions must be exited at the end of the ride. To ride again, queues must be respected again.

• As a general rule, pushchairs are not allowed in queues and must be left with a companion. PortAventura World is not responsible for loss or damage.

VI. Shows

• Access and stay in the show venue shall be carried out in an orderly manner and following the instructions of the staff in charge. Running, jumping or occupying places different from those assigned to Visitors is not permitted, nor any action that may harm or compromise the safety or development of the show itself, its staff and other Visitors.

• As a general rule, it is not permitted to access theatres with pushchairs. Before entering, leave them with a friend or family member. PortAventura World is not responsible for theft, loss or damage caused.

• Those persons with a recognised disability and reduced mobility that prevents them from accessing shows on their own through the corresponding queue lines may do so through the specific access points, without prejudice to the waiting time of the show at that moment and accompanied, except in exceptional cases, by a maximum of one other adult person. In the show they will occupy seats reserved for people with disabilities.

• Shows must be left at the end. To view them again, queue lines must be respected again.

• In some shows entry is prohibited once they have started; in any case, instructions of staff in charge must be followed. If for any reason the Visitor needs to leave the show to re-enter during the same performance, they must indicate it to the staff in charge for subsequent re-entry control.

• For courtesy and respect towards others, in queue lines the turn must be respected. Leaving the queue implies, if returning, starting again. Saving places for other people is not allowed, neither in queues nor inside venues and/or seats of the shows.

• In some shows with restaurant service, a minimum consumption per person is mandatory, which will vary depending on the unit in question.

• Some shows and/or activities involve prior payment of a supplement or ticket per person. Consult conditions, as well as access restrictions, at the Visitor Information Office, at the unit itself or on the website.

• In each and every one of the passages it is mandatory to access with the face uncovered.

• Food and/or drink consumption is not allowed in the shows.

VII. Restaurants

• The sale of alcoholic beverages to minors is prohibited, according to current regulations.

• During lunch and dinner services, the use of tables in food service points is reserved for those persons consuming the food offer of the restaurant point.

• For courtesy and respect towards others, table reservation by customers in self-service restaurants is not allowed, and table occupation must be done at the same time as consumption.

• In those restaurant units where shows are performed, a minimum consumption per person is mandatory, which will vary depending on the unit in question and will be properly displayed in the same place.

• PortAventura World informs its Customers that in all restaurant units with table service the possibility of consuming unbottled water is offered free of charge and complementary to the offer of the restaurant point. Likewise, all PortAventura World facilities have drinking water fountains available to customers.

• In compliance with Article 55.2 of Law 7/2022, of 8 April, on waste and contaminated soils for a circular economy, a cost will be charged to the customer for plastic containers provided in restaurant services. This amount will be itemised in the sales receipt.

VIII. Shops and Games

• For exchanges of products purchased in PortAventura World shops, the receipt and the good condition of the product, packaging and label are essential. The maximum time to make these exchanges is one month from the date of purchase. Under no circumstances will money be refunded.

• Claims referring to the absence of any product will not be accepted once the Visitor has left the shop where it was purchased or, if using our collection service of purchases in parks or hotels, once the purchase has been collected; it will be the Visitor's responsibility to check the good condition and correct charging of the items delivered together with the receipt at the time of purchase or collection, respectively.

• Discounts on the purchase of shop products for members holding a Pass +PortAventura Club are not applicable to photographic material nor cumulative with other offers or discounts.

• Each of the games has its own operating rules that are mandatory. Therefore, it is important to consult them before playing. PortAventura World reserves the right to limit the maximum number of prizes per person, day and season in each of its games. These limitations are properly displayed in each game.

• For safety reasons, some games have usage restrictions. Their specific safety rules are located at the entrance of each facility. These must be strictly followed. In any case, instructions given by staff in each unit must be followed. PortAventura World is not responsible for damages that visitors may suffer as a consequence of non-compliance with these rules.

• Regarding the sale of Photoride products, PortAventura World reserves the right not to sell those photos and/or videos in which illegal, disrespectful, obscene behaviour is appreciated, or behaviour that does not comply with safety rules or rules of use of the attraction and the Park, and in general those behaviours that do not correspond to the normal purpose or use and enjoyment for which the facility is intended.

IX. PortAventura Express at PortAventura Park

• With the PortAventura Express service you may access, whenever capacity and availability allow, and in the established times and periods, certain attractions without needing to use general queue lines, provided that these attractions have this service, without prejudice to their own usage restrictions. This service is materialised through a card that may be purchased at designated sales points. This service is subject to availability, is a paid service, valid only for the day of purchase and for personal and non-transferable use. At Visitor Information, full information regarding the usage rules of this product will be provided.

• Cards, wristbands or printed-at-home tickets that are amended, broken, overwritten and/or improperly manipulated will be withdrawn without replacement.

• PortAventura World is not responsible for the loss of the card or wristband purchased, which will result in the loss by the Visitor of the PortAventura Express service, without entitlement to a refund of the amount paid. The Visitor may obtain the service again upon prior purchase and payment of a new card or wristband at the corresponding sales points. Each Express service attraction has its own operating calendar, as well as opening and closing hours. Check the calendar and schedules of each one before purchasing, as non-use or partial use of the purchased product will not give the holder any right to claim or refund.

• Express Unlimited: To enjoy the Express Unlimited Pass, identification of the beneficiary is required through their photograph associated with the QR of their ticket or through the alternative wristband system. Children under 14 years of age will require consent from their legal representative for the processing of their image. If the beneficiary does not wish to identify themselves via photograph, they must go to Visitor Information to exchange the ticket for the wristband. The Express Unlimited wristband must be worn completely closed around the wrist and must not exceed the contour of the hand, so that it cannot be removed.

• Modalities: PortAventura Park offers different Express product modalities. The characteristics, included attractions, usage limitations and specific conditions of each modality can be consulted on our official website at the time of purchase.

X. Filming, images and photographs

• As part of the usual operation of PortAventura World, in some of its facilities photographs are taken and/or recordings are made for commercial and/or promotional purposes. If you do not wish your image to be captured, avoid passing through these areas.

• Images captured by Visitors at PortAventura World may not be used for commercial purposes.

• PortAventura World is not responsible for photographs and/or recordings made by third parties.

• It is not allowed to take photographs or recordings of the shows, nor in those places where commercial photographs are taken for sale (Photoride...).

XI. Vehicle parking

• Payment of the access fee to the parking area allows the Visitor to park their vehicle in the space assigned for this purpose by our staff.



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- The ticket corresponding to the payment of the parking area must be kept during the entire stay at PortAventura World facilities and may not be resold and/or transferred to third parties.
- The parking ticket has a single daily price, regardless of duration and regardless of the opening and closing hours of PortAventura World facilities.
- In case of exit from the parking area and subsequent re-entry on the same day, it will be essential to show the ticket to PortAventura World staff. Otherwise, the Visitor must pay the corresponding fee again.
- At certain times of the season, PortAventura World may establish limited parking areas with restricted use for those Visitors who purchase the special parking ticket.
- Full payment of the amount corresponding to the parking area must be made regardless of whether the Visitor holds any type of PortAventura World admission ticket, except holders of passes for which access to the parking area is free subject to availability.
- Parking of tanker vehicles is not allowed within the premises.
- For safety reasons, we recommend that you lock your vehicle and do not leave any object in sight. Parking the vehicle does not imply a deposit or custody contract for it or its contents; PortAventura World is not responsible for theft, loss or damage caused by third parties to the vehicle or its contents.
- The vehicle parking area is not monitored.
- Vehicles may not remain in the parking area beyond the closing time of PortAventura World facilities. Otherwise, appropriate procedures will be taken to remove the vehicles.
- PortAventura reserves the right to reserve certain spaces for operational reasons, safety, special events and, in general, any other necessary for the management of PortAventura World.
- It is strictly forbidden to park in spaces reserved for vehicles whose users are persons with disabilities and reduced mobility, and for which such user (whether driver or not) must display and leave visible in the vehicle the corresponding badge (official parking card for persons with disabilities). Failure to comply with this rule may result in expulsion from the facilities.
- It is not allowed to leave animals inside parked vehicles. Failure to comply with this rule may result in expulsion from the facilities and, where appropriate, notification to the competent authority.
- Spaces intended for charging electric vehicles are exclusively reserved for this purpose, and parking of other types of vehicles or for any purpose other than recharging is prohibited. PortAventura World is not responsible for damages derived from improper use of chargers.

XII. Special events

- PortAventura World may hold special events in its facilities outside and inside opening hours, making available to attendees those services that in each case it deems appropriate.

- At the discretion of PortAventura World, these events may or may not be included in the price of tickets and/or passes for access to PortAventura World facilities.
- Special events may be aimed at the general public or restricted to groups predetermined by PortAventura World.
- In each case, go to the Visitor Information Office of PortAventura Park, where you will be informed of the conditions of the different special events.
- Special events shall be governed by these operating rules in all that is applicable and by those that, where appropriate, PortAventura World deems convenient to establish for each event.

XIII. Special Needs Visitors Service Desks

- At the entrance of the parks, PortAventura World has Special Needs Visitor Service Desks intended to:

Sell admission tickets at the price or rate for persons with disabilities, provided they hold the legal status of disabled person and upon presentation of the corresponding valid card, certificate or official title (disability degree from 33% onwards).

Issue identification for special access to attractions for visitors with 33% disability or more and who: hold recognised reduced mobility status (and scale) or suffer certain neurodevelopmental disorders* (check website for included cases).

Inform this group about which attractions, restaurants, shows and, in general, services and facilities of PortAventura World are most suitable for their use and enjoyment.

Provide direct and specialised assistance to visitors with disabilities.

PortAventura World does not have personal assistance staff for visitors with special needs, disability or reduced mobility; therefore, the visitor is responsible for their movement, stay and visit in our parks.

XIV. General

- These rules may be subject to modification, and those displayed at the Visitor Information Office and on the PortAventura World website shall be valid.

PortAventura World wishes you a pleasant stay.

Welcome to *PortAventura World*

I. Access to the parks

• Entrance tickets and passes, depending on the type purchased, grant access to the PortAventura World park(s) expressly indicated in each case and with which visitors may enjoy, according to their validity and in accordance with the calendar and opening hours of each facility, either in full or in part, of the shows, attractions and the rest of its facilities, always respecting their access restrictions, operation, operational procedures and safety.

• The current rates for each admission modality are those published on the website www.portaventuraworld.com, which are subject to revision and changes. Please confirm the daily rate at the time of purchase. There are services not included in the price of the admission ticket or pass; please inquire at the Visitor Information Office about the conditions of purchase and use of the same.

• PortAventura World informs that the enjoyment of games and some shows and/or activities requires prior payment of a supplement or entry fee per person. Check conditions, as well as access restrictions, at the Visitor Information Office or at the unit itself.

• Entrance tickets and passes must be purchased at the PortAventura World ticket offices, at authorised sales points, or on the website www.portaventuraworld.com.

• PortAventura World only accepts tickets and/or promotions purchased through official sales points, and is not responsible in any case for tickets or promotions acquired through unofficial channels.

• Entrance tickets, hotel keys and passes must be kept during the entire stay at PortAventura World facilities and, if applicable, shown to staff when requested in order to verify their correct use.

• Entrance tickets, PortAventura Express products, promotional vouchers, hotel keys and passes are non-refundable under any circumstances. The validity date cannot be changed either. Tickets, promotional vouchers or passes that are broken, altered, modified or damaged will not be accepted under any circumstances.

• Entrance tickets, promotional vouchers, Express products, hotel keys and passes may not be resold, as they are personal and non-transferable; therefore PortAventura World reserves the right to check the identity of the holder each time they are used.

• PortAventura World is not responsible for the loss or theft of entrance tickets, passes, hotel keys or Express products by visitors.

• In cases of excessive crowding that may hinder the operation of the facilities and/or for safety reasons, PortAventura World may stop the sale of tickets for that day in order to ensure the maximum enjoyment of the visit and avoid overcrowding.

• PortAventura World reserves the right of admission and the right to expel visitors from its facilities, and to withdraw passes, hotel keys or entrance tickets valid for one or more days, without any possibility of refund, when any of the following reasons occur:

- Non-compliance with these rules
- Access to prohibited or restricted areas
- Disturbance of order
- Fraudulent use of tickets, vouchers or passes
- Behaviour that disturbs or harms other visitors
- Attitudes that may cause accidents or incidents
- Impersonation of PortAventura World staff
- Damage to facilities (in which case the customer assumes the costs)

• For safety reasons, PortAventura World reserves the right to inspect objects at the entrance and to use metal detectors. The entry of electronic equipment, radios, weapons, flammable materials, explosives or dangerous objects is not permitted.

• The entry of objects that, although not dangerous, may disturb other visitors is also not permitted.

• Children under twelve years of age must be accompanied by an adult at all times.

• For health and hygiene reasons, animals are not allowed, except guide dogs. There is a pet care service (paid and subject to availability).

• Some facilities are under video surveillance.

• PortAventura World reserves the right to verify at any time the type of access according to the visitor's age.

• On the day of the visit, it is important to check the opening hours of Ferrari Land and its areas, which may vary.

• Re-entry to Ferrari Land on the same day requires a stamp or photographic registration.

• Complaints must be made at the Visitor Information Office with the admission ticket.

• Clients of Ponient Hotels must wear the wristband with visible barcode to access the parks.

II. Prohibition of bringing in food

• The entry of food or drink is not allowed; therefore PortAventura World reserves the right to check this at any time.

• In the case of entry of food for allergies or intolerances, a medical certificate and identity document must be shown.

• PortAventura World is not responsible for the preservation of such food until consumption.

III. Rental services and personal belongings

• Stroller rental service with refundable deposit. Paid service and subject to availability. Wheelchair rental is also available.

• There are indoor and outdoor lockers for storing personal belongings. PortAventura may inspect their contents. It is not responsible for stored items.

• Lost items are considered lost at daily closing time. If they are food items, they will be destroyed.

• Rented items are the responsibility of the visitor.

• Visitors are advised to take care of their personal belongings. PortAventura is not responsible for loss, theft or damage.

IV. At Ferrari Land

• PortAventura World has a large number of attractions, shops, food and beverage points and a show area, and offers visitors a varied daily offer.

• PortAventura World reserves the right to organise, schedule, limit and close public access to Ferrari Land, as well as to its different areas and services.

• Some facilities may be out of service, suspended or closed due to technical reasons or weather, safety or operational reasons that make it advisable. The above does not entitle visitors to a refund or to a change of date of the ticket and/or contracted service(s).

• Smoking is prohibited throughout the entire premises, except in specially designated and signposted areas.

• Children under 12 years of age must be supervised at all times by the persons responsible for their care.

• The consumption of drugs, narcotics or psychotropic substances is not permitted.

• The entry or use of drones, skates, bicycles, tricycles or similar is not permitted.

• The sale and/or distribution of leaflets, flyers or products is not permitted, except for those expressly authorised by PortAventura World.

• Swimming in the fountains of Ferrari Land is not permitted.

• For courtesy and respect towards others, in queues visitors must respect their turn and it is not permitted to save a place for other people. Leaving the queue will require, if rejoining, starting again from the end.

• PortAventura World provides a first aid service for visitors of PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land.

• There is no public address system service for personal messages.

• For hygiene, safety, courtesy and respect towards others, during the stay in Ferrari Land it is not permitted to remain in swimwear, bikini, without footwear or with the torso uncovered.

• For payments made by credit or debit card, or transactions with PortAventura Pass, it is mandatory to present an official document proving the identity of the holder. If it is not possible to verify the match of personal data, PortAventura World will not accept the card as a means of payment.

• In transactions/operations where identification must be shown, PortAventura World staff may request the ID card (DNI) to verify its correct use.

V. Attractions

• For safety reasons, attractions have usage restrictions. Their specific safety rules are located at the entrance of each attraction. These must be strictly followed. In any case and as a priority, instructions or indications given by our staff at each attraction must be followed. PortAventura World is not responsible for any damage visitors may suffer as a consequence of not complying with these rules.

• As a general rule, it is not permitted to ride attractions with personal objects, as they may cause damage or be damaged or lost. Before entering an attraction, leave them with a friend or family member. In those attractions with lockers to store personal belongings while the owner enjoys the ride, PortAventura World is not responsible for theft, loss or damage.

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• As a general rule, it is not permitted to access attractions with clothing items that may become trapped in moving parts and cause breakdowns or accidents, such as scarves, shawls, ties or similar items.

• Waiting times at attractions are estimates and, although they are updated frequently, circumstances may alter this information without giving rise to any right of complaint.

• Persons with legal disability and recognised reduced mobility or who suffer from certain neurodevelopmental disorders that prevent them from accessing attractions through the standard queues may access via specific entrances when available, without prejudice to the waiting time at that moment. If they wish to use the standard queue, they must follow staff instructions.

• They must be accompanied by a maximum of four people, and at least one of them must be an adult in full capacity.

• At the Special Needs Customer Service desks, they will be provided with a personal and non-transferable identification for the accredited person and up to a maximum of 4 companions.

• PortAventura World reserves the right to verify compliance at all times.

• Fully adapted units without architectural barriers must access through the main entrance, respecting the corresponding waiting time.

• For operational reasons, the number of people with disabilities allowed to access each ride cycle may be limited.

• Those whose disability causes serious difficulty in getting on and off the vehicle may repeat a cycle at most once, if so decided.

• Damaged, broken or manipulated identification wristbands will be withdrawn without replacement.

• Eating or drinking is not allowed on attractions, although it is allowed in queues.

• Attractions must be left once finished. To enjoy them again, you must queue again.

• As a general rule, it is not permitted to enter queues with baby strollers.

VI. Shows

• Access to and stay in the show venue shall be carried out in an orderly manner and following staff instructions. Running, jumping or occupying places other than those designated for visitors is not permitted, nor any action that may harm or compromise the safety or development of the show.

• As a general rule, access to theatres with baby strollers is not permitted.

• Persons with disabilities and reduced mobility may access through specific entrances, with a maximum of one companion, except in exceptional cases.

• Shows must be left once they have finished.

• In some shows, entry is prohibited once they have started.

• For courtesy and respect, in queues visitors must respect their turn and it is not permitted to save a place.

• In some shows with catering service, a minimum consumption per person is mandatory.

• Some shows and/or activities require prior payment of a supplement or ticket.

VII. Catering (Food & Beverage)

• The sale of alcoholic beverages to minors is prohibited according to current regulations.

• During lunch and dinner services, table use is reserved for people consuming at the food and beverage point.

• Reserving tables in self-service areas is not allowed.

• In units with shows, a minimum consumption per person is mandatory.

• In all table-service restaurants, free non-bottled water is offered.

• Drinking water fountains are available.

• In compliance with Law 7/2022, a cost may be charged for plastic containers given to the customer.

VIII. Shops and games

• For exchanges of products purchased in PortAventura World shops, the cash receipt and the good condition of the product, packaging and label are essential. The maximum time to make such exchanges is one month from the date of purchase. Under no circumstances will money be refunded.

• No claims will be accepted regarding missing products once the visitor has left the shop where they were purchased or, if using the in-park or hotel collection service, once the purchase has been collected; it is the visitor's responsibility to check the correct condition and correct charging of the items delivered together with the receipt at the time of purchase or collection respectively.

• Discounts on shop products for holders of the +PortAventura Club Pass are not applicable in Ferrari Land.

• Each game has its own mandatory operating rules. Therefore, it is important to consult them before playing. PortAventura World reserves the right to limit the maximum number of prizes per person, per day and per season in each of its games. These limitations are properly displayed in each game.

• For safety reasons, some games have usage restrictions. Their specific safety rules are located at the entrance of each facility. These must be strictly followed. In any case and as a priority, instructions or indications given by staff must be followed. PortAventura World is not responsible for any damage visitors may suffer as a consequence of not complying with the rules.

• Regarding the sale of Photoride products, PortAventura World reserves the right not to sell those photos and/or videos in which illegal, disrespectful, obscene behaviour is observed, or behaviour that does not comply with safety rules or the proper use of the attraction and the park, and in general any behaviour that does not correspond to the normal purpose or use of the facility.

IX. PortAventura Express at Ferrari Land

• With the PortAventura Express service you may access, whenever capacity and availability allow and during the established periods and hours, certain attractions without the need to queue in general lines and/or access preferential seats in shows, provided that such attractions and shows have this service, without prejudice to the specific usage restrictions of each attraction. This service is provided through a card that may be purchased at designated sales points. This service is subject to availability, is a paid service, valid only for the day of purchase and for personal and non-transferable use. At the Visitor Information Office you will be provided with full information regarding the rules of use of this product.

• Damaged, broken, overwritten and/or improperly manipulated cards or wristbands will be withdrawn without replacement.

• PortAventura World is not responsible for the loss of the purchased card or wristband, which will result in the loss of the PortAventura Express service, with no right to refund of the amount paid for it. The visitor may regain the service by purchasing and paying for a new card or wristband at the corresponding sales points.

• Each of the Express service attractions has its own operating calendar, as well as opening and closing hours. Please check the schedule and hours of each one before purchasing, as non-use or partial use of the purchased product will not entitle the holder to any claim or refund.

• Modalities: PortAventura Park offers different Express product modalities. The characteristics, included attractions, usage limitations and specific conditions of each modality can be consulted on the official website at the time of purchase.

X. Filming, images and photographs

• As part of the normal operation of PortAventura World, in some of its facilities photographs and/or recordings are taken for commercial and/or promotional purposes. If you do not wish your image to be captured, avoid passing through these areas.

• Images captured by visitors at PortAventura World may not be used for commercial purposes.

• PortAventura World is not responsible for photographs and/or recordings taken by third parties.

• Taking photographs or filming shows is not permitted, nor in those places where commercial photographs are already taken for sale (Photoride, etc.).

XI. Vehicle parking

• Payment of the access fee to the parking area allows the visitor to park their vehicle in the space assigned for this purpose and indicated by our staff.

• The ticket corresponding to the payment of the parking area must be kept during the entire stay at PortAventura World facilities and may not be resold and/or transferred to third parties.

• The parking ticket has a single daily price, regardless of the length of stay and the opening and closing hours of the facilities.

• In the event of leaving the parking area and re-entering the same day, it is essential that the ticket is shown to staff. Otherwise, the corresponding fee must be paid again.

• At certain times of the season, PortAventura World may establish limited parking areas with restricted use.

• Full payment must be made regardless of the type of admission ticket, except for pass holders with free parking subject to availability.

• Parking of tanker vehicles is not permitted.

• It is recommended to lock the vehicle and not leave objects in plain sight. Parking does not imply a custody contract; PortAventura World is not responsible for theft, robbery, loss or damage.

• The parking area is not under surveillance.

• Vehicles may not remain beyond closing hours. Otherwise, they may be removed.

• PortAventura reserves the right to reserve spaces for operational or security reasons.

- Parking in spaces reserved for people with disabilities without visible official identification is prohibited.
- Leaving animals inside the vehicle is not permitted.
- Electric vehicle charging spaces are exclusively for that use.

XII. Special events

- PortAventura World may hold special events inside or outside the opening hours of the facilities, making available to attendees the services it deems appropriate.
- These events may or may not be included in the price of tickets and/or passes.
- They may be aimed at the general public or specific groups.
- In each case, visitors must go to the Visitor Information Office.
- They shall be governed by these rules and by the specific rules that may be established.

XIII. Customer Service desks for visitors with special needs

- PortAventura World has Visitor Service desks for guests with special needs intended for:
 - Selling tickets with disability rate (33% or higher) with official accreditation
 - Issuing identification for special access to attractions
 - Providing information on suitable services
 - Providing specialised assistance to these visitors
- PortAventura World does not provide personal assistance staff; therefore, the visitor is responsible for their own movement and stay within the park.

XIV. General provisions

- These rules may be subject to modification, and those displayed at the Visitor Information Office and on the PortAventura World website shall be valid.



PortAventura Caribe Aquatic Park Terms and Conditions. Season 2026

Welcome to *PortAventura World*

I. Access to the parks

• Admission tickets and passes, depending on the type purchased, entitle access to the park(s) of PortAventura World expressly indicated in each case and allow enjoyment, according to their validity and in accordance with the calendar and opening hours of each installation, either fully or partially, of the shows, attractions and the rest of its facilities, always respecting the restrictions of access, operation, functioning and safety.

• The current rates for each admission modality are those published on the website www.portaventuraworld.com, which are subject to review and changes. Confirm the daily rate at the time of purchase. There are services not included in the price of the admission ticket or Pass; inquire at the Visitor Service Office about the conditions of purchase and use of these.

• PortAventura World informs that the enjoyment of games and some shows and/or activities involves the prior payment of a supplement or entry per person. Consult the conditions and access restrictions at the Visitor Service Office or at the same unit.

• Admission tickets and passes must be purchased at the ticket offices of PortAventura World, at authorized sales points, or on the website www.portaventuraworld.com.

• PortAventura World only accepts tickets and/or promotions purchased at official sales points and is in no case responsible for tickets or promotions purchased through unofficial channels.

• Admission tickets, hotel keys and passes must be kept throughout the entire stay at the facilities of PortAventura World and, where applicable, shown to our staff when requested to verify their correct use.

• Admission tickets, PortAventura Express products, promotional coupons, hotel keys and passes are non-refundable under any circumstances. Nor can the validity date be changed. Tickets, promotional coupons or passes that are broken, amended, modified or deteriorated will not be accepted under any circumstances.

• Admission tickets, promotional coupons, Express products, hotel keys and passes cannot be resold, as they are personal and non-transferable. Therefore, PortAventura World reserves the right to verify the identity of the holder each time they are used.

• PortAventura World is not responsible for the loss or theft of admission tickets, passes, hotel keys or Express products by Visitors.

• In cases of excessive public attendance at PortAventura World that may hinder the operation of the facilities and/or for safety reasons, PortAventura World may cease the sale of admission tickets for that day, in order to guarantee maximum enjoyment of the visit and avoid overcrowding.

• PortAventura World reserves the right of admission, expulsion from its facilities and withdrawal of passes, hotel keys or admission tickets valid for one or more days, without the possibility of refund, when any of the following reasons occur:

- Breach of these rules.
- Access to prohibited or restricted areas.
- Disturbance of order.
- Fraudulent use of admission tickets, promotional coupons or passes.
- Maintaining behaviors that disturb or harm other Visitors.
- Attitudes or behaviors that cause or may cause accidents or incidents.
- Impersonating staff tasks of PortAventura World using clothing or costumes that may confuse other customers.
- Causing any kind of deterioration, damage or impairment to the facilities of PortAventura World. In case such damages generate any economic expense for PortAventura World, the customer will be solely responsible for assuming the resulting costs.

• For safety reasons, PortAventura World reserves the right to inspect Visitors' belongings at the entrance of the facilities and to use metal detectors, as entry of electronic equipment, radios, weapons, flammable materials, explosives and dangerous objects is not permitted. Likewise, entry is not allowed of those objects that, although not dangerous, may disturb or annoy other Visitors of PortAventura World.

• Children under twelve years of age must be accompanied by a legal adult.

• For sanitary and hygiene reasons animals are not admitted, except guide dogs. PortAventura World has an animal daycare where they may be left if needed. These animals must have the corresponding health certificates. (Service subject to availability, paid and with restricted hours).

• Some facilities of PortAventura World are under video surveillance.

• PortAventura World reserves the right to verify at all times the type of access purchased in relation to the age of the Visitor.

• On the day of the visit it is important to check the opening and closing hours of PortAventura Caribe Aquatic Park, as well as of its different areas, which may have their own operating

schedule different from the opening of each park. At the Visitor Service Office you will be informed about daily schedules of shows and the rest of the installations and services, which are also available on the official website of PortAventura World and on our APP. However,

PortAventura World reserves the right to alter the planned program when technical, organizational, weather, operational or safety reasons so advise.

• Visitors who wish to leave the facilities of PortAventura Caribe Aquatic Park with the intention of returning the same day or the same session must request, upon exit, stamping of the corresponding mark on the hand or, if implemented, photographic registration. This mark or photo, together with the admission ticket of the day, are essential to re-enter. Minors under 14 years of age will need consent from their legal representative for the processing of their image.

• Complaints must be made at the Visitor Service offices, and it is essential for Visitors to present the admission ticket, hotel key or Pass, where the barcode appears.

II. No entry of food, except in cases of allergies or intolerances

• Entry of food or drink is not permitted, therefore PortAventura World reserves the right to validate this compliance at all times.

• In case it is necessary to introduce food or drinks due to a food allergy or intolerance, you must show a medical certificate proving the allergy and/or intolerance together with your personal identification document at the moment of accessing the park. PortAventura World will not be responsible in any case for the correct preservation of these products until the moment of consumption, which must be guaranteed by the customer.

III. Rental services and personal belongings

• PortAventura World has a stroller rental service, upon delivery of a refundable deposit or guarantee provided that the conditions established at the time of rental are met. Paid service, subject to availability. For wheelchair rental, inquire at Visitor Service.

• PortAventura World has locker services, both outside and inside the Parks, where Visitors may deposit personal belongings. PortAventura World reserves the right to inspect the contents of deposited items. PortAventura World is not responsible for items deposited in these lockers. If an object is forgotten, at daily closing it will be considered lost property. If it is food, it will likewise be kept until closing and then destroyed. Service subject to availability, paid and with restricted hours. Conditions of use must be consulted at each unit. For security reasons, only the Visitor who rented the locker may access it.

• Take care of the objects and materials you rent during your stay at PortAventura World, since once rented they will remain under the responsibility of Visitors, and the Visitor must be responsible for loss, theft or damage, without right to refund. The provision of another object or material will require a new rental and prior payment.

• It is essential that Visitors take care of their personal belongings during their visit and/or stay at PortAventura World, as PortAventura World is not responsible for any loss, theft or damage.

IV. At PortAventura Caribe Aquatic Park

• PortAventura World has a large number of attractions, shops, food outlets and shows, offering Visitors a varied daily offer.

• PortAventura World reserves the right to organize, schedule, limit, modify and close public access to PortAventura Caribe Aquatic Park, as well as its different areas and services.

• Some installations may be out of service, suspended or closed due to technical, weather, safety or operational reasons that so advise. The above does not entitle to refund or change of date of the ticket and/or contracted service(s).

• Inside slides, play structures and pools, and in general when accessing water, users:

- May not slide standing and must use the indicated manner for each element.
- May not wear clothing other than swimsuits or bathing garments, nor footwear (except suitable water socks), nor wear watches, bracelets, glasses, necklaces, jewelry, mobile phones, cameras of any kind or any object that may cause damage to persons or facilities.
- May not stop during the route or form chains or unions with other Visitors.
- Must exit from the platform or designated starting point, being forbidden to enter from any other place.

• At the end of the attraction route the reception area must be left immediately.

• Smoking is prohibited throughout the entire site, except in specially enabled and signposted areas.

• Changing rooms are available; it is forbidden to leave clothing and personal belongings in them.

• For hygiene reasons it is mandatory to shower before using aquatic activity areas.



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- For safety reasons it is forbidden to dive headfirst into water areas.
- Children who need diapers and use aquatic areas must use swim diapers.
- For health reasons, persons with diseases that may spread through water contact are not allowed to use aquatic areas.
- For people who do not know how to swim, the use of flotation devices is mandatory. Special attention and supervision must be given to minors. Personal flotation devices and inflatable toys are not allowed. PortAventura Caribe Aquatic Park has a loan service of approved life jackets, upon deposit. Service subject to availability.

V. Attractions

- For safety reasons, attractions have usage restrictions. Their specific safety rules are located at the entrance of each attraction. These must be followed scrupulously. In any case and as a priority, the instructions or indications given by our staff at each attraction must be followed. PortAventura World is not responsible for damages that visitors may suffer as a consequence of non-compliance with such rules.
- As a general rule, it is not allowed to board attractions with personal belongings, as they may cause damage or be damaged or lost. Before entering an attraction, leave them with a friend or family member. In those attractions with lockers for leaving personal belongings while their owner enjoys them, PortAventura World is not responsible for theft, theft, loss or damage caused.
- As a general rule, it is not allowed to access attractions wearing clothing that may be caught in the moving parts of these and cause a breakdown or accident, such as scarves, handkerchiefs, ties or similar.
- Waiting times for attractions are estimated and, although they are updated every short period of time, circumstances may arise that alter this information, and this does not give rise to any right of claim.
- Those units that are completely adapted and have no architectural barriers must be accessed through the main entrance, respecting the corresponding waiting time.
- Due to the nature of the park—focused on water attractions such as slides and pools—most facilities do not allow, due to their characteristics, the implementation of adapted access. In this sense, the facilities that currently have adapted access are the Bermuda Triangle and the indoor pool area, which may be used by people with reduced mobility without the need for identification and previously informing the lifeguard for assistance.
- It is not allowed to consume food and/or drinks, neither in the attractions nor in the water activity areas, and it is allowed in the queue lines.
- Attractions must be left upon completion. To enjoy them again it will be necessary to respect the queue lines again.
- As a general rule, it is not allowed to access attraction queue lines with baby strollers. Before entering, they must be left with a friend or family member. PortAventura World is not responsible for theft, theft, loss or damage caused.

VI. Shows

- Access and stay in the show venue will be carried out in an orderly manner and following the instructions of the staff in charge. Running, jumping or occupying places other than those intended for visitors is not allowed, nor any actions that may harm or compromise the safety or development of the show itself, its staff and other visitors.
- As a general rule, it is not allowed to access theatres with baby strollers. Before entering leave them with a friend or family member. PortAventura World is not responsible for theft, theft, loss or damage caused.
- Those people with any disability and reduced mobility that prevents them from accessing shows by themselves through the corresponding queue lines may do so through specific access points, without prejudice to the waiting time of the show at that moment, and accompanied, except in exceptional cases, by a maximum of one other adult. In the show they will occupy places reserved for people with disabilities.
- Shows must be left at the end. To see them again, queue lines must be respected again.
- In some shows access is prohibited once started; in any case, you must follow the instructions of the staff in charge. If for any reason the visitor needs to leave the show and re-enter during the same performance, they must inform the staff in charge for subsequent re-entry control.
- Out of education and respect for others, queue order must be respected. Leaving the queue will mean, if returning, starting it again. It will not be allowed to save a place or spot for other people, neither in queues nor in the venues and/or seats of the shows.
- In some shows with restaurant service, a minimum consumption per person is mandatory, which will vary depending on the unit in question.
- Some shows and/or activities involve prior payment of a supplement or ticket per person. Check conditions, as well as access restrictions, at the Visitor Information Office, at the unit itself or on the website.

VII. Restaurants

- The sale of alcoholic beverages to minors is prohibited, according to current regulations.
- During lunch and dinner services, the use of tables in catering points is reserved for those people who consume the food offer of the catering point.

• For reasons of education and respect for others, table reservation by customers is not allowed; table occupation must take place at the same moment the consumption is made.

• In those catering units where shows are performed, a minimum consumption per person is mandatory, which will vary depending on the unit in question and which will be duly displayed in them.

• PortAventura World informs its customers that in all table-service catering units the possibility of consuming non-bottled water is offered free of charge and as a complement to the catering offer. Likewise, all PortAventura World facilities have drinking water fountains available to customers.

• In compliance with article 55.2 of Law 7/2022, of 8 April, on waste and contaminated soils for a circular economy, a cost will be charged to the customer for plastic containers delivered in catering services. This amount will be shown separately on the receipt.

VIII. Shops and Games

• For exchanges of products purchased in PortAventura World shops, the cash receipt and the product in good condition are essential. The maximum time to make such exchanges is one month from the date of purchase. Under no circumstances will money be refunded.

• Claims regarding missing products will not be accepted once the visitor has left the shop where they purchased them or, if using our collection service for purchases in parks or hotels, once they have collected the purchase; it is the visitor's responsibility to check the good condition and correct charge of the items delivered together with the receipt at the time of purchase or collection respectively.

• Discounts on the purchase of shop products for members holding a +PortAventura Club Pass are not applicable to photographic material, nor are they cumulative with other offers or discounts.

• Each of the games has its own operating rules that are mandatory. Therefore, it is important to consult them before playing. PortAventura World reserves the right to limit the maximum number of prizes per person, per day and per season in each of its games. These limitations are duly announced in each game.

• For safety reasons, some games have usage restrictions. Their specific safety rules are located at the entrance of each facility. These must be followed scrupulously. In any case and as a priority, instructions or indications given by our staff at each unit must be followed. PortAventura World is not responsible for damages that visitors may suffer as a consequence of non-compliance with such rules.

• Regarding the sale of Photofit products, PortAventura World reserves the right not to sell those photos and/or videos in which illicit, disrespectful, obscene behaviours are observed, or any behaviour that fails to comply with the safety rules or use of the attraction and the park, and in general those behaviours that do not correspond to the normal purpose or use and enjoyment for which the installation is intended.

IX. PortAventura Express at PortAventura Caribe Aquatic Park

• With the PortAventura Express service, visitors may, subject to capacity and availability and during the designated periods and opening hours, access certain attractions without having to wait in the general admission queues and/or access preferential seating at shows, subject to the applicable restrictions, provided that such attractions and shows offer this service. This service is provided by means of a card or wristband, which may be purchased at the designated sales points. The service is subject to availability, is a paid service, is valid only on the day of purchase, and is personal and non-transferable. Visitors will be provided with all relevant information regarding the Terms of Use of this product.

• The PortAventura Express Caribe Aquatic and PortAventura Express Caribe Unlimited wristbands must be fully closed around the wrist and must not be able to pass over the hand, so that they cannot be removed.

• Wristbands that have been altered, broken, overwritten and/or improperly tampered with will be confiscated without the right to replacement.

• *PortAventura World* shall not be held responsible for the loss of the purchased wristband. Such loss will result in the Visitor losing access to the PortAventura Express service and will not entitle the Visitor to a refund of the amount paid for the service. The Visitor may regain access to the service by purchasing and paying for a new wristband at the corresponding sales points. Each attraction included in the Express Service has its own operating calendar, as well as opening and closing hours. Please check the calendar and opening hours of each attraction before making your purchase, as failure to use, or partial use of, the purchased product shall not entitle the holder to make any claim or request a refund.

Options: PortAventura Caribe Aquatic Park offers different Express product options. The features, included attractions, usage limitations and specific conditions applicable to each option may be consulted on our official website at the time of purchase.

X. Filming, Images and Photography

• As part of the usual operations of *PortAventura World*, photographs may be taken and/or recordings may be made at some of its facilities for commercial and/or promotional purposes. If you do not wish to have your image captured, please avoid passing through these areas.

• Images captured by Visitors at *PortAventura World* may not be used for commercial purposes.

• *PortAventura World* shall not be held responsible for photographs and/or recordings taken by third parties.



PortAventura Caribe Aquatic Park Terms and Conditions. Season 2026

• Photography and filming of shows is not permitted, nor is it permitted in areas where commercial photographs are already being taken for sale (Photoride, etc.).

XI. Vehicle parking

- Payment of the access fee to the parking area allows the Visitor to park their vehicle in the space duly assigned for this purpose by our staff.
- The parking ticket must be kept during the entire stay at PortAventura World and cannot be resold and/or transferred to third parties.
- The parking ticket has a single daily price, regardless of duration and opening/closing hours.
- In case of leaving the parking area and re-entering the same day, it will be essential to show the ticket. Otherwise, the fee must be paid again.
- At certain times of the season, PortAventura World may establish limited parking areas with restricted use.
- Full payment of the parking fee must be made regardless of whether the Visitor holds any admission ticket, except pass holders for whom parking is free subject to availability.
- Tank vehicles are not allowed inside the site.
- For safety reasons, we recommend locking the vehicle and not leaving objects visible. Parking does not imply custody or deposit contract of the vehicle or its contents; PortAventura World is not responsible for theft, loss or damage caused by third parties.
- The parking area is not supervised.
- Vehicles may not remain after closing time; otherwise removal procedures will be carried out.
- PortAventura reserves the right to reserve spaces for operational, safety or event reasons.
- Parking in spaces reserved for disabled persons is strictly prohibited; failure to comply may result in expulsion.
- Animals may not be left inside parked vehicles. Failure may result in expulsion and notification to authorities.
- Electric vehicle charging spaces are exclusively for that purpose; misuse is prohibited. PortAventura World is not responsible for damages due to misuse.

XII. Special events

- PortAventura World may organize special events inside its facilities outside and within opening hours.
- These events may or may not be included in the ticket price.
- They may be for the general public or restricted groups.
- Information is available at the Visitor Service Office.
- Events are governed by these rules and any additional rules established for each event.

XIII. Special Needs Customer Service Desks

- At park entrances, PortAventura World has Visitor Service desks for Special Needs intended to:

Sell entry tickets at reduced price for persons with disabilities, provided they legally certify a disability equal to or greater than 33% and present the valid official certificate/card.

Issue special access identification for attractions for visitors with 33% disability or more who: prove reduced mobility (recognized assessment) or present certain neurodevelopmental disorders* (see website for details).

Inform this group about attractions, restaurants, shows and services most suitable for their use and enjoyment.

Provide direct and specialized assistance to visitors with disabilities.

- PortAventura World does not provide personal assistance staff for visitors with special needs, disability or reduced mobility; therefore the visitor is responsible for their own movement, stay and visit in the parks.

XIV. General provisions

- These rules may be subject to modification, and those displayed at the Visitor Service Office and on the PortAventura World website shall be valid.

PortAventura World wishes you a pleasant stay.



PortAventura World Hotels Terms and Conditions. Season 2026

Welcome to *PortAventura World*

PortAventura World

PortAventura World welcomes you to its Hotels. Please remember that the stay at the Hotels is subject to compliance with and observance of the following rules:

I. Entry to the Hotels

- Check-in time at the Hotels will be from 15:00 hours and check-out time will be no later than 11:00 hours. Any departure after this time without prior authorisation from PortAventura World will entail an additional charge to the price of the booking made.

- It will be essential that all guests over 14 years of age present a valid identity document at the time of entry to the Hotels.

- Payment for the stay must be made in full at the time of entry to the Hotels.

- PortAventura World reserves the right of admission and expulsion from its Hotels, charging for services provided up to the date of departure or paying those pending to be provided, where appropriate, when any of the following reasons occur:

- Non-compliance with these rules and/or with the rules of any of the PortAventura World facilities.
- Disturbance of order.
- Fraudulent use of the hotel key.
- Maintaining behaviour that disturbs or harms PortAventura World Guests.
- Causing any type of deterioration, impairment or damage to PortAventura World facilities. In the event that such damages generate any economic expense for PortAventura World, the guest shall be solely responsible for covering the expenses derived from it.

- For sanitary and hygiene reasons, animals are not admitted to the Hotels, except guide dogs, which must permanently accompany their owners. In this case, they must have the corresponding sanitary certificates.

- For security reasons, PortAventura World reserves the right to inspect the contents of Guests' luggage, as certain electronic objects or dangerous items are not allowed, such as weapons, flammable materials, explosives, as well as those which, even if not dangerous, may disturb or annoy other PortAventura World Guests.

- Access to the Mansión de Lucy Hotel is exclusive to guests staying in this hotel and access for guests from the rest of the Resort hotels is not allowed.

II. Access key (not applicable to Ponient Hotels)

- At the time of entry to the Hotels, a magnetic card will be handed over which will serve as the room access key and will also allow entry to PortAventura Park and Ferrari Land, which must be shown together with the ID card or passport to the staff controlling this access. This key does not include free access to the parking area of PortAventura Park, Ferrari Land and Caribe Aquatic Park, therefore payment for the parking area of the parks will not be refunded under any circumstances.

- The key must be kept during the stay at PortAventura World facilities and, where appropriate, shown to PortAventura World staff whenever requested.

- The key cannot be resold nor refunded, being personal and non-transferable, therefore PortAventura World reserves the right to verify the identity of its holder every time it is used.

- Loss or theft of the key must be immediately reported to hotel reception. Otherwise, PortAventura World is not responsible for improper use of the card, especially for charges that may have been made with it.

III. During your stay at the Hotels

- Staying at the resort Hotels entitles access to PortAventura Park, as well as other associated benefits, according to the conditions of the contracted stay. These facilities must be enjoyed in accordance with the timetable and opening calendar of each of them, and their access, operation and safety restrictions must be respected. Not applicable to Ponient Hotels.

- PortAventura World reserves the right to organise, schedule, limit and close to the public some of the PortAventura World facilities, as well as their different services, when technical, operational, weather or safety reasons so advise. Information on timetables and available services is provided at the Visitor Information desk of our parks.

- During your visit and/or stay in any of the PortAventura World facilities, take care of your personal belongings, as PortAventura World is not responsible for losses, thefts or damages that they may suffer.

- For greater security use the safe available in the room, the instructions of which are located in the room itself. Hotels are not responsible for losses, thefts or damages that objects placed by the guest in this safe may suffer.

- Carefully check the room before leaving it, including wardrobes and drawers, as PortAventura World is not responsible for any forgotten belongings.

- PortAventura World hotels have individual paid lockers. For security reasons, PortAventura World reserves the right to check the contents of the objects to be deposited, as well as to refuse the deposit of certain objects. PortAventura World is not responsible for objects deposited in these lockers. If an object is not collected by the guest at the end of the day, it will be considered lost property, and in the case of food or drink, it will be discarded. The usage conditions of each installation must be consulted in each hotel. Hotels and their receptions will not accept, either in deposit or custody, personal or valuable objects of guests.

- Minors must be supervised at all times by the persons responsible for their custody. They may not remain alone in hotel rooms or installations.

- Smoking is only allowed in spaces designated for this purpose and located outdoors. Smoking is prohibited throughout the entire complex, except in specially enabled and signposted areas.

- The consumption of drugs, narcotics or psychotropic substances is not allowed.

- It is not allowed to use bathroom towels outside the room.

- It is not allowed to hang clothes or towels on the balconies or windows of the room.

- For safety reasons, visits to rooms or use of them by persons not registered at the hotel are not allowed.

- To preserve hygiene, safety, politeness and respect for others, it is not allowed to access restaurants, bars and other hotel facilities requiring it in swimwear, bikini, barefoot or bare-chested.

- The use of electric vehicles, scooters of any kind, bicycles or similar is not allowed in hotel facilities.

- The sale and/or distribution of leaflets, flyers or products is not allowed, except those expressly authorised by PortAventura World.

- Hotels do not have a public address system service for personal messages.

- Various PortAventura World facilities are under video surveillance.

- Occasionally filming is carried out for promotional or commercial purposes. If you do not wish to be filmed, avoid filming areas.

- Images taken by Guests in PortAventura World facilities may not be used for commercial purposes.

- Hotels do not have a medical centre inside their facilities, but PortAventura World may provide Guests who require it with a paid medical service, which must be paid by the guest.

- No medication may be dispensed in Hotels in accordance with the law.

- No claims will be accepted regarding the lack of any product once the Visitor has left the shop in which it was purchased or, if using the collection service in parks or hotels, once the purchase has been collected; it being the Visitor's responsibility to check the good condition and correct charging of the items delivered together with the receipt at the time of purchase or collection respectively.

- Some services and installations of the hotels may be out of order, suspended or closed either due to technical breakdowns, safety, operational or organisational reasons that so advise, without this implying any type of compensation.

- Occasionally, works may be carried out in our hotels or other PortAventura World facilities which may cause noise and inconvenience during the stay. In any case, existing signage must be respected.

- It is not allowed to take food out of buffets.

- Guests are not allowed to bring external food into buffets and restaurants, except in special and justified cases where food for allergies may be brought, in accordance with current health regulations and provided that the hotel does not have it on its menu. In any case, the guest will be responsible for this food.

- In the case of youth or school groups, the group leader shall be responsible for their behaviour, ensuring that the group is respectful towards the rest of the guests and their rest.

- Hotel Caribe has a fitness room and a Wellness Centre (services subject to specific timetable):

- Entry to these spaces will be subject to payment by the guest. For safety reasons, minors must always be accompanied by an adult. Access for persons under 18 years old to the fitness room is not allowed.

- Massage service available in our PortAventura World Hotels according to the opening calendar of Hotel Caribe. The service is carried out in the facilities of Hotel Caribe upon prior reservation at reception, service subject to payment. At PONIENT hotels there is also a massage service carried out at Hotel Dorada Palace.



PortAventura World Hotels Terms and Conditions. Season 2026

• Hotel PortAventura only has a machine room for free use with limited opening hours. Check at reception. Access for persons under 18 years old to the machine room is not allowed.

IV. At the swimming pools

- The hotel swimming pools are available to Guests in accordance with their calendar and opening hours. Timetables can be consulted at reception.
- Swimming in fountains or water areas is not allowed.
- Out of respect for others, reserving sunbeds is not allowed.
- Consumption of food and/or drinks inside swimming pools is not allowed.
- For safety reasons, the existing signage in swimming pools must be respected at all times, as well as recommendations or instructions given by PortAventura World staff.
- In swimming pools it is not allowed to use clothing other than swimwear, nor footwear with studs, nor to wear watches, bracelets, sunglasses or any object that may cause damage.
- The use of swimwear is mandatory.
- The use of street footwear in aquatic activity areas is strictly prohibited.
- Children who require the use of nappies and who are going to use the pools must use swim nappies.
- For hygiene reasons it is mandatory to shower before using the swimming pools.
- For safety reasons diving headfirst into swimming pools is prohibited.
- For health reasons the use of swimming pools is not allowed for persons with diseases that may spread through contact with water.
- For people who do not know how to swim, the use of approved flotation devices is mandatory. In any case, special attention and supervision of minors is recommended. Personal flotation devices, as well as inflatable elements and toys, are not allowed.
- Hotels (except Ponient Hotels) have a loan service of approved life jackets, upon deposit. Service subject to availability.
- Hotels have a pool towel service, upon payment of the service cost and deposit. Service subject to availability.

V. PortAventura Express Service

• With the PortAventura Express service you may access, whenever capacity and availability allow and during established periods and hours, certain attractions without needing to queue in general waiting lines, provided these attractions have this service. This service is provided by means of a card which may be purchased at hotel reception or at self-service machines. This service is subject to availability and is a paid service. Consult each of the modalities and conditions of this service at hotel reception.

• Each attraction of the Express Service has its own operating calendar, as well as opening and closing hours. Consult the calendar and hours of each one before purchasing, as non-use or partial use of the purchased product will not entitle its holder to any claim or refund.

• Some attractions may be closed for technical, weather or operational reasons.

• PortAventura World Hotels are not responsible for the loss of Express cards by guests, therefore they will not be replaced under any circumstances.

• To enjoy the benefits of our Express products, holders must identify themselves as guests staying at the Hotels by showing their room key.

• Express Unlimited: to enjoy the Express Unlimited pass, identification of the beneficiary is required through their photo associated with the QR of their ticket or through the alternative wristband system. Children under 14 years old require consent from their legal representative for image processing. If the beneficiary does not wish to be identified by photo, they must go to Guest Services to exchange the ticket for a wristband. The Express Unlimited wristband is personal and non-transferable, must be fully closed around the wrist and must not exceed the contour of the hand, so that it cannot be removed.

VI. Vehicle parking

• Hotels have parking areas intended exclusively for their guests, according to the conditions established by each hotel. This service is subject to availability upon arrival at the facilities, as spaces are limited.

• For safety reasons, we recommend locking the vehicle and not leaving any objects in sight. Parking does not constitute a deposit or custody contract for the vehicle or its contents; PortAventura World is not responsible for thefts, robberies, losses or damages caused by third parties to the vehicle or its contents.

• The vehicle parking area is not supervised.

• Vehicles may not remain in the parking area beyond the contracted stay days.

• Otherwise, appropriate procedures will be carried out for vehicle removal.

• It is not allowed to leave animals inside parked vehicles. Failure to comply with this rule may result in expulsion from the facilities and, where appropriate, notification to the competent authority.

• Spaces intended for electric vehicle charging are exclusively reserved for this purpose, and parking other vehicles or purposes other than recharging is prohibited. PortAventura World is not responsible for damages derived from improper use of them.

• Ponient Hotels have their own paid parking service, subject to availability upon arrival. Parking use is limited to the hotel stay period, with access from 15:00 h (check-in) until 11:00 h (check-out).

VII. General nature

• These rules may be subject to modification, and those displayed at the Visitor Service Office and on the PortAventura World website shall be valid.

PortAventura World wishes you a pleasant stay.

PortAventura World welcomes you to its Caravaning Parking.

Please remember that parking at PortAventura Parking Caravaning (hereinafter PARKING CARAVANING) is subject to compliance with the following rules:

I. Entry to the Caravaning Parking

- The PARKING CARAVANING has spaces exclusively intended for the parking of motorhomes, with parking of any other type of vehicle, including caravans, being strictly prohibited.

- The check-in time at the PARKING CARAVANING will be from 08:00 hours onwards and check-out must be completed by 10:00 hours at the latest. Any departure later than this time without prior authorisation from PortAventura World will incur an additional charge to the price of the reservation made.

- To make modifications to your reservation, please refer to your booking confirmation, where the conditions for modification and cancellation are set out.

- It will be essential that all customers over 14 years of age present a valid identity document at the time of entry to the PARKING CARAVANING.

- Payment for the stay at the PARKING CARAVANING must be made in full at the time of making the reservation.

- PortAventura World reserves the right of admission and expulsion from its PARKING CARAVANING, charging for services provided as of the departure date or paying those pending to be provided, where applicable, when any of the following reasons occur:

Non-compliance with these rules and/or the rules of any of the PortAventura World facilities.

Disturbance of order.

Maintaining behaviour that disturbs or harms PortAventura World customers.

Causing any type of deterioration, damage or impairment to PortAventura World facilities. In the event that such damage generates any economic cost for PortAventura World, the customer shall be solely responsible for covering the costs derived from it.

- The motorhome must be parked in the space indicated by PortAventura World.

- The PARKING CARAVANING is under 24-hour video surveillance.

- For safety reasons, we recommend locking the motorhome and not leaving any objects in sight. Parking the motorhome does not constitute a deposit or custody contract for the vehicle or the objects inside it; PortAventura World is not responsible for theft, robbery, loss or damage caused by third parties to the vehicle or its contents. Likewise, we recommend that you take care of all your personal belongings; PortAventura World is not responsible for any loss or damage they may suffer.

II. Motorhome parking area

- The stay at the PARKING CARAVANING entitles access to the PortAventura World park(s), according to the conditions of the contracted reservation. These facilities must be enjoyed in accordance with the opening hours and calendar of each of them, and their access, operation and safety restrictions must be respected. PortAventura World reserves the right to organise, schedule, limit and close public access to some of the PortAventura World facilities, as well as their different services, when technical, operational, weather or safety reasons so advise. Information on schedules and available services is provided at the Visitor Service desk of PortAventura Park and on our website and official APP.

- Free access is allowed to the PARKING AREA of PortAventura Park, Ferrari Land and PortAventura Caribe Aquatic Park with your motorhome, on the day of departure.

- Free access is allowed to the facilities of Hotel Gold River and even pedestrian access from said hotel to the parks. For this purpose, you must visibly carry the identification provided at the reception of the PARKING CARAVANING at check-in. Access to these facilities implies acceptance of the Operating Rules of the PortAventura World Hotels. Such access is restricted to the hotel opening calendar. Check calendar and schedules at the PARKING CARAVANING reception or on our website.

- Pets are allowed in the PARKING CARAVANING, and they must have all valid health documentation, especially the vaccination record; no animal without it will be allowed access to the PARKING CARAVANING. Such animals must remain in the motorhomes or in the PortAventura Park animal kennel, and in no case may they access Hotel Gold River or the PortAventura World park(s). The animal kennel has a timetable that coincides with the opening and closing of PortAventura Park and Ferrari Land, during which animals may remain in the kennel and must be collected before closing time.

- Pets are the responsibility of their owners and, out of obligation, civility and respect for others, owners are required to collect their excrement both inside and outside the caravan parking facility.

- Minors must be supervised at all times by the persons responsible for their care.

Smoking is prohibited throughout the entire premises, except in specially designated and signposted areas for that purpose.

- The consumption of drugs, narcotics or psychotropic substances is not allowed.

- Hanging clothes or towels on the outside of motorhomes is not allowed.

- In order to preserve hygiene and out of education and respect for others, it is not permitted to remain in swimwear, bikini, barefoot, or with the torso uncovered in the PARKING CARAVANING.

- The use of skates, bicycles or similar devices is not allowed in the PARKING CARAVANING facilities.

- The PARKING CARAVANING does not have a public address system service for personal messages.

- During your stay in the PARKING CARAVANING, you must avoid all kinds of noise, shouting, arguments, regulating sound devices, and it is forbidden to disturb other customers with excessive volume from TV, radio, etc. at any time of the day.

- It is strictly forbidden:

To make fires with wood, barbecues, etc.

To throw cigarette butts into bins or on the ground.

To wash motorhomes.

The use, handling, ignition or launching of firecrackers, fireworks or any other pyrotechnic device within the premises or adjacent areas.

The use of drones.

- Be careful with gas appliances, disconnect electrical devices after use.

- Keep cleanliness and order, do not accumulate rubbish.

- The speed of motorhomes must not exceed 10 km/h.

- Please respect trees and plants and make conscious use of water. Caring for the environment is everyone's responsibility.

- In the PARKING CARAVANING it is forbidden to install awnings, floors, fences, extensions, sinks, as well as any other element outside the perimeter of the motorhome.

- Entry to the PARKING CARAVANING is exclusively reserved for its users. In exceptional cases, PortAventura World, at the client's request and under their responsibility, may authorise entry, always for a limited time previously indicated, for relatives or friends, who will in any case be required to identify themselves at reception by presenting an identity document, which will be collected upon departure. A visit longer than one hour will imply for all purposes that the visitor is considered a customer for one day. The same will occur when the visitor makes use of any service in the parking area.

III. Facility Services

- The PARKING CARAVANING has certain services intended to improve the comfort of your visit, such as showers, washing machines, dryers or vending machines. Some of these services require payment by customers. Prices and schedules can be consulted at the PARKING CARAVANING reception. Some of these services may not be available for technical or operational reasons.

IV. General

- These rules may be subject to modification, and those displayed at the Visitor Service Office and on the PortAventura World website shall be valid.

PortAventura World wishes you a pleasant stay.

PortAventura Club Operating Rules 2026

Welcome to PortAventura World

I. Conditions of access to the parks according to the Pass

• The passes, depending on the type, entitle access to PortAventura Park, or to PortAventura Park and Caribe Aquatic Park, or to PortAventura Park, Caribe Aquatic Park and Ferrari Land, during the days and hours in which these remain open to the public, either in full or in part, being able to enjoy their shows, attractions and the rest of their facilities, always respecting their access restrictions, operation, procedures and safety.

• The acquisition of the Pass implies acceptance of the content of the Operating Rules of PortAventura Park, Caribe Aquatic Park and Ferrari Land, therefore of their full compliance during their stay in the facilities of PortAventura World. The Operating Rules are duly displayed to the public on information signs, as well as available at the Visitor Service Office and Guest Service counters of the Hotels.

II. Types of pass and access:

• There are different types of pass.

Adventurer Pass:

Gives access to PortAventura Park on selected dates during the opening season (check website).

Explorer Pass:

Gives access to PortAventura Park in an unlimited way during the opening season and to Caribe Aquatic Park on selected dates during the opening season (check website).

Discoverer Pass:

Entitles access to PortAventura Park, Caribe Aquatic Park and Ferrari Land in an unlimited way during the opening season.

Passes can be issued in digital or physical format. The printing cost of the physical Pass is €6, whether it is a first purchase or a renewal.

III. Validity

• The Passes have a validity of 365 days from the date of purchase. The expiration dates of the pass cannot be modified under any circumstances at the request of the pass holder.

IV. Compliance

• The acquisition of the pass implies acceptance of the content of the Operating Rules of PortAventura Park, Caribe Aquatic Park and Ferrari Land, therefore of their full compliance during their stay in the facilities of PortAventura World. The Operating Rules are duly displayed to the public on information signs, as well as available at the Visitor Service Office and Guest Service counters of the Hotels and on the PortAventura World website (www.portaventuraworld.com).

V. Personal passes

• The passes are personal and non-transferable in nature, therefore they cannot be used by a person other than the holder. For this reason, PortAventura World reserves the right to verify the identity of the holder each time they must be used, both physical passes and digital format.

Passes (physical or digital) must be kept during their entire stay in the facilities of PortAventura World and, where appropriate, shown to our staff when requested.

VI. Minors

• The registration of a minor must be carried out by their legal representative.

For the purchase of a minor's pass at the Club office, it is necessary for the legal representative or guardian to be present and, in their absence, an accompanying person of the minor with written authorization from the legal guardian.

Children under twelve years old must be accompanied by an adult over 18 years old to access the parks.

Children from 0 to 3 years old may request the Child Pass, which allows access to PortAventura Park, without any other associated benefit. This child pass will be valid until the day the minor turns 4 years old, regardless of the time it has been in force.

It is not allowed to issue child passes that are not associated with an adult pass, only: mother, father or legal guardian.

VII. Cancellation and modification

• Passes cannot be cancelled or refunded unless the request is due to force majeure and duly justified. In this case, PortAventura reserves the right to analyse each request individually.

• In cases of force majeure and duly demonstrated by the applicant, and always at the discretion of PortAventura World, the holder of a valid pass may request a single change of name of holder, who may enjoy the pass for the remaining validity period of the pass. In the event that the age of the new holder implies a lower pass category, applicants shall have no right to claim the difference. Likewise, in the event that the age of the new holder implies a higher pass category, PortAventura World shall have no right to claim the difference.

• Passes cannot be resold or transferred.

VIII. Withdrawal of pass

• PortAventura World reserves the right of admission, expulsion from its facilities, and to withdraw passes temporarily or permanently, when any of the following reasons occur:

- Non-compliance with this Operating Regulation of Club PortAventura.
- Non-compliance with the Operating Rules of PortAventura Park, Caribe Aquatic Park or Ferrari Land.
- Failure to pay the price of the pass(es) in full or in part.
- Disturbance of order.
- Fraudulent use of the pass:

o Use of the pass by a person other than its holder.

o Manipulation or falsification of the pass.

o Use of a pass reported as lost or stolen without having notified its recovery.

o Any other intentional action involving improper use of the pass to the detriment of the correct functioning of the access system.

- Sale, transfer or lending of the pass or of adapted attraction access wristbands to third parties.
- Repeated fraudulent use of the pass after having received a prior warning.
- Impersonation or attempt to deceive Admissions or Security staff.
- Alteration or manipulation of data in the pass system.
- Aggressive, threatening or disrespectful behaviour towards staff or other visitors during fraud intervention.
- Maintaining behaviour that disturbs or harms other visitors.
- Causing any type of deterioration, impairment or damage to the facilities of PortAventura World.

• Likewise, causes for definitive withdrawal of passes or impossibility of renewal upon expiry shall include causing damage to the image of PortAventura World, by any means, through the publication of manifestly false, offensive, unlawful, immoral, public-order-contrary, defamatory information or that, in the reasonable opinion of PortAventura World, may in any way harm or cause damage to the image of PortAventura World, its employees, or third parties.

IX. Rights of the pass holder

• The pass grants its holder the following rights:

- The Adventurer Pass: access to the general parking with a 50% discount on its price.
- The Explorer Pass: free access to the general parking and the preferred area (prior payment of supplement and always subject to availability at the time of access. Ownership/possession of an Explorer Pass does not in any case entitle the holder to claim a space in the preferred parking area).
- The Discoverer Pass: free access to the general parking and the preferred area (always subject to availability at the time of access. Ownership/possession of a Discoverer Pass does not in any case entitle the holder to claim a space in the preferred parking area).

• In the event that the client does not use the pass and pays for access by any means of payment and/or uses Teletac or VIA T, no amounts will be reimbursed or refunded.

The vehicle parking area has spaces for people with disabilities with reduced mobility, for which the corresponding badge must be displayed. It is strictly forbidden to park in this space without this badge. Failure to comply with this rule may result in the immediate withdrawal of the pass.

Access to PortAventura Park or PortAventura Park, Caribe Aquatic Park and Ferrari Land, depending on the type of Pass, during its validity period within the opening calendar and hours.

Enjoy the advantages, discounts and promotions designed for each type of pass and under the conditions established for each of them. The pass holder is solely responsible for

informing themselves about the promotional actions that PortAventura World launches on the market, so they will not in any case be extendable or subject to subsequent claims in case of not benefiting from them within the validity period that PortAventura World must explicitly communicate.

X. Acquisition of the Pass

- Passes can only be purchased at official PortAventura World sales points (website and Club Office). Purchase of passes through other unauthorized means or channels will be cause for definitive withdrawal of the same. The printing cost of the physical pass is €6.

XI. Single pass

- Each holder will have only one valid pass; duplicates or copies will not be issued.

XII. Validity of benefits

- Any promotion, advantage or discount launched on the market and aimed at passes will have the validity established in the design of each of the actions, and will not constitute a precedent for subsequent seasons or periods. Promotions are not cumulative with each other.

XIII. Extra events

- Possession of the pass does not entitle the enjoyment of those shows, concerts, performances, acts and/or any other activity that may be carried out at PortAventura World in a non-regular way, being necessary the prior payment of an additional access ticket according to what is established in each occasion.

XIV. Loss, theft, robbery or deterioration of the pass

- The pass holder must immediately communicate to PortAventura World the loss, theft, robbery or deterioration of their pass through the Club PortAventura Office or by email to portaventura@portaventura.es, with a cost of €6 for reprinting the pass regardless of the reason.

These rules may be subject to modification, being valid those displayed at the Club PortAventura Office, Visitor Service and on the PortAventura World website.