



## LEGAL NOTICE AND CONDITIONS

### 1. Scope of application

These General Conditions regulate the use of a ticket (the "*Ticket*") to access the Canillo Tibetan Bridge ("*PT*") owned by the Comú de Canillo (the "*Owner*") with its address at Plaza Carlemany, AD100, Canillo.

### 2. Acceptance of the General Terms and Conditions

Anyone who purchases, possesses, and/or uses a Ticket (the "*Ticket Holder*"):

Is required to have read, understood, and accepted these general terms and conditions ("*General Terms and Conditions*"), and accepts them in full and irrevocably.

Declares that they have sufficient capacity to assume the previous point. In the case of being a minor, they declare that their legal representative or the accompanying adult has it.

Assumes all the obligations set forth herein and undertakes to always comply with the instructions provided on the websites, information signs, and operating manual, as well as those provided by the personnel assigned by the Comú de Canillo to manage the *PT*.

Assumes that non-compliance with any of the provisions of these *General Terms and Conditions* will entitle the *Owner* to automatically cancel the *Ticket*, and consequently deny access to the *PT*.

### 3. Ticket Specificities

The *Owner* will issue a Ticket: CANILLO TIBETAN BRIDGE. Every Ticket is personal and non-transferable and grants access to the *PT*.

All minors must have a *Ticket* to access the places and be accompanied by at least one adult with a *Ticket*.

It is strictly forbidden to sell, put up for sale, auction, resell, transfer, or give away a *Ticket* under any title or circumstance without the formal consent of the *owner*.

The *Owner* does not guarantee the authenticity of the *Ticket* if it has not been acquired or obtained through official sales or distribution points. Once the *Ticket* is issued, no changes or refunds are accepted.

The *Ticket Holder* must keep it for the entire duration of the visit to the *PT* for verification purposes.

The *Owner* reserves the right to alter or modify the opening and closing times of the *PT*, or the bus line to get there. Any claim related to this matter must be formalized before the *Owner*, with the presentation of the *Ticket*.

#### 4. Access to the *PT* and security

When accessing the *PT*, the *Ticket Holder* may be required to show their identity document and comply with any measures (health, safety, etc.) determined by current legislation at any given time and those deemed appropriate. In any case, the *Owner* reserves the right of admission.

It is strictly forbidden to access the *PT* with motorized vehicles, bicycles, or other personal mobility vehicles.

It is prohibited to throw objects into the *PT* areas. Specifically, it is strictly forbidden to throw objects from the *PT*.

The consumption of alcohol, smoking, or lighting fires is not allowed throughout the visit to the *PT*.

Access to the *PT* activity with animals is prohibited.

For safety reasons, strollers, baby and child carriages, and wheelchairs cannot access the *PT* as it is not adapted and could obstruct the passage in case of evacuation.

Access to the *PT* with any object considered inappropriate and/or dangerous by the *Property* will not be allowed.

It is strictly forbidden to climb on the railings, cables, and lean on the ropes of the *PT* or any other element of the installation.

It will not be allowed to tie any element foreign to the *PT* structure. If done, the *Owner* will proceed to remove them and may result in a sanction.

People with a fear of heights, vertigo, dizziness, fainting, or any other pathology incompatible with the activity should avoid crossing the *PT*.

The *Ticket Holder* is responsible for ensuring, during the visit to the *PT*, their personal safety and that of minors or other persons without legal capacity, or with limited capacity, who use *Tickets* for which the *Ticket Holder* is responsible.

They also accept all risks or dangers that they or these people may face or experience by attending the *PT* and waive any type of claim against the *Property* related to these risks and dangers.

#### 5. Lost, stolen, or damaged tickets

The *Property* will not replace any *Ticket*, regardless of the reason for the replacement request, whether it is the loss or theft of the *Ticket*, except as stated in the following point.

The *Ticket* will only be valid if it is whole and in good condition, without signs of having been amended or falsified. Altering or damaging the *Ticket* may result in denial of access to the *PT*.

*Tickets* outside their access date to the *PT* will not be accepted.

For security reasons, the *Property* is not obliged to issue duplicates of the *Ticket*, as duplicates could allow access to the *PT* to more users than it can accommodate under optimal security conditions.

## **6. Cancellation of access to the *PT***

In case of cancellation of access to the *PT*, only holders of a paid *Ticket* are entitled to a refund.

The claim must be submitted to the establishment where the *Ticket* was purchased, according to the conditions established at the time of sale, and the *Ticket* must be presented.

The canceled *Ticket* cannot be exchanged for another day's *Ticket*.

Adverse weather conditions do not entitle the refund of the *Ticket* except if it has been officially suspended for safety reasons.

## **7. Image rights, intellectual property, and prohibitions related to unauthorized advertising and other marketing activities**

The *Ticket Holder* may not use the *Ticket* for commercial purposes, such as promotions or advertising activities, nor use it as a prize or reward in contests, lotteries, or incentive programs, unless expressly authorized by the *Property*.

Non-compliance with this prohibition will entitle the *Property* to claim damage caused.

In accordance with current legislation, the *Property* may capture and publish images of the *PT* and the people attending it to inform about it through the communication channels it usually uses.

## **8. Luggage and lost property service**

The *PT* does not have a luggage service. The *Property* is not responsible for objects left at the *PT* or its surroundings.

Any found object that has not been claimed within 48 hours will be considered abandoned and may be destroyed by the *Property*.

## **9. Access to the *PT* for people with reduced mobility**

Access to the *PT* is not adapted for people with reduced mobility. These are mountain areas where there are insurmountable obstacles for people with reduced mobility.

## 10. Privacy policy - Personal data

In accordance with Law 29/2021, of October 28, qualified for the protection of personal data, the user ("*User*"), as a person who provides their personal data ("*Personal Data*"), is informed that these will become part of the file under the responsibility of the concessionaire, registered with the Andorran Data Protection Agency, which will be treated in accordance with the regulations in the matter.

The data will be used to communicate any initiative with promotional and advertising purposes of the tourist activities of Canillo (events and sports, cultural, and leisure activities, among others) through any information channel, in accordance with the express acceptance manifested at the time of data collection.

The *User* is responsible for the accuracy of the data provided and for communicating any modification. Therefore, the owner is exempt from any responsibility in this regard.

As users, you can exercise the rights of access, rectification, opposition, claim, portability, limitation, deletion, and oblivion concerning your data.

These rights can be exercised by the user by sending a request to the email address [dpd@canillo.a](mailto:dpd@canillo.a)) or by postal mail to COMÚ de CANILLO, Plaza Carlemany, AD100, Canillo.

You must include your name and surname, an address for notification purposes, a photocopy of your national identity document or passport, and the specific content of the right you wish to exercise.

For more information on the privacy policy, please consult <https://www.ponttibetacanillo.com>.

## 11. Applicable law

Any controversy or dispute related to any of the rights and obligations arising from these General Terms and Conditions will be resolved in accordance with Andorran law and before the exclusive jurisdiction of the courts of the Principality of Andorra.