

GENERAL CONDITIONS AND RULES



FORESTAL PARK TENERIFE

I

Before starting the activities, over 18-year-old participants have to fill in the **Terms and Conditions of Participation Document**, which includes personal information, that of under 18-year-old participants, and sign the acceptance of Forestal Park Tenerife Regulation.

II

The amount paid for the entry tickets enables ticketholders to carry out Activities up to **three hours** (about half an hour of training and two and a half hours of activities). If those three hours are exceeded, the correspondent amount will be paid, as indicated on our website and visible in the Reception Area.

III

REQUIREMENTS TO ACCESS THE FACILITIES

- It is obligatory to make a **reservation in advance** via telematics (web, telephone, social media, etc.).
- The signs and/or indications of Forestal Park Tenerife Staff will be always respected.
- Smoking and/or building a fire are prohibited in the entire compound.
- The consumption of alcoholic beverages or any other type of narcotic substances is forbidden within our premises.
- **There is no locker service** and personal belongings will not be kept in Reception. The Company will not be responsible for the loss of damage of personal effect, or any accidents caused by the negligence of the participants.
- To use the **picnic area**, you will have to make a reservation in advance and pay the indicated amount in our Reception Area.



GENERAL CONDITIONS AND RULES



FORESTAL PARK TENERIFE

IV REQUIREMENTS TO ACCESS HIGH COURSES

- **Minimum height:** > 1,10m (3ft 7")
- **Maximum weight:** 110 kg (242,51 lb)
- **Age:** 5 to 69 years old
- **Children under 13 will always be accompanied by an adult:**
 - Children between 5 and 8 years old: accompanied on the high points by one adult every two children.
 - Children between 9 and 10 years old: accompanied on the high points by one adult every five children.
 - Children between 11 and 12 years: they can climb on alone when supervised by an adult in the group who remains in visual contact of the children for the duration of the Activities.
- From 15 years of age, a participant may accompany a child between 5 and 12 years of age acting as a responsible person, if the legal guardian authorizes it and is in the Forestal Park Tenerife facilities during the activity.
- Children under 18 must present the written consent of their parents or guardians to participate in the Activities.
- For the development of the Park courses by groups of under-18 children, the leader designated by the Centre from which they come or the person responsible for the group must hand in a list of all the participants of the group indicating that they have their parents/guardians authorisation. In addition, the person in charge will always be in the Park facilities while your group is enjoying the activities.
- Likewise, a sign with the requirements and rules will be found at the beginning of each course. In this sense, depending on the level of difficulty of the route, participants will have to meet the following height requirements:

LEVEL OF DIFFICULTY	MINIMUM HEIGHT
EASY and MEDIUM	From 1.10m / 3ft 7"
DFFFCULT and EXTREME	From 1.45m / 4ft 9"



GENERAL CONDITIONS AND RULES



FORESTAL PARK TENERIFE

- **Long hair must be tied back or covered.**
- It is compulsory to wear **closed sports shoes that support the foot well and cover the toes.** Flip-flops, sandals, and high heels are not allowed.
- The use of **long trousers** is recommended.
- Use a **long T-Shirt (covering the waist).**
- The use of **sportgloves** is recommended (wash them before and after the activity).
- Avoid wearing earrings, watches, wristbands or piercings.
- Avoid bringing any valuable items. We recommend carrying your personal belongings in a bum bag or small backpack.
- You can use a mobile phone, cameras and/or videocameras, etc. as long as your hands are free for the development of the activity. 'Selfie-sticks' are prohibited.
- Eating or drinking is forbidden on the high courses.
- In case of needing to go to the toilet during the development of the Activities, please ask Forestal Park Tenerife staff to help you to remove and put on the harness.
- If any of the participants presents and previous medical condition or injury that may affect the developments of the Activities, or requires an additional assistance, please notify to Forestal Park Tenerife Staff when making the reservation.
- **Activity not suitable for people with reduced mobility.**
- **Activity not suitable for people with general physical problems.** (e.g., heart disease, breathing problems, etc.). In case of doubt, we recommend consulting your general practitioner/doctor.
- **Activity not suitable for pregnant women.**

V

- Before starting the Activities (*briefing*), Staff members will provide you, in detail, with specific safety rules and will verify the correct compliance of those rules in a test circuit. Still, you should be aware that there are risks, of which you will be informed. These risks are minimised to the maximum by the action protocols.
- You will recognise our staff by their uniform.



GENERAL CONDITIONS AND RULES



FORESTAL PARK TENERIFE

- Access to our high circuits is only possible with our individual protective equipment that Forestal Park Tenerife will put at your disposal once the voucher is purchased. The Company's Staff will equip you in the Equipment Area and will supervise that all safety elements are well adjusted. It is mandatory to keep all the equipment as when adjusted. In case of having to taking it off for any reason, it should be put on again by our Staff.
- Before entering the circuits, participants must go through the pre-briefing and briefing areas. There, you will be instructed by the instructors about the equipment and the safety instructions to following during the route. Once activities have started, the safety equipment must be always attached to the 'continuous lifeline' at the beginning of each circuit and verify that it remains attached until the end of the route.
- It is compulsory for both participants and assistants to stay within the marked paths. It is not allowed to remain under the games or at the final point of the ziplines due to the possible risk of collision.
- During the development of the Activities, there will only be one person per game.
- During the development of the Activities, maximum of two persons can be per platform.
- Individual protective equipment should be in perfect condition at the time of return. In the event of loss or damage of the equipment, the Company may demand payment of its costs.

VI

- Forestal Park Tenerife facilities are located in the **Protected Area of Las Lagunetas, and was created with the idea of respecting the natural environment and sustainability.** Please, collaborate with us and:
 - Make correct use of the bins to throw away your waste.
 - Control water usage in the toilets. Likewise, do not throw papers or waste in the toilet, use the bins.
 - Do not take or damage vegetation (take care of the trees, flowers, etc.).
 - Do not disturb or feed animals.
 - Do not take elements from the forest, they all have their function in the ecosystem.
- The value of the damage caused in the environment and/or the facilities will be claimed to those who cause it.



GENERAL CONDITIONS AND RULES



FORESTAL PARK TENERIFE

VII

- Forestal Park reserves the right to refuse admission and expulsion of those participants who do not comply with the present regulation.
- In the event of sudden weather change (e.g., strong winds and/or heavy rain, electrical storms, fire risk, etc.), the Company reserves the right to evacuate the facility for safety reasons. In that case, a change in the day to carry out the activities will be offered, always subject to availability.
- If the Company considers that the weather conditions are suitable to the development of the activities. The reserved services will not be cancelled or reimbursed, even if it is cloudy or the weather conditions are not completely ideal.
- Forestal Park Tenerife reserves the right to modify or cancel the programmed activities for safety reasons, participants lack of aptitude or forced majeure. In those cases or having the obligation or necessity of cancelling a route for any justified reason, the Company will reimburse the payment to the participants, without any other supplementary compensation.
- Forestal Park Tenerife will not be responsible for possible accidents that may happen during the activity, if the participation conditions have been subject of false declarations or participants have not complied with the provided safety instructions and rules.
- Forestal Park has Civil Liability and Accidents Insurance.
- Forestal Park Tenerife has a first aid kit in its Reception Area.
- The use of the facilities out of the opening hours is strictly prohibited. The misuse of these facilities will be object of report and intervention of the authorities.

BASIC INFORMATION ON DATA PROTECTION

- **Responsible:** The person responsible for the processing of your data is:

FORESTAL NATURE PARK CANARIAS, S.L. – B38951604

Telephone: +34 630 385 742

Web: www.forestalparktenerife.es

E-mail: admie@forestalparktenerife.es



GENERAL CONDITIONS AND RULES



FORESTAL PARK TENERIFE

- **Purpose:**

- The data will be used for management and control of the activities of the recreational park, as well as for those complementary activities that are strictly necessary. It may also be used to contact you if you so authorize and to provide you with relevant information relating to the management of the park.
- If you authorize it, your images may be used to publish them on social networks and/or the website to publicize the activities carried out in the park.
- The data will be kept for the periods of legal prescription and if the person concerned does not revoke consent. However, their revocation will not affect the processing carried out while the authorization was in force.
- If you provide us with data of third parties, you declare that you have their consent and undertake to provide them with the information that we provide in this clause, exempting the entity from any type of obligation. However, we may carry out checks to verify that the third party has been informed by adopting the diligence measures established in the data protection regulations.

- **Legitimation:** We are entitled to process your data based on Article 6.1. a) of the GDPR, which states that the data subject consented to the processing of his or her personal data for one or more specific purposes.
- **Recipients:** The recipients of your data are those collaborating entities when it is strictly indispensable for the execution of the activities of the recreational park, as well as to public bodies obliged by law.
- **Rights:** You may exercise your rights of access, rectification, suppression and opposition, portability and limitation or withdrawal of consent, which may be communicated in the contact details listed in this clause.
- **Additional information:** You can consult the additional and detailed information on data protection on the information posters displayed in our offices or request a copy through admi@forestalparktenerife.es.

Revised in El Rosario (Santa Cruz de Tenerife) on the 14th of September 2023.

