

# SAND CITY – PARK REGULATIONS

## 1. PURCHASE OF SAND CITY TICKETS

Entrance tickets to Sand City can be purchased at the venue's ticket office, on our website, on our partners' online platforms and at points of sale throughout the Algarve.

Only official Sand City tickets are accepted at our ticket office, we are not responsible for tickets issued in other places that do not have a commercial relationship with Prosandart, the company that organizes Sand City.

Tickets purchased on our website ([www.sandcity.pt](http://www.sandcity.pt)) give direct access to the venue by correctly reading them on our turnstile or other validation system that is implemented.

However, tickets purchased on our partners' online platforms must be validated at the venue's ticket office.

All tickets must be presented on paper or digitally on a mobile device at the entrance to the venue.

## 2. ONLINE TICKET OFFICE

Sand City is not responsible for any technical problem with our online ticket office.

The discounts given at our online ticket office are exclusively applicable to online purchases, it is not possible to claim them when purchasing tickets directly at the venue's ticket office.

Purchases at our online ticket office can only be canceled 24 hours in advance and for unused tickets.

Tickets purchased at our online ticket office can be used on a different date than the one selected in the purchase process, as long as it is in the same calendar year.

Verification of the use of tickets is carried out through an internal control at the venue's ticket office. Tickets are valid exclusively for the day of the visit.

## 3. DISCOUNT POLICY

No discounts are made without being duly documented through a flyer, voucher, coupon or official discount voucher from Sand City.

Website discounts are strictly attributed to the purchase of tickets online.

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It is not possible to grant the same discount at our physical ticket offices at the venue to visitors who, for whatever reason, whether technical or otherwise, have not been able to purchase tickets online.

For the sale of tickets for children or seniors, it is essential to present an ID that proves age.

Children are understood to be visitors aged between 6 and 12 years and seniors are adults over 65 years of age.

Discounts cannot be accumulated across different campaigns.

## 4. PHOTOGRAPHS

It is allowed to take photographs and film the exhibition with cameras, however Sand City only allows the use of the image collection for private purposes, and its use for other purposes, whether commercial or advertising, is strictly prohibited.

The use of drones is prohibited.

It is forbidden for visitors to film other visitors, and for them to feel uncomfortable with the capture of images. Sand City reserves the right to expel from the park without any refund all visitors who take images of other visitors who do not authorize them.

## 5. CONDUCT

Sand City reserves the right to expel from the premises without refund any visitor with behaviors that compromise the physical integrity, space and comfort of other visitors and that demonstrate an altered mental and/or physical state.

It is strictly prohibited to circulate within the Sand City grounds without clothes, bare-chested or with clothes not suitable for a family space.

## 6. EXHIBIT

It is strictly forbidden for visitors to go beyond the safety zone of the sculptures, which is properly delimited by ropes.

The sculptures are works of art and any damage caused to them will be directly attributed to the visitor responsible for the act, or in the case of a minor, to the adult accompanying him.

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Sand City is an open-air space, so in the event of adverse weather conditions, the organization is not responsible for any lack of technical conditions, or that, for the same reasons, there are changes in the visit schedule.

## **7. REDUCED MOBILITY AND LAPPING BABIES**

Our enclosure is mostly made of sand, which may have some limitations regarding mobility in wheelchairs. We offer people with reduced mobility 30 minutes of use of the Sand City Mobile so that they can comfortably make the visit.

Whenever the visitor exceeds the time allotted, Sand City reserves the right to charge the time exceeded at the rental list price.

Sand City has 3 vehicles and allocation is on a first-come, first-served basis and subject to availability, and there may be some waiting time.

We reserve the right to award Sand City Mobile to people who show visible signs of reduced mobility and who prove it by presenting their disability card.

For people with temporary reduced mobility, we only offer the Sand City Mobile in cases where it is completely impossible to walk.

Regarding babies in arms, since entry is free, we do not offer the Sand City Mobile, but we suggest renting it.

## **8. SAND CITY MOBILE**

The Sand City Mobile can only circulate within the Sand City grounds and it is not allowed to be used with abusive driving that endangers visitors, infrastructure, and the entire exhibition area, including the sand sculptures themselves.

Driving the Sand City Mobile is reserved for people over 18 years of age and its rental is subject to the signing of a liability waiver, and prices can be consulted in our Shop.

## **9. SHOP AND SNACK BAR**

The Sand City Shop and Snack Bar are exclusively available to our visitors, and it is not possible to access any of these areas without purchasing an entrance ticket to the park.

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## 10. FISH SPA

The Fish Spa is an activity that is not included in the entrance ticket, prices being available for consultation in our Shop.

It is not allowed to smoke, eat, drink or use the flash while doing the Fish Spa.

Sand City reserves the right not to allow the use of the Fish Spa by people with any type of skin problem.

The use of this equipment must be accompanied and guided by a member of the Sand City staff.

## 11. CCTV

Sand City is under surveillance by a closed-circuit television, and the image is recorded in order to protect visitors and the site.

## 12. PARKING LOT

Sand City offers a free car park to all its visitors and the opening hours are from 10:00 am until the enclosure closing time.

All vehicles that remain in the park after the enclosure closes are subject to a tow truck being called.

The floor is in beaten earth and filled with gravel, we suggest that you drive with caution, Sand City is not responsible for any damage or theft in the vehicles.