

## General Terms and Conditions – Gift Vouchers – User Side

### 1. Purpose

These general terms and conditions govern the methods of purchase, use and validity of gift vouchers (hereinafter “Vouchers”), which can be purchased on the website [www.gardatrentino.it](http://www.gardatrentino.it) as well as on other portals owned or managed by Garda Dolomiti S.p.A., including – by way of example but not limited to – [rockmaster.it](http://rockmaster.it), [bikefestivalriva.it](http://bikefestivalriva.it), and [aquavita.it](http://aquavita.it) (hereinafter collectively the “Portals”).

The Portals are operated by Garda Dolomiti S.p.A., with registered office in Riva del Garda (TN), Largo Medaglie d’Oro A.V.M., 5 | Tax Code and VAT No. 01855030225 (hereinafter “Garda Dolomiti” or the “Provider”).

### 2. Nature of the Voucher

The Voucher is a bearer, non-nominative entitlement, valid only at Garda Dolomiti info points and/or for services bookable via [gardatrentino.it](http://gardatrentino.it) and the other Portals as per § 1. It is not an electronic payment instrument, credit card, or debit card.

### 3. Types and Values

Gift vouchers are available in €25, €50 denominations and a customizable amount, in digital format and, for specific VIP use, in physical format with dedicated packaging.

### 4. Validity

Unless otherwise specified at the time of purchase, the Voucher is valid for 12 months from the date of issue. After this period, the Voucher is no longer valid and is non-refundable.

### 5. Usage Rules

- The voucher may be used in one or more transactions until the credit is exhausted.
- Remaining credit can be checked at Garda Dolomiti info points.
- To reuse a partially redeemed voucher, the code or QR code must be retained.
- If the Voucher value does not fully cover the chosen service, the user must pay the difference using an accepted payment method.
- The voucher is not exchangeable for cash and does not entitle the user to change.
- It is bearer-based: whoever presents the unique code is entitled to use it.
- Use is subject to availability of the selected experience or service.
- Some experiences may be seasonal or unavailable at certain times of the year.
- It cannot be used to purchase other vouchers.
- It may not be resold to third parties.
- In case of loss, theft, destruction, or improper use by third parties, Garda Dolomiti is not obliged to replace or refund the Voucher.

### 6. User Obligations

The user agrees to use the Voucher in accordance with these terms. Any fraudulent or illegal

use will render the Voucher void, without prejudice to Garda Dolomiti's right to claim compensation for damages.

## **7. Purchase**

Vouchers can be purchased online on [gardatrentino.it](http://gardatrentino.it), on the Portals as mentioned in § 1, at Garda Dolomiti information offices and/or during events where Garda Dolomiti is directly or indirectly involved or sponsors. After completing the transaction, the voucher is sent via email or printed if sold on-site.

## **8. Right of Withdrawal**

In accordance with Italian law (Consumer Code, Legislative Decree 206/2005, Article 52), withdrawal is possible within 14 days from the contract conclusion, unless the voucher has been used (even partially) or personalized. To exercise this right, the user must write to [info@gardatrentino.it](mailto:info@gardatrentino.it), attaching the order and unused Voucher. Refunds are issued within 14 days from receipt of the request.

## **9. Liability**

The Provider is not liable for the loss, theft, or misuse of the Voucher. For issues, users must promptly contact [amministrazione@gardatrentino.it](mailto:amministrazione@gardatrentino.it). The Provider is not liable for errors in data entry by the user during purchase.

## **10. Non-Refundability Post-Purchase**

After 14 days from the purchase, the Voucher is non-refundable, including in cases of:

- expiration and/or subsequent unavailability of the experience
- personal impediments
- organizational issues preventing usage
- possibility of partial usage

## **11. Use with Accommodations (if applicable)**

If the voucher is valid at affiliated accommodations, usage will follow the host structure's General Terms, which may include minimum stay, seasonality, etc.

## **12. Amendments**

The Provider reserves the right to amend these terms at any time by publishing the updated version on the official website.

## **13. Jurisdiction**

All disputes regarding interpretation and/or execution of this contract shall fall under the exclusive jurisdiction of the Court of Rovereto (Trento) in Italy, unless otherwise required by law