



## TERMS OF USE

1. Classic Experience voucher
2. Gift card with a customizable amount

### Classic Experience voucher

#### How do I use my Experience voucher?

1. The Experience voucher has no expiration date and it is valid for one or more experiences available on the website [www.wonderbox.com](http://www.wonderbox.com), among the offers associated with the selected Experience voucher. Experience Voucher redeemed more than twelve (12) months from the date it was issued will be subject to the current availability of such Experience and might be subject to additional payment. Additional charges not included in the price of the Experience voucher may apply, such as the tourist tax or the “sales tax”, which may be requested to the Beneficiary by the Partner on the day of the Service.
2. It is recommended to check the validity and status of the Experience voucher directly on the website [www.wonderbox.com](http://www.wonderbox.com) and to keep proof of purchase in case of any activation issues. WONDERBOX reserves the right not to process claims from a Beneficiary who acquired their gift box outside the standard WONDERBOX distribution network, in particular if it was purchased directly from a private individual.
3. To make a reservation, we invite you to retrieve your voucher number and security code under “Register My Gift”. Once registered, log in to your account and go to “My Experience Gifts”. Click on “Find or Book Your Experiences” to explore and select your experience(s). To complete the booking, follow the redemption process indicated directly on the experience page.
4. All services are subject to the Partner’s availability. Wonderbox cannot be held responsible for any unavailability on the selected date. It is recommended to make your reservation as early as possible in order to benefit from a wider choice of dates.

Some partners offer availability only during limited periods (for example, excluding weekends, high season, or special Events, etc.), or provide services that are specific to this Experience voucher. If a booking is requested outside the indicated period or outside the included content, the partner may refuse the request or charge an additional fee based on their own pricing policy. The Beneficiary of the Experience voucher may contact the partner directly to request any additional services, subject to the Partner’s own terms and conditions.

For certain bookings made via an online reservation platform, additional charges (beyond those mentioned above) may apply. The application of these charges depends, among other factors, on the seasonality, how far in advance the booking is made, the requested dates, the chosen destination, as well as supply and demand. Details of these additional charges are listed in the partner’s offer on [www.wonderbox.com](http://www.wonderbox.com)

Furthermore, Wonderbox may offer upgraded services not included in the Experience Voucher, subject to an extra cost payable by the Beneficiary.

5. Neither Wonderbox nor the Partner can be held responsible for the loss of the Experience voucher.

6. In the event of non-use, loss, or destruction of the Experience voucher, neither the Purchaser nor the Beneficiary can claim a refund.

7. This Experience Voucher can be redeemed, under certain conditions available on the website [www.wonderbox.com](http://www.wonderbox.com).

### What are the terms for carrying out my Experience?

8. Some experiences are only accessible under certain conditions (physical, weather-related, technical, or other). Some experiences are reserved for adults or may be unsuitable for pregnant women. These conditions are generally indicated for each experience, but it is advisable to check with the Partner when making a reservation. Partners reserve the right to refuse the requested experience or to reschedule the booking if the required conditions are not met.

9. Minors are not permitted to consume any alcoholic beverages included in the services. Only the drinks specified in the Experience voucher are included in the services.

10. No cancellation or postponement of the reservation will be accepted. However, some Partners may agree to accept a cancellation or modification of the reservation. In that case, we invite you to contact them directly to find out the applicable terms.

11. The experiences do not include transportation to the Partner's meeting location, nor an Internet subscription when selecting your experience on [www.wonderbox.com](http://www.wonderbox.com).

12. The visuals and offers presented are for illustrative purposes only and do not necessarily represent the actual offers included in the Experience Voucher. The classification (number of stars, etc.), the content of the services, and the list of partners are valid as of the day the Experience voucher are printed or issued. The services accessible through this Experience voucher may evolve over time (in terms of quantity, content, etc.). The definitive list of services is the one published on [www.wonderbox.com](http://www.wonderbox.com)

Some Experience voucher may offer stays abroad and all US.13. Reselling tickets, obtained through the Gift Box, to others may be subject to resale restrictions, either under the law, or due to the commercial conditions of the ticket issuer. This may include a formal prohibition, or restrictions, such as the requirement to resell through specific platforms or the prohibition of resale above the ticket's face value.

## Gift card with a customizable amount

### How do I use my Gift card with a customizable amount?

1. The Gift card with a customizable amount has no expiration date and it is valid for one or more experiences available on the website [www.wonderbox.com](http://www.wonderbox.com), among the offers associated with the selected Gift card. The Gift card with a customizable amount redeemed more than twelve (12) months from the date it was issued will be subject to the current availability of such Experience and might be subject to additional payment. Additional charges not included in the price of the Gift card may apply, such as the tourist tax or the “sales tax”, which may be requested to the Beneficiary by the Partner on the day of the Service.

2. It is recommended to check the validity and status of the Gift card directly on the website [www.wonderbox.com](http://www.wonderbox.com) and to keep proof of purchase in case of any activation issues. WONDERBOX reserves the right not to process claims from a Beneficiary who acquired their gift box outside the standard WONDERBOX distribution network, in particular if it was purchased directly from a private individual.

You must first exchange the value for a product available in the Wonderbox catalog. Add your selected product to the cart and complete checkout. Using the new voucher(s) received by email, you can then follow the standard redemption steps for that product.

3. If the Gift card is not used, lost, or destroyed, neither the purchaser nor the beneficiary shall be entitled to any refund.

4. This Gift card is neither exchangeable.

### How do I use my e-voucher ?

5. Once the activity has been chosen, to make a reservation, the Beneficiary should use the contact details provided on the Partner’s page on [www.wonderbox.com](http://www.wonderbox.com) or on their e-voucher, or the process indicated on the website. The Beneficiary may contact the Partner directly to add any additional services, according to the Partner’s terms and conditions

6. All services are subject to the Partner’s availability. Wonderbox cannot be held responsible for any unavailability on the selected date. It is recommended to make your reservation as early as possible in order to benefit from a wider choice of dates.

Some partners offer availability only during limited periods (for example, excluding weekends, high season, or special Events, etc.), or provide services that are specific to this Gift card. If a booking is requested outside the indicated period or outside the included content, the partner may refuse the request or charge an additional fee based on their own pricing policy. The Beneficiary of the Gift card may contact the partner directly to request any additional services, subject to the Partner’s own terms and conditions.

For certain bookings made via an online reservation platform, additional charges (beyond those mentioned above) may apply. The application of these charges depends, among other factors, on the seasonality, how far in advance the booking is made, the requested dates, the chosen destination, as well as supply and demand. Details of these additional charges are listed in the partner’s offer on [www.wonderbox.com](http://www.wonderbox.com)

Furthermore, Wonderbox may offer upgraded services not included in the Gift card, subject to an extra cost payable by the Beneficiary.

7. The Partner may ask the Beneficiary to send their e-voucher in order to confirm the reservation. It is strongly recommended to send it with acknowledgment of receipt. Neither Wonderbox nor the Partner can be held responsible for the loss of the e-voucher.

8. The e-voucher generated from this Gift card can be exchanged during its validity period, in accordance with the conditions available on the website [www.wonderbox.com](http://www.wonderbox.com)

### **What are the terms and conditions for using the service included with my e-voucher?**

9. Some experiences are only accessible under certain conditions (physical, weather-related, technical, or other). Some experiences are reserved for adults or may be unsuitable for pregnant women. These conditions are generally indicated for each experience, but it is advisable to check with the Partner when making a reservation. Partners reserve the right to refuse the requested experience or to reschedule the booking if the required conditions are not met.

10. No cancellation or postponement of the reservation will be accepted. However, some Partners may agree to accept a cancellation or modification of the reservation. In that case, we invite you to contact them directly to find out the applicable terms.

11. The experiences do not include transportation to the Partner's meeting location, nor an Internet subscription when selecting your experience on [www.wonderbox.com](http://www.wonderbox.com)

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Some Gift card with a customizable amount may offer stays abroad and all US.

13. Reselling tickets, obtained through the Gift Box, to others may be subject to resale restrictions, either under the law, or due to the commercial conditions of the ticket issuer. This may include a formal prohibition, or restrictions, such as the requirement to resell through specific platforms or the prohibition of resale above the ticket's face value.

14. Minors are not permitted to consume any alcoholic beverages included in the services. Only the drinks specified in the Gift card are included in the services.