

img WORLDS *OF ADVENTURE*



Park Terms and Conditions

Standard Terms and Conditions

Prepared by: IMG Worlds of Adventure
Operations Division

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Overview

By booking tickets online and entering the park you accept these Terms and Conditions of entry.

By using IMGWOA's website you accept its detailed privacy policy along with Conditions of Use of its website as detailed within this document.

Terms and Conditions of Entry

The health and safety of guests is of utmost importance to IMG Worlds of Adventure theme park (and its owning company, IMG Theme Park LLC) (referred to collectively as "IMGWOA") and IMGWOA remains committed at all times to ensuring that the high standards set by IMGWOA are complied with by all persons visiting IMGWOA.

Entry to IMGWOA will only be allowed to those guests who agree to comply with these Terms and Conditions of Entry ("Entry Conditions"). Guests are requested to assist IMGWOA in ensuring the attractions and facilities remain a safe place to enjoy and have exciting experiences.

In these Entry Conditions, the following definitions shall apply:

Ticket: a valid ticket allowing the holder entry to IMGWOA;

Premises: IMG Worlds of Adventure, City of Arabia or any part of it;

Company: IMG Theme Park LLC

Registered Address:

IMG Theme Park LLC:

City of Arabia

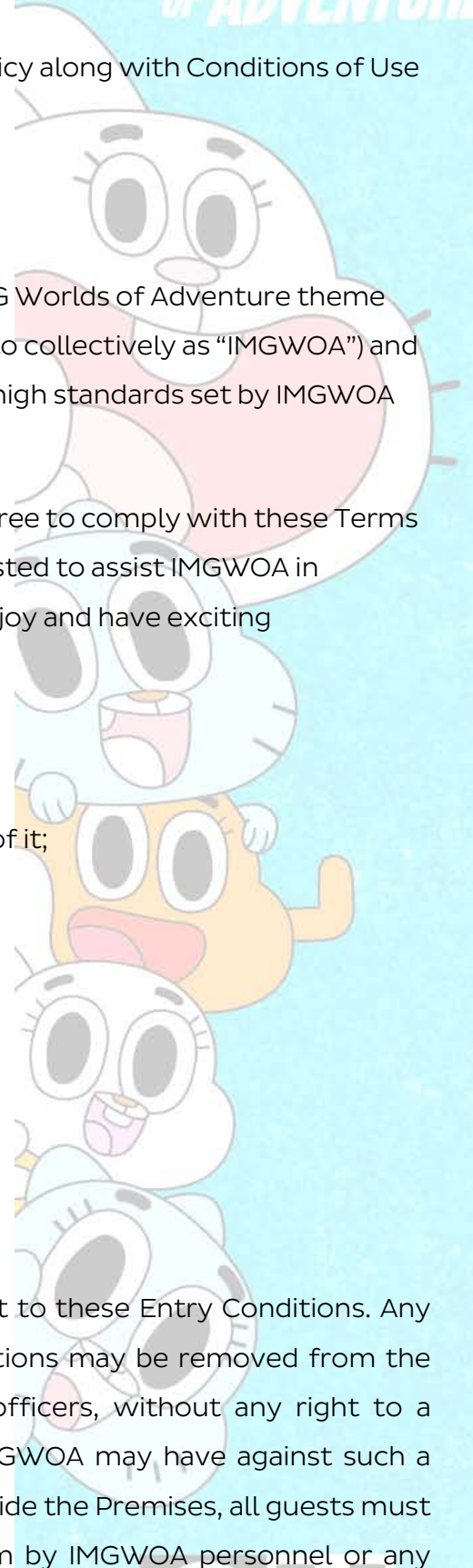
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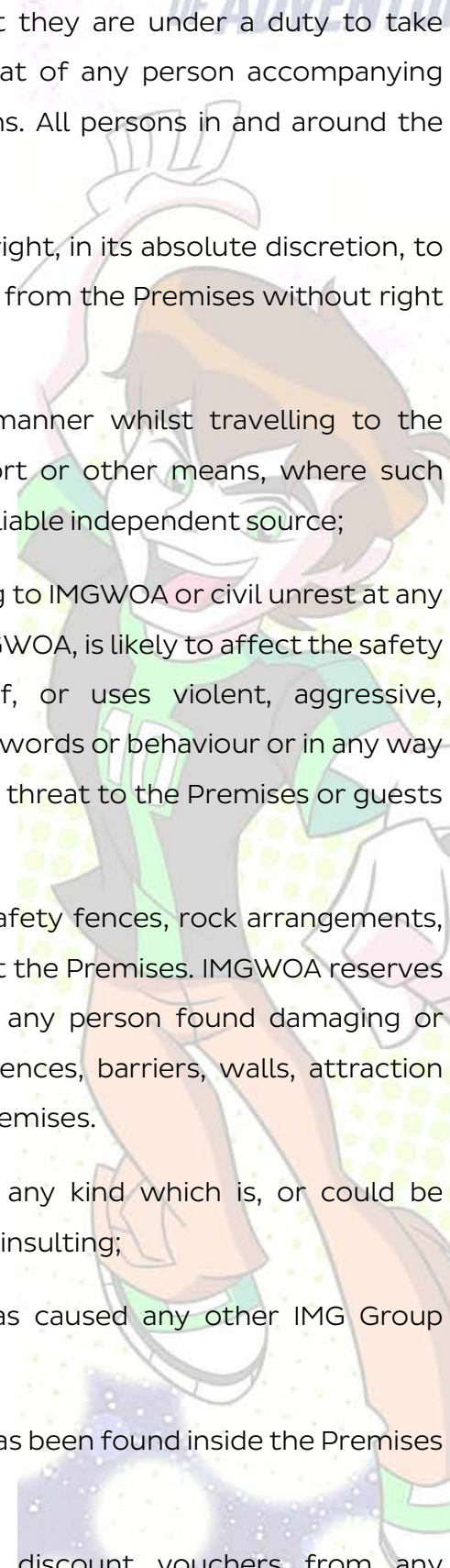
PO Box 114444

DUBAI

United Arab Emirates

1. All persons entering the Premises are admitted subject to these Entry Conditions. Any person who does not comply with these Entry Conditions may be removed from the Premises by IMGWOA personnel, security or police officers, without any right to a refund. This is without prejudice to any claim that IMGWOA may have against such a person or persons arising out of their actions. Whilst inside the Premises, all guests must comply with all reasonable instructions given to them by IMGWOA personnel or any third party instructed on behalf of IMGWOA.



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2. All persons entering the Premises acknowledge that they are under a duty to take reasonable steps to ensure their own safety and that of any person accompanying them, taking into account personal medical conditions. All persons in and around the Premises should behave in a safe manner at all times.
3. IMGWOA, acting reasonably at all times, reserves the right, in its absolute discretion, to refuse admission, prohibit future entry to , or remove from the Premises without right to refund any person who:
- acts in an inappropriate and/or undesirable manner whilst travelling to the Premises whether by bus, taxi, public transport or other means, where such behaviour has been reported to IMGWOA by a reliable independent source;
 - has been convicted of a criminal offence relating to IMGWOA or civil unrest at any IMG Group property, which, in the opinion of IMGWOA, is likely to affect the safety and/or enjoyment of other guests or staff, or uses violent, aggressive, threatening, abusive, discriminatory or insulting words or behaviour or in any way behaves in a manner which, in IMG's opinion, is a threat to the Premises or guests therein.
 - climbs or stands upon fences, barriers, walls, safety fences, rock arrangements, ride structures, exhibits or any other buildings at the Premises. IMGWOA reserves the right to initiate legal proceedings against any person found damaging or defacing any part of the grounds, premises, fences, barriers, walls, attraction structures, exhibits, fabrics or buildings at the Premises.
 - displays any sign or visible representation of any kind which is, or could be reasonably judged to be, threatening, abusive or insulting;
 - has previously acted in any manner which has caused any other IMG Group company to report that individual to IMGWOA;
 - attempts to gain admission to the Premises or has been found inside the Premises without a valid Ticket;
 - has purchased or obtained any tickets or discount vouchers from any unauthorised source; or
 - enters or tries to gain entry to any areas of the Premises where access to the general public / theme park guests is prohibited.

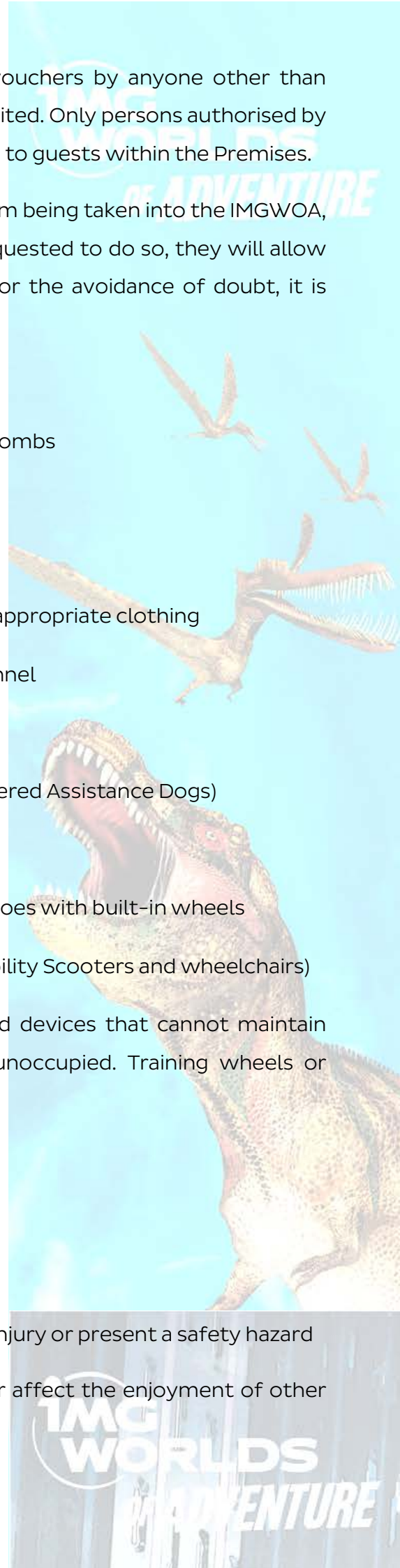
4. For the avoidance of doubt, there will be no refund in respect of pre-booked tickets if admission is refused or the right of admission revoked for any reason referred to above.
5. All persons entering the Premises must pay for admission and/or hold a valid Ticket which has been obtained from IMGWOA, the official website or an authorised third party.
6. No child or children under the age of 12 will be admitted to the Premises unless accompanied by an adult aged 16 years or over and such child or children whilst in the Premises must, at all times, remain under the control or supervision of an adult. IMGWOA reserves the right, in its absolute discretion to change the age restrictions referred to in the Entry Conditions, if any particular circumstances so require in the interests of safety and security.
7. If same day re-entry into IMGWOA is required, the appropriate proof of purchase identifier obtained before exiting the Premises, valid ticket and identifier must be shown at the time of re-entry to gain access again. Tickets must be retained at all times and submitted for inspection if required by IMGWOA personnel.
8. Save as set out elsewhere in the Entry Conditions all Tickets are non-refundable and non-transferable, not for resale and will become automatically void on any transfer whether or not for value.
9. Tickets are not valid for special events or concerts which may attract a separate admission fee.
10. Any exchange or refund in relation to Tickets is at IMGWOA's sole and absolute discretion.
11. Tickets purchased are only valid on the date printed on the Ticket. Please check the IMGWOA operating calendar for opening dates and times.
12. Undated Tickets booked in advance do not guarantee admission to the Premises on a given date, especially during busy times or on specific days when there are special events. If IMGWOA is unable to grant access to a Ticket holder within sixty (60) days of the date specified on the Ticket, then IMGWOA will offer such Ticket purchaser a refund of the price paid for the Ticket which shall not exceed the face value. Please visit www.imgworlds.com for more details.
13. Tickets booked online will be delivered in accordance with the IMGWOA's delivery procedure which is electronic delivery via email.

14. IMGWOA IS PRIVATE PROPERTY. The sale of tickets/vouchers by anyone other than IMGWOA and its authorized distributors is strictly prohibited. Only persons authorised by IMGWOA are permitted to sell or offer for sale any items to guests within the Premises.

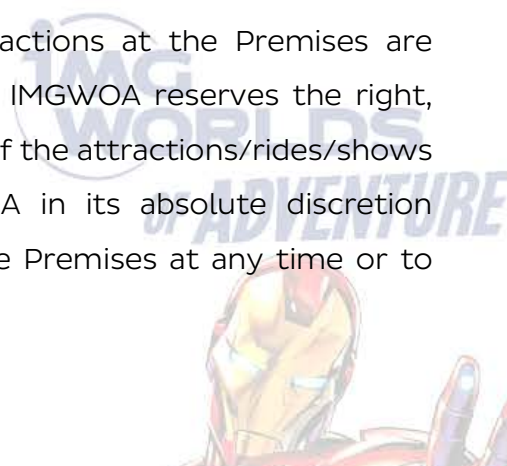
15. To prevent offensive weapons or dangerous articles from being taken into the IMGWOA, guests are admitted subject to the condition that, if requested to do so, they will allow themselves and/or their belongings to be searched. For the avoidance of doubt, it is prohibited to bring into IMGWOA any of the following:

- Weapons of any kind (including ceremonial weapons)
- Explosives including fireworks, pyrotechnics or smoke bombs
- Alcoholic beverages
- Illegal Drugs / Narcotics
- Clothing with offensive language or content or other inappropriate clothing
- Clothing that represents someone as emergency personnel
- Glass bottles
- Animals of any description (with the exception of Registered Assistance Dogs)
- Two Way Radios
- Skateboards. Scooters , Hover boards, Inline skates or Shoes with built-in wheels
- Bicycles or transport devices (with the exception of Mobility Scooters and wheelchairs)
- Wheeled mobility devices with less than 3 wheels and devices that cannot maintain stability and balance when stopped, unpowered or unoccupied. Training wheels or similar modifications are not permitted.
- Folding chairs
- Tripod stands or monopod stands including 'selfie sticks'
- Laser pens/lights
- Any other items which in IMGWOA's opinion may cause injury or present a safety hazard

The throwing of any article which could cause injury or affect the enjoyment of other guests is strictly prohibited.



16. Due to the number of attractions and space occupied by them within the Premises there is limited space and picnics are not permitted on the Premises. Allowances are made for guests with special dietary requirements. Storage facilities are not available for food being brought to the Premises. Guests with special dietary requirements can report to a Guest Relations Host upon arrival for further assistance.
17. Any person found to be in possession of an article deemed to be offensive or dangerous will be immediately removed from the Premises without the right to refund and IMGWOA reserves the right to report such person to the relevant authorities which may lead to prosecution in accordance with the relevant Laws.
18. The consumption of intoxicating liquor is not permitted within the Premises. Accordingly, intoxicating liquor may not be taken into the Premises and any person found possessing alcohol, or who appear to be under the influence of alcohol will be refused admission or will be removed from the Premises without right to refund.
19. The use of illegal substances is strictly prohibited and any person found possessing, using or who appear to be under the influence of illegal substances will be refused admission or will be removed from the Premises without right to refund. IMGWOA also reserves the right to refer such cases to the relevant authority.
20. Guests must be dressed appropriately at all times whilst at the Premises – this includes wearing a top and shoes. If guests are wearing clothing that is indecent or likely to cause offence in any way, they will not be permitted entry. On some rides, guests may not wear stilettos or loose clothing due to health and safety reasons. If, after being requested by the attractions personnel, a guest refuses to dress appropriately, IMGWOA reserves the right to remove such guest from the Premises, without giving a refund.
21. The only transport devices which are permitted within IMGWOA are wheelchairs and mobility scooters.
22. Unnecessary noise (such as that from the use of radio sets and other electrical equipment), or any behaviour likely to cause annoyance to other guests or confusion of any kind is not permitted in any part of the Premises.
23. IMGWOA endeavours to ensure that all rides and attractions at the Premises are available for use by guests on any given day. However, IMGWOA reserves the right, without prior notice, to close and change the availability of the attractions/rides/shows and/or the attraction's/ride's operating hours. IMGWOA in its absolute discretion reserves the right to close the whole or any part of the Premises at any time or to



restrict the number of person having access to guest areas including any rides and attractions. The reason for any closure or restriction provided by this condition may include closure due to capacity, inclement weather, special events or to ensure safety and security of guests, or if IMGWOA at its discretion considers the circumstances so require.

24. For Tickets purchased online or in advance, if the Premises is closed for any of the reasons set out in condition 23, IMGWOA reserves the right to offer substitute tickets for admission to the Premises on an alternative date in substitution for any other form of redress.

25. All rides, attractions, amusements, transport systems and any other facilities located at the Premises must only be used in accordance with IMGWOA's or the relevant operator's instructions.

Photography and Videography

26. Guests are permitted to take photographs and recordings within certain areas of the Premises, provided that these are solely for private use and are not sold or used for any commercial or public purpose. Commercial and/or public recordings must receive, and be able to produce, written authority from the PR and Marketing Department of IMGWOA.

27. IMGWOA may on demand have access to photographs taken and video footage captured by guests on the Premises and may request that certain photographs and/or footage are deleted if they are or are deemed to be offensive or inappropriate to IMGWOA or to other guests on the Premises.

28. Guests must not intentionally photograph and/or capture video footage of any individual without that person's permission and must adhere to all photography/filming restrictions in place from time to time whilst at the Premises.

29. It is strictly prohibited to use cameras, video recording or any other electronic equipment whilst on an attraction within the Premises. IMGWOA reserves the right to remove guests using such equipment from the Premises without refund.

30. From time to time IMGWOA or other authorised parties carry out photography and/or video recording in the Premises, which may feature guests. Entry to the Premises is deemed acceptance of these Terms and Conditions, and guests agree that IMGWOA or any authorised party may use such images in perpetuity in any promotional, advertising



or publicity material in any format whatsoever. Guests further agree that copyright in these materials vests with IMGWOA or such authorised party (as the case may be).

31. CCTV cameras are used to assist in the proper running of the attractions within the Premises. However, IMGWOA does not make any representation as to the extent of coverage provided by the cameras except to state that the installation has been independently certified as compliant to local codes by an authorised consultant to Dubai Police.

Miscellaneous

32. Pets or animals are expressly prohibited on the Premises (except for guide dogs, hearing dogs and registered assistance dogs) and, for the avoidance of doubt, should not be left in any vehicle parked at the Premises. IMGWOA reserves the right to contact any relevant authority in relation to any animals that are left unsupervised or that are found to be in distress.
33. Smoking (including of e-cigarettes) is strictly prohibited at the Premises, save in designated smoking areas identified on the Premises map.
34. All items, belongings and other property brought onto the Premises by guests shall be at such guest's own risk and IMGWOA accepts no liability for the loss or damage to such property. As such, IMGWOA advises that guests do not bring valuables to the Premises. Guests may leave all pushchairs and / or large luggage items at a designated area. Secure lockers are available upon request and subject to a fee and availability.
35. Motor homes, camper vans, caravans or any other vehicle of a similar nature are not permitted anywhere within the Premises including all parking areas and access roads unless express prior permission in writing has been given by a senior manager of IMGWOA . This permission in its original form will need to be produced prior to entry. Photocopies will not be accepted. Any breach of this condition will be deemed to be trespassing and any such vehicle will be removed and the owner shall be responsible for all consequences arising as a result of such removal.
36. Vehicles are parked at the owner's risk. IMGWOA takes no responsibility for damage caused to any vehicle using the car park and access roads; no guarantee is given as to the security of guest's vehicles and/or their contents in the car park.
37. No vehicles are permitted to remain in IMGWOA Premises, parking areas including access roads outside the normal operating hours without the prior express permission of IMGWOA, which IMGWOA may accept or reject in its absolute discretion.

- 38.If any guest or a group of individuals is in breach of any of the Entry Conditions, such guest or group may, at IMGWOA's absolute discretion be denied entry or removed from the Premises without right to refund.
- 39.If Tickets are bought on behalf of other guests (for example, group bookings), the buyer accepts the Entry Conditions on behalf of every guest and shall ensure that the Entry Conditions are followed by each person in the group.
- 40.To ensure that attraction manufacturer restrictions are being adhered to, for the safety and welfare of all IMGWOA's guest a specific policy apply to guests with disabilities including those wearing casts – please refer to the Park Access Guide provided by IMGWOA.

COMPLAINTS

41. When dealing with complaints and disputes, guests can expect IMGWOA to:
- a. listen to the complaint or dispute, provide information, and take all reasonable steps to resolve issues as they arise;
 - b. acknowledge receipt of the complaint or dispute, and allocate a dedicated member of IMGWOA's Guest Relations Team to resolve the issue;
 - c. resolve the issue as quickly as possible and keep guests informed about any progress via a stated preferred method of communication;
 - d. work to establish a resolution that is fair and reasonable;
 - e. inform guests of their right to escalate complaints to the next tier of management;
 - f. follow up on complaints or disputes to ensure that it is resolved; and
 - g. regularly review complaints received from all guests s to improve IMGWOA's business, and update its complaints and disputes resolution policy from time to time.

Conditions of Use of IMGWOA's Website

1. These Conditions of Use relate to IMG Worlds of Adventure theme park (and its owning company, IMG Theme Park LLC) (referred to collectively as "IMGWOA") website located at www.imgworlds.com, (the "Website") and all associated redirection addresses.
2. Users of the Website must be over 18 years of age.
3. IMGWOA endeavours to ensure the information contained on the Website is as accurate as possible. However IMGWOA gives no warranty regarding the Website and/or any materials provided on the Website. IMGWOA does not warrant the accuracy, completeness, currency, or reliability of any of the content or data found on the Website. IMGWOA expressly disclaims all warranties and conditions, including implied warranties and conditions of merchantability, fitness for a particular purpose and non-infringement, and those arising by statute or otherwise in law or from a course of dealing or usage in trade.
4. In particular, IMGWOA endeavours to post up to date and accurate information about its products and services on this Website. All information posted on this site is correct at the time it is posted and is subject to change.
5. Details of rides and attractions are listed on the Website; however, IMGWOA cannot guarantee that all rides and attractions will be available upon guests visit to the Premises. Height restrictions and number of tickets required are also subject to change and can be confirmed upon entry to the Premises.
6. The opening and closing times of the Premises are posted on the Website as an estimate only and IMGWOA may vary the times from time to time at its sole discretion.
7. IMGWOA assumes no responsibility and shall not be liable for any damage to, or virus that may affect the user's computer equipment or other property on account of the user's access to, use of, or browsing on the Website. In no event shall IMGWOA be liable for any injury, or loss, claim, damage, or any exemplary, punitive, direct, indirect, incidental or consequential damages of any kind (including but not limited to lost profits or lost savings) whether based in contract, tort, strict liability, or otherwise, which arises out of or is in any way connected with:
 - a. any use of this Website or content found therein;
 - b. any failure or delay, including, but not limited to, the use of or inability to use any component of the Website;

- c. any performance or non-performance by IMGWOA;
- d. the provision of or failure to provide any services; or
- e. any information, software, products, services related graphics obtained through the Website.

8. Any dealings that the user may have with third parties via the Website are the user's responsibility. Should a dispute arise between a user and any third party due to use of the Website IMGWOA will do its best, but is under no obligation, to assist its resolution and will not be responsible for any loss or damage suffered as a result.

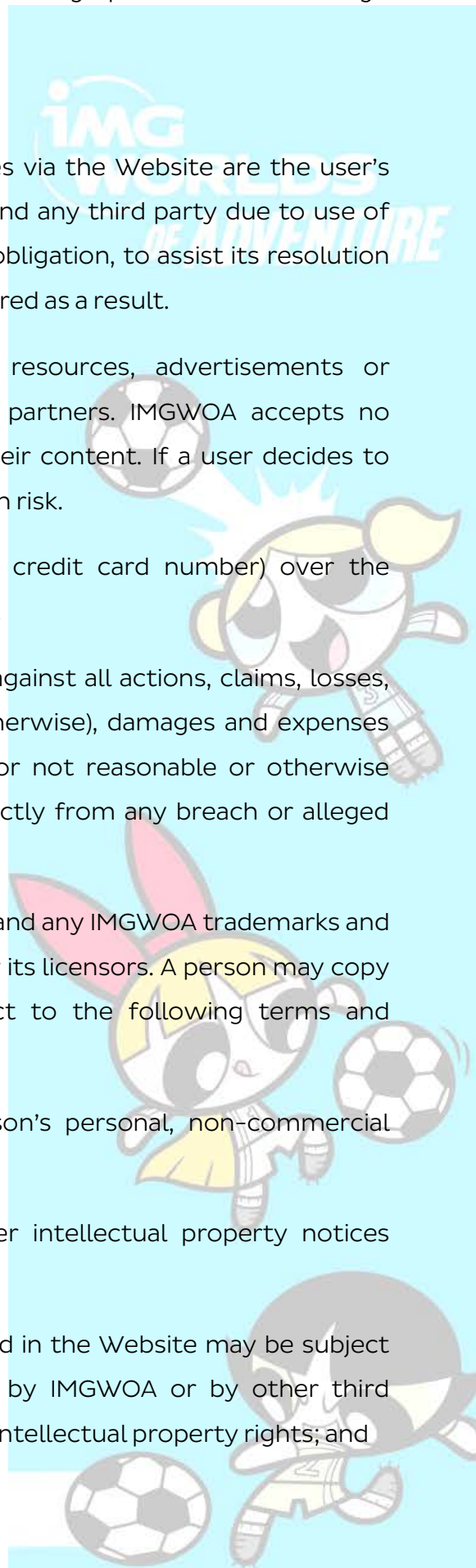
9. IMGWOA may provide links to other web sites, resources, advertisements or sponsorships either directly or through contractual partners. IMGWOA accepts no responsibility for these links and does not endorse their content. If a user decides to access other websites, he or she does so at its/their own risk.

10. IMGWOA transmits sensitive information (such as a credit card number) over the internet, using 128bit Encryption using SSL certification.

11. Users shall indemnify and keep IMGWOA indemnified against all actions, claims, losses, costs (including all legal costs actually incurred or otherwise), damages and expenses that are suffered or incurred by IMGWOA whether or not reasonable or otherwise foreseeable or avoidable which arise directly or indirectly from any breach or alleged breach by the user of any of the Conditions of Use.

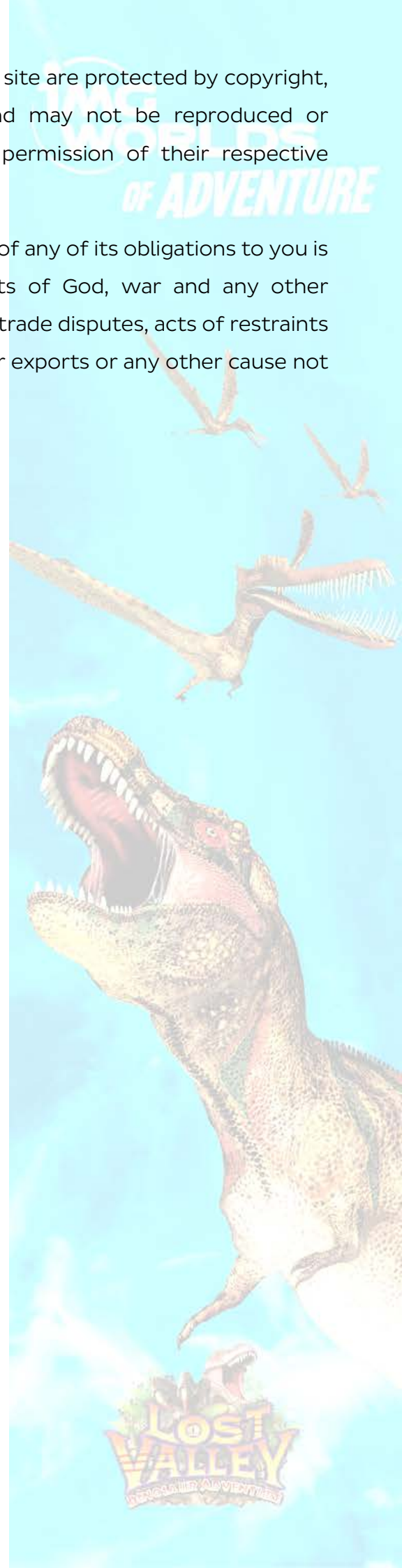
12. The copyright in the material contained in the Website and any IMGWOA trademarks and brands included in that material belongs to IMGWOA or its licensors. A person may copy any part of this material from the Website, subject to the following terms and conditions:

- a. The material may be used only for that person's personal, non-commercial purposes;
- b. the copies must retain any copyright or other intellectual property notices contained in the original material;
- c. the products, technology or processes described in the Website may be subject to other intellectual property rights reserved by IMGWOA or by other third parties. No licence is granted in respect of those intellectual property rights; and



d. images, trademarks and brands displayed on this site are protected by copyright, trade mark and intellectual property laws and may not be reproduced or appropriated in any manner without written permission of their respective owners.

13. IMGWOA shall not be liable to you where performance of any of its obligations to you is prevented, frustrated or impeded by reasons of acts of God, war and any other hostilities, civil commotion, accident, strikes, lock outs, trade disputes, acts of restraints of Government, imposition or restrictions of imports or exports or any other cause not within the reasonable control of IMGWOA.

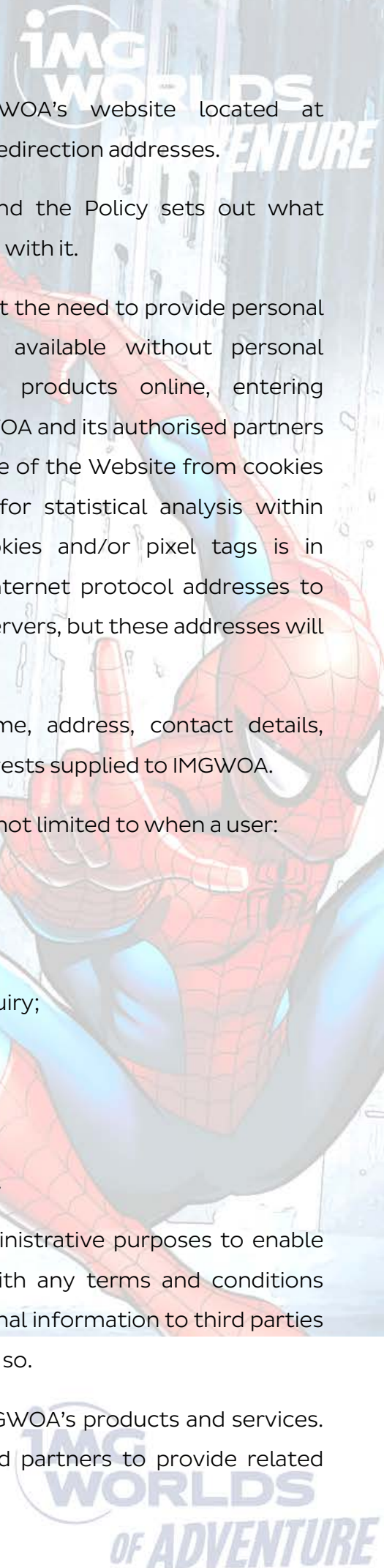


IMGWOA's Website Privacy Policy

1. This Privacy Policy (the “Policy”) relates to IMGWOA’s website located at www.imgworlds.com, (the “Website”) and all associated redirection addresses.
2. IMGWOA is committed to protecting users’ privacy and the Policy sets out what information we collect, how we collect it and what we do with it.
3. Users may access and use aspects of the Website without the need to provide personal information; however, some features may not be available without personal information being provided, for example ordering products online, entering competitions or registering for promotional offers. IMGWOA and its authorised partners may also collect anonymous information about users’ use of the Website from cookies and/or pixel tags. This collected information is used for statistical analysis within IMGWOA’s business. However IMGWOA’s use of cookies and/or pixel tags is in accordance with the Law. IMGWOA may also collect internet protocol addresses to assist to diagnose and rectify problems with IMGWOA’s servers, but these addresses will not be linked to a person’s name or identity.
4. Users’ information refers to the details such as name, address, contact details, credit/debit card details, preferences, specific needs, interests supplied to IMGWOA.

Users’ information is collected in such circumstances but not limited to when a user:

- a. requests information from IMGWOA;
 - b. applies for a job with IMGWOA;
 - c. contacts IMGWOA with regards to any specific enquiry;
 - d. registers with IMGWOA;
 - e. enter a competition; or
 - f. purchases a product or ticket online from IMGWOA.
5. IMGWOA may use such information for reasonable administrative purposes to enable the fulfilment of requests made and in accordance with any terms and conditions applicable. IMGWOA will not sell, distribute or lease personal information to third parties without a user’s permission or a requirement by law to do so.
 6. IMGWOA may use information to provide updates on IMGWOA’s products and services. IMGWOA may share information with carefully selected partners to provide related



products and services but whenever asked for information users will be given the option to opt out and when you are subsequently contacted will be informed how to opt out in the future.

7. No credit and or debit cards details or personally identifiable information pertaining to the use of card payments will be stored, sold, shared, rented or leased to any third parties.
8. User information will be held in ether IMGWOA's (or a third party with whom we have a contractual relationship) secure databases at a secure addresses to prevent unauthorised access. The systems used are configured with data encryption or scrambling technologies and industry standard firewalls.
9. Any user providing information on and for and on behalf of third parties are responsible for ensuring they have permission to do so and must obtain that party's consent and make them aware of this Privacy Policy.
10. A cookie is a small file which asks permission to be placed on a computer's hard drive. Once the file is added it helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to users as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about user preferences. IMGWOA uses traffic log cookies to identify which pages are being used. This helps IMGWOA analyse data about web page traffic and improve the Website in order to tailor it to customer needs. Overall, cookies help IMGWOA provide users with a better website, by enabling IMGWOA to monitor which pages users find or do not find useful. A cookie in no way gives IMGWOA access to the user's computer or any information about the user, other than the data the user chooses to share with IMGWOA. The user can choose to accept or decline cookies. Most web browsers automatically accept cookies, but the users can usually modify their browser setting to decline cookies if they so prefer. The same can be done for the Website. However, this may prevent the user from taking full advantage of the Website.
11. The Website confirms that it does not sell any goods and/or services prohibited under the UAE laws.
12. The Website specifically mentions that merchant requires CVV2/CVC2 verification.
13. IMGWOA regularly reviews its policies and amendments may be made and users' continued use of the Website confirms their consent to the Website to use their information.

