

CONDITIONS OF USE OF THE SEASON PASS

The season pass entitles only one holder and physical bearer of the pass to use the facilities open to the public during the hours and under the conditions established for skiing and snowboarding activities during the entire period of validity.

The season pass must be worn in a clearly visible place or made available to duly accredited resort staff. In case of doubt, the DNI (National Identity Card) or identification document will be required.

Use by a person other than the holder will entail the direct withdrawal of the season pass and the cancellation of the rights and services acquired, no right to any refund or compensation whatsoever, irrespective of other administrative responsibilities that may arise from this fact.

Season passes may not be returned, or exchanged, either in full or in part, or refund, total or partial, or extension under any circumstances.

The purchase of the season pass implies knowledge and acceptance of these conditions of use, of the rules of the ski lift facilities, of the ATUDEM regulations and the rules of the International Ski Federation (FIS) without reservation.

The price of the season ski pass includes Compulsory Travelers' Insurance and first aid assistance. The price DOES NOT INCLUDE accident insurance.

The opening and closing dates for the winter season, as well as the opening and closing times of the ski lifts will be established according to weather, operational and commercial conditions of the resort, and are not being subject to any specific start, end, or duration of the season.

If during the operation of the resort, for safety reasons or any other justified cause, the resort management is obliged to close the facilities and slopes to the public. This does not oblige the refund of the amount of the season ski pass.

To access any rate or offer due to age or personal condition, ski pass holders are required to possess, accredit, and present, on request, the documentation that proves the right to the rate or offer or to the ownership of the ski pass, such as ID card, family book, certificate of disability or any other document defined in the Particular Conditions.

For those holders who have forgotten to go to the resort with the current season ski pass, a courtesy ski pass at the Customer Service Office will be provided on an exceptional and unique basis during the current season at the price of €5.00.

In the event of breakage or deterioration, the interested party must hand in the damaged season pass and pay a corresponding fee of 10,00 €. In the event of loss or theft, the interested party must submit a report to the competent authority for loss of the document and pay the reissue fee of €40.00.

Estación Alpina de Cotos S.A. reserves the right to proceed to the expulsion from the facilities or ski lifts, to the withdrawal of the season pass and to the cancellation of all rights to the products or services purchased, without prejudice

to any civil or criminal liability that may be incurred in the event of inappropriate or dangerous behavior, failure to comply with the instructions given by its staff, insult or aggression of any kind to other users or employees of the ski resort and, in general, by any of the following for non-compliance with the rules of use of the facilities or of the ski pass for which it shall empower its staff.

The interruptions or limited use of slopes or ski lifts due to technical, meteorological or security technical do not entitle the user to any compensation. The practice of skiing or snowboarding entails knowledge of the activity and assumption of the risks inherent to snow sports, if any, explicitly exempting Estación Alpina de Cotos S.A. from any direct or indirect liability, with the user assuming personal or material risks, as well as civil liability arising from the exercise of the activity.

The user of the ski lifts authorizes Estación Alpina de Cotos S.A. to process and store personal data, which will be included in a file for the purpose of developing the contractual relationship and sending commercial offers. The holder of the season pass may access, rectify, cancel and, where appropriate, oppose the processing of his or her personal data by writing to personal data to valdesqui@valdesqui.es.

The present Conditions of Use of the season pass will be applied and interpreted in accordance with the Spanish Legislation, being competent for this purpose the Courts and Tribunals of Madrid.

It is strongly recommended to wear a helmet at the resort.

CONDITIONS OF USE OF THE DAY PASS

The day pass entitles only one holder and physical bearer of the pass to use the facilities open to the public and under the conditions established for the practice of skiing or snowboarding activities.

The day pass must be worn in a clearly visible place or made available to duly accredited resort staff.

Use by a person other than the holder shall entail the direct withdrawal of the day pass and no right to any refund or compensation whatsoever, irrespective of the other administrative responsibilities that may arise because of this fact.

Day passes may not be returned, reimbursed, or exchanged, in whole or in part, under any circumstances.

The purchase of a day pass implies knowledge and acceptance of these conditions of use, the rules of the ski lift facilities, the regulations for the ATUDEM regulations and the rules of the International Ski Federation (FIS).

The price of the day pass includes Compulsory Travelers' Insurance and first aid service. The price DOES NOT INCLUDE accident insurance.

The opening and closing dates for the winter season, as well as the opening and closing times of the ski lifts will be established according to weather, operational and commercial conditions of the resort.

If during the operation of the resort, for safety or other justified reasons, the resort management is obliged to close the facilities and slopes to the public, the amount of the day pass will not be refunded.

In order to access to any rate or offer for age or personal condition, the day pass holders are required to possess, accredit, and present, upon request, the documentation at the resorts ticket offices and/or at the checkpoints that certifies the right to the entitlement to the aforementioned rate or offer to the ownership of the ski pass, such as the ID card, family book, certificate of disability or any other document defined in the Particular Conditions.

Estación Alpina de Cotos S.A. reserves the right to proceed to the expulsion from the facilities or ski lifts, to the withdrawal of the day pass and to the cancellation of all rights to the products or services purchased, without prejudice to any civil or criminal liability that may be incurred in the event of inappropriate or dangerous behavior, non-compliance with the instructions given by its staff, insult or aggression of any kind to other users or employees of the resort and, in general, in the event of failure to comply with the rules governing the use of the facilities or the use of the ski pass, for which it shall empower its staff.

Interruptions or limited use of slopes or ski lifts due to technical, meteorological or safety reasons do not entitle the user to any compensation.

The practice of skiing or snowboarding entails knowledge of the activity and the assumption of the risks inherent to snow sports, if any, explicitly exempting Estación Alpina de Cotos S.A. from any direct or indirect responsibility and the

user assumes all personal or material risks, as well as civil material risks, as well as civil liability arising from the exercise of the activity.

The user of the ski lifts authorizes Estación Alpina de Cotos S.A. for the processing and storage of personal data, which will be included in a file for the purpose of developing the contractual relationship and sending commercial offers. The holder of the day pass will be able to access, rectify, cancel and, where appropriate, oppose the processing of his or her personal data by writing to personal data by writing to valdesqui@valdesqui.es.

The present Conditions of Use of the day pass shall be applied and interpreted in accordance with Spanish Law, and the Courts and Tribunals of Madrid shall have jurisdiction for this purpose.

It is strongly recommended to wear a helmet at the resort.

CONDITIONS FOR BOOKING A PARKING SPACE + SKI PASS ONLINE

The parking space will be reserved only after the payment of at least one day pass at the standard price by credit card in the online sales system. Day passes are valid only for the same day.

The reservation of a parking place can only be guaranteed if the vehicle indicated on the reservation matches the vehicle used by customers to get to the resort. On arrival at resort, the holder of the reservation must present the printed receipt proving the reserved space and the purchase of the day passes. The staff will inform the customer of the reserved place. With the same receipt you can go to the MAIN TICKET OFFICE to exchange it for the day passes purchased online.

Under no circumstances will it be possible to recover the money for the ski passes if the number of customers attending is less than the number of ski passes purchased. The resort is not responsible for the possible closure of the accesses to the resort. Once a place has been reserved by purchasing a ski pass, this reservation cannot be cancelled under any circumstances. In the event of partial or total closure of the resort due to weather conditions, the resort will refund the partial amount (difference between standard and reduced ski pass) or the total amount of the ski pass to the same card with which the purchase was made.

IMPORTANT: The parking reservation will not be linked to the availability of ski/snowboard equipment or lessons and will not be a reason for refunding the ski passes purchased.

If any of the customers who book a reduced-price ski pass do not meet the established criteria to benefit from this reduction, they will have to pay the difference between the price of the standard ski pass and the reduced price at the ticket office.

CONDITIONS FOR CONTRACTING THE SHUTTLE BUS SERVICE

1. A place on the bus will only be reserved if payment has been made for the day selected (Saturday or Sunday) of the same week by bank card through the online sales system.
2. It is recommended to take out (purchase?) a ski/snowboard insurance policy for an additional 3,50 € at the online shop at the time of booking. The insurance can only be taken out online, and it is not possible to do it later in person at the resort.
3. The number of customers using this service must coincide with the number of ski passes purchased for the selected day (Saturday or Sunday) through the online shop and in no case may it be more than the number of ski passes purchased.
4. To occupy the seat on the bus, the customer must present to the driver the printed purchase receipt, which proves the purchase of the reserved place and the ski pass. Upon arrival at the resort, the holder of the reservation must present it at the resort's ticket office to collect the ski pass purchased online.
5. It is the customer's responsibility to keep the purchase receipts, as well as the removal and the deletion of the mail and its attached file, to prevent anyone from being photocopied or reprinted fraudulently.
6. Once this service has been contracted, it may not be cancelled under any circumstances, and there will be no right to a refund, nor shall there be any right to a refund of any amount due to causes beyond the control of the resort and/or the bus service.
7. It is the responsibility of the customer to arrive on time at the bus stop before the bus has departed, both in Madrid and at the resort.
8. The resort is not responsible in any case for delays or incidents that may occur during the transfer, such as slow traffic, traffic jams, adverse weather conditions, etc.
9. If the bus service is cancelled, customers will be informed by e-mail of this circumstance and will be refunded of the amount paid to the same bank card used to make the purchase.
10. If, due to weather conditions, the resort has no activity on the selected day (Saturday or Sunday) or the price of the ski pass is reduced, the resort will also refund the total or partial amount of the reservation to the same bank card used to make the purchase.
11. In the event of early closure of the resort due to weather conditions, the bus will bring forward its departure time to one hour after the closure of the facilities on that day.
12. Customers under eighteen are not permitted to travel unaccompanied by an adult.

13. Valdesqui accepts no responsibility for those under 16 years of age who book a place themselves or through a third party and use the service contrary to the prohibition contained in the previous point.

CONDITIONS FOR RESERVING CLASES

1. Lessons are only contracted and booked if payment has been made by credit card in the online payment.
2. To receive the lessons booked online, it is compulsory to formalize the booking by presenting a copy of the receipt of the purchase at our offices at the Ski and Snowboard School Valdesqui half an hour before the contracted time.
3. It is the responsibility of the student to keep the purchase receipts, as well as to delete and eliminate the e-mail and its attached file, to prevent anyone from photocopying or reprinting them fraudulently.
4. It is not permitted to change the number of students once the online purchase has been made.
5. In case of making a reservation for more than one student, it is necessary that the students have the same technical level and age range.
6. Under no circumstances can the time of the hour's class be made up if the pupil does not comply with the starting time of the class.
7. Once the classes have been contracted, they may not be cancelled or changed under any circumstances, except in the case of total closure of the resort due to weather conditions. Only in this case it will be possible to choose a different date of reservation, or a refund of the amount paid.
8. The beginners' classes for children from 3 to 6 years old inclusive, level A, will be individual, as they require personalized attention (API).
9. Valdesqui accepts no responsibility in any case for non-attendance at the lesson due to difficulties of access to its facilities.

CONDITIONS FOR BOOKING A PARKING SPACE AND SKIMO SKI PASS

1. The parking space will be reserved only if the payment of at least ONE SKIMO DAY PASS by bank card in the Valdesqui online sales system.

Day passes will only be valid for the same day.

2. The reservation of a place can only be guaranteed if the vehicle indicated in the reservation coincides with the vehicle used by the clients to go to the resort.

3. On arrival at the resort, customers must present the printed receipt proving reserved parking place and the purchase of the day SKIMO PASS.

4. The resort staff will inform the customer of the reserved place. The same voucher can be taken to the central ticket offices to exchange it for the SKIMO PASS purchased online.

5. It is the customer's responsibility to keep the purchase receipts, as well as to remove the mail and its attached file, to prevent anyone from photocopying or reprinting them fraudulently.

6. Under no circumstances will it be possible to recover the money for the passes if the customers attendance in a lower number than the number of passes purchased.

7. The closure of the accesses is not the responsibility of the resort.

8. Once the parking space has been reserved by means of the online purchase of the SKIMO PASS, this reservation cannot be cancelled under any circumstance (illness, sick leave or any other cause) beyond the resort's control.

9. In the event of total closure of the resort due to weather conditions, the resort will refund the amount paid to the same card used to make the purchase.

The ticket office opening hours are from 8:30 am to 3:00 pm.

11. The SKIMO ski pass can only be purchased online at www.valdesqui.es. It is not possible to purchase it at the ticket offices of the resort.

12. The ski resort staff will be able to request the SKIMO ski pass at any time within the ski area.

If any of the customers who book a SKIMO PASS at a reduced price do not meet the criteria to benefit from this reduction, they will have to pay at the ticket office the difference between the standard SKIMO PASS and the reduced SKIMO PASS price.

CONDITIONS FOR GUIDED SNOWSHOE TOUR

A minimum of 6 to 10 people is required. The activity has a duration of two hours. It includes the necessary equipment for the development of the activity (snowshoes + poles).

For the good of everyone and a good use of the activity, we ask you to make official your reservation at least 30 minutes in advance in our offices of the Ski and Snowboard School.

The guided snowshoe tour is only booked and reserved if payment has been made by credit card in advance at our office.

It is the responsibility of the client to keep the receipts of the purchase, as well as to delete the e-mail and its attachments, to prevent anyone from photocopying or reprinting them fraudulently.

It is not permitted to vary the number of customers once the purchase has been made online.

Under no circumstances can the time of the hour of the activity be recovered if the person or persons do not comply with the timetable of the activity.

Neither the School nor the resort is responsible for any possible closure of the accesses to the resort.

If weather conditions make it impossible to go up to the chairlift, the tour will take the form of a pleasant stroll through the forest that accompanies the Guarramillas stream, a tributary of the Lozoya river.

Once the activity has been contracted, it cannot be cancelled under any circumstances, except the resort is completely closed due to weather conditions. Only in this case will it be possible to choose another booking date or the refund of the amount.