



RULES GENERAL RULES AND RECOMMENDATIONS

To ensure a safe and enjoyable experience during your visit to our park, please respect the following rules:

PARKING LOT

The Tenerife Trade Fair Institution SA, hereinafter IFTSA, cannot be held responsible for damage caused to vehicles or their contents particularly in the case of collision, fire, attempted theft, theft or vandalism. For your security, please lock your vehicle and any accessories (doors, boot, windows, roof box...) and leave no items in view.

The IFTSA is not responsible for vehicles parked outside the fairgrounds. Visitors are informed that they may be sanctioned if they do not leave their car duly parked.

CONDITIONS OF USE OF THE PARK AND IT'S ATTRACTIONS, GAMES AND SHOWS

To ensure the safety of all visitors, the use of the attractions is subject to certain age and height restrictions. Access to and participation in certain attractions require that visitors should be in good health, free from high blood pressure, heart, back or neck problems, motion sickness, or any other condition likely to be aggravated by these adventures. Visitors will be advised of the individual restrictions of each attraction upon arrival. If the visitor could not enjoy any of the attractions due to applying restrictions, this shall not give right to any refund or compensation.

Each attraction, game and show has its own rules and restrictions, which have been prepared for the benefit and safety of our visitors. These rules and restrictions must be respected at all times. The use of cameras of any kind and "selfie sticks" is not permitted while enjoying the attractions.

Any picture, video, sound recording or photo taken by a visitor in the PIT may be used only for personal purposes. All commercial use of pictures, videos, sound recordings or photos of the PIT taken by a visitor shall be subject to express prior written authorisation from IFTSA.

IFTSA reserves the right to make changes to the schedules, planned opening and closing hours of the park, as well as suspending the operation of attractions or shows when justified by circumstances of *force majeure* or exceptional circumstances, including but not limited to, safety, weather, techniques or operational reasons.

DURING THE VISIT

- The entrance ticket to the PIT shall be preserved during the entire stay. Both the park staff as well as Security are entitled to request the ticket to be shown in case they consider it necessary.
- Temporary exit from the premises is not permitted. If you intend to leave PIT and return to it later on the same day, please be aware that you will need to purchase a new entrance ticket.
- IFTSA reserves the right to exclude or to refuse access to any person whose behaviour poses a threat to the safety of other visitors, employees, or themselves, or to the attractions or show areas or who has no valid entrance ticket.
- Certain shows, attractions, parades, restaurants, shops and facilities may open late or be closed notably for adverse weather conditions, or safety concerns. Closures may take place without notice and shall not give right to any refund or compensation.
- Please respect the queue and wait for your turn. Out of courtesy and respect for other guests, do not skip the queue or keep space for others in the queue.
- Pregnant women, visitors with permanent disabilities and any other person possibly entitled to priority access should contact our staff upon arrival at each attraction.
Entrance tickets are not refundable.
- For safety reasons, access to and participation in certain attractions require that you should be in good health. Height restrictions apply. Furthermore, the configuration of the seats and safety systems on attractions may not allow access for visitors of certain body shapes or sizes. Restrictions based on health, security or safety are not discriminatory.
- The information about restrictions is displayed at the entrance of each attraction and it is responsibility of the visitor to comply with these regulations. We recommend to review all warnings, access conditions and safety requirements BEFORE STARTING TO WAIT IN LINE.
- Smoking is not permitted in the PIT (Law 28/2005 of December 26 on health measures regarding smoking and its sales regulation, supply, use and advertising of tobacco products).
- For the safety and comfort of all, we ask that visitors do not eat and drink whilst enjoying the attractions, the theatres, or remaining in queue lines. For your convenience, two specific PITNIC areas are located on the lower floor.
- It is essential that visitors take care of their personal belongings, since IFTSA cannot be held liable for theft, loss or damage of personal belongings inside the PIT.

GENERAL RECOMMENDATIONS

In case of any emergency or potentially dangerous situation, please contact the park staff immediately.

In the event of a situation that requires the total or partial evacuation of the facilities, please follow the indications of the park staff.

Theft, public disorder, verbal and physical violence, insults or racial taunts, cheating, fraud, drunken or indecent behaviour, malevolence, violations of safety regulations and these PIT access rules, discriminating or other socially unacceptable behaviour, may lead IFTSA to take the necessary action including informing the police, filing a complaint or removing the visitor from the park without any sort of compensation, refund or claim.

For safety reasons, reckless running is not allowed.

For the safety, comfort and enjoyment of all visitors, please keep the PIT and it's facilities clean.

Backstage areas and fenced-in areas are not accessible to visitors.

It is mandatory to always follow the instructions of the park staff, as well as the instructions and signs with warnings and recommendations existing in the enclosure.

IFTSA reserves the right to adapt PIT Rules and Recommendations due to operational reasons.

ACCESS FOR VISITORS WITH DISABILITIES

Visitors with disabilities will be granted free access upon arrival, presenting the correspondent Official Certificate. If the nature of the disability requires the assistance of a companion person (> 18 years), this person will also be granted free access.



- IFTSA reserves the right to visually inspect or to check with specific devices, visitor's clothes, coats and personal belongings before entry and/or inside the PIT. Access may be refused to any person refusing to comply with this inspection.
- Please note that the following items may not be brought into the Parks:
 - All illicit or hazardous substances, alcoholic beverages, glass bottles, dangerous objects (particularly any offensive or defensive weapons of any type) or objects that appear to be weapons or toy guns (also including toy blasters, squirt guns, etc.), that could endanger visitor security in the Parks, are prohibited.
 - Any items that may disturb other visitors (vuvuzelas, loud speakers, horns).
 - Handheld camera/cell phone extension poles, such as selfie sticks.
 - Any recreational devices such as drones and remote control toys.
 - Any items that we may deem harmful, disruptive or inappropriate.Visitors in possession of prohibited items will be asked to dispose of them before entering the Park.
- We have a free luggage storage service available to our visitors.
- All children under 18 years old, remain under the responsibility of their parents or their legal guardian who are therefore liable for the damages their children may cause.
- For groups of children part of a visit organised for minors by a community centre or association, being accompanied is mandatory and must be done in accordance with the regulations in place.
- Animals are not allowed inside the Parks, with the exception of Assistance dogs and guide dogs (in compliance with local regulations regarding animal welfare, animal protection and responsible holding of domestic animals).
- To ensure that all our guests can enjoy the attractions, guests must leave the attraction when their turn is over and follow the park staff's instructions. If you want to participate once more, please put yourself in the queue again.
Alcohol may not be sold, served or supplied to persons under the age of 18.
- Access to the PIT will be prohibited to anyone consuming drugs or psychotropic or abuse substances or showing symptoms of having consumed them, or to anyone showing clear signs or behaviours of alcohol intoxication. The consumption of these substances inside the park is strictly forbidden.

RULES OF THE ICE SKATING RINK

1 SCHEDULES

- Morning sessions: From 10:15 to 14:30h
- Afternoon sessions: From 15:30 to 20:00h

2 All visitors need to get their ticket first.

We suggest to retrieve your ticket upon arrival at the park.

3 There will be two schedules for the distribution of shifts

(at the desk next to the Ice Skating Rink at the lower floor):

- From 10h onwards for the morning session
- From 15:15h for the afternoon session
- Each session provides 30 min on ice.

4 The use of helmets is mandatory

(will be provided by the organization).

5 Skaters are advised to wear socks and gloves for comfort and safety.

6 For maintenance purposes, the rink will be closed from 14:30 to 15:30h

in order to ensure maximum quality of the skating surface.

TICKET TYPES & DISCOUNTS:

● Large Family Ticket :

Available to families who present their Large Family Card issued by their autonomous Community and their matching IDs.

● Special fee Inauguration Day.

Entrance tickets purchased for December 20, 2024 will only be valid on this day and cannot be refunded or changed.

● Free entrance for senior visitors (>65 yrs) and minors under 3.

In order to obtain free access, age must be accredited by personal identification, either valid ID or register.

● Free entrance for visitors with disabilities

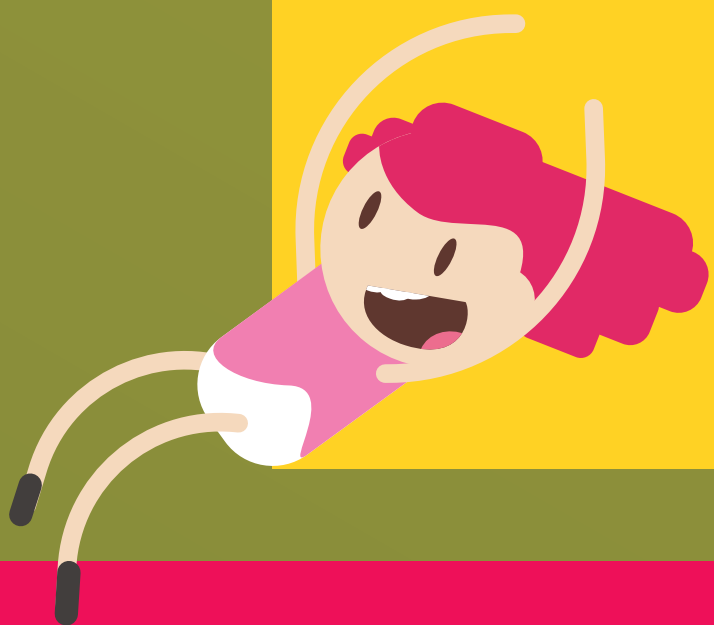
Visitors with disabilities will be granted free access upon arrival, presenting the correspondent Official Certificate. If the nature of the disability requires the assistance of a companion person (> 18 years), this person will also be granted free access.

GENERAL ADMISSION

IFTSA reserves the right to exclude or to refuse access to any person whose behaviour poses a threat to the safety of other visitors, employees, or themselves, or to the attractions or show areas.

Likewise, and notwithstanding the foregoing, the Park reserves the right in particular to refuse entry or remove from its facilities any people who seriously violate the rules outlined below, or who commit the following acts:

1. Causing a serious public disturbance in the park or its facilities or committing any crime or misdemeanour therein.
2. Inappropriate use of tickets (including the holder using them fraudulently, misleadingly or in bad faith, and/or reselling or forging them). The only tickets deemed valid are those purchased at the authorised points of sale (ticket box PIT or offices IFTSA).
3. Vandalising or damaging any facilities in the park or the belongings of its employees.
4. Behaving in a way that makes other visitors uncomfortable or seriously affects their enjoyment of the PIT.
5. Leaving minors and people with disabilities in their charge unattended, especially if they engage in the types of conduct described in the previous sections.
6. The use, sale or distribution of any type of drugs or narcotic substances within the park facilities. The park will immediately remove any person who breaks this rule and will inform the relevant authorities.



THE COMPLIANCE OF THESE RULES AND RECOMMENDATIONS WILL MAKE YOUR STAY WITH US MUCH MORE PLEASANT AND ENJOYABLE.

IF YOU HAVE ANY DOUBTS, PLEASE CONTACT US: 0034 922 238 400 / info@recintoferialdetenerife.com

THANK YOU FOR YOUR COLLABORATION.

RULES AND REGULATIONS HORROR HOUSE



HORROR HOUSE reserves the right to refuse admission to anyone. You will experience intense audio, lighting, extreme low visibility, strobe lights, fog, special effects, and overall physically demanding environments. You should NOT enter this attraction if you suffer from asthma, heart conditions, physical ailments, respiratory or any type of medical problem, claustrophobia, any mental illness, are prone to seizure, or are pregnant. Do not enter the attraction if you are intoxicated, wearing any form of cast, medical brace, using crutches, or have any type of physical limitations. Do not enter the attraction if you are taking any type of medication or using drugs of any type. You will not be admitted if any of these conditions are notified to our staff.

- Access to the attraction is in groups of maximum 6 persons.
- Duration of the route is approximately 5 minutes.
- We do NOT recommend the visit of the HORROR HOUSE to children under 8. If you chose to take your child under this age to the attraction, it has to be accompanied at all times by an adult, who is solely responsible for the wellbeing of the child.
- Before entering the attraction, pay close attention to the instructions given by the guide. These instructions have to be followed during the entire visit.
- Under no circumstances you are permitted to smoke, run, eat, drink, touch the actors, customers, or facilities.
- We do not permit the use of video or flash photography inside the haunted houses. Sources of light not provided by HORROR HOUSE are prohibited, included phone lights and non-permitted flashlights.
- Do not abandon the route and follow at all times the indications and rules established by the guides, staff or Security.

If you do not follow the rules, you will be asked to leave.

By entering the HORROR HOUSE, you agree to all of the above and take full responsibility for ALL of your actions whether intentional or accidental.

IFTSA may not be held responsible in any case.