



**LEGADO
DAS ÁGUAS**
RESERVA VOTORANTIM

REGULATION FOR USE OF TICKETS IN THE LEGADO DAS ÁGUAS

By making the purchase, you agree to the terms and conditions of this Ticket Use Policy to access Legado das Águas.

1. Marketed items

Tickets sold at Legado das Águas online store.

2. Terms of Use

Tickets for the activities described in item 1 of this regulation are valid.

The purchase of the ticket does not include additional services such as food, accommodation, extra activities and other consumption on site.

2.1. Ticket validity: the ticket is valid for the date selected at the time of purchase;

2.2. Scheduling the visit: The customer must choose the date of the visit according to the calendar of each activity that will be available at the time of purchase;

2.3. Cancellation: The customer will have up to 7 days after the purchase to request the cancellation, as provided for in article 49 of the Consumer Protection Code. In this case, the refund will be 100% of the amount paid;

2.4. Cancellation: The customer will have up to 7 days after the purchase to request the cancellation, as provided for in article 49 of the Consumer Protection Code. In this case, the refund will be 100% of the amount paid.

No refunds will be made after this period, unless there is a cancellation of the activity by Legado das Águas due to climatic issues or operational problems that prevent the activity from being carried out. In this case, the customer can reschedule or ask for the money back through the email contato@legadodasaguas.com.br.

Legado das Águas also reserves the right to cancel the activity if it does not reach the minimum number of participants for its performance. In this case, the customer will be notified by email or phone within 3 working days before the activity is carried out;

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2.5. Activity rescheduling: The customer can reschedule the activity through the store by accessing the account created for the purchase of the ticket "my account" - "My purchases" <https://loja.legadodasaguas.com.br/categoria-produto/tickets/> up to 3 working days before the date of the activity. If the customer does not show up on the scheduled day and does not reschedule within the established period, the ticket will no longer be valid, unless proof of unforeseeable circumstances or force majeure event that makes it impossible for the customer to attend for the activity, and the customer must inform the Legado das Águas Team, by e-mail contato@legadodasaguas.com.br within 3 days after the event.

3. COVID-19 protocol

During the pandemic of the new Coronavirus (Covid-19), if the visitor cannot join Legado das Águas due to a body temperature above that recommended by health agencies, he will be entitled to a voucher valid for 06 (six) months, to carry out the same activity. To purchase the voucher, the visitor must send an email with the request and order number to contato@legadodasaguas.com.br. The deadline for requesting the voucher is up to 30 days after the date of the cancellation of the visit.

Still considering the pandemic period, Legado das Águas follows the guidelines of the São Paulo Plan for the resumption of activities and, therefore, it may, at any time, go back to the phase having to suspend the visits in accordance with the guidelines of the State Government of Sao Paulo. In that case, customers will be able to reschedule the same activity when visits resume.

4. Operation of activities

Any and all changes that occur in the activities, of any nature (date, time, place, etc.), will be communicated to the customer through an email informed at the time of purchase and through the official channels of Legado das Águas (website and social networks). It is the customer's responsibility to follow up on such notifications and stay informed about the activity that they have chosen.

The service in the official channels is carried out during business hours, from Monday to Friday, through WhatsApp (11) 97278-3855 and on weekends by phone (11) 96907-0589.

5. Activity exchange

The exchange of activity will not be allowed, unless some of the activities are suspended due to unforeseeable circumstances or force majeure events (weather conditions and others). In this case, the customer may reschedule or opt for another activity, limited to the dates available at the Legado das Águas store, requesting the change through the email contato@legadodasaguas.com.br within 30 days after the notice of suspension of the activity chosen.

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