

GENERAL CONDITIONS FOR ACTIVITIES AND EXPERIENCES **DEDICATED TO THE RANGE ROVER ALPINE EXPERIENCE**

Article 1 – Object

These General Conditions set out the terms and conditions under which Jaguar Land Rover Austria GmbH, Fasaneriestraße 35, 5020 Salzburg, e-mail: concierge@rangeroverevents.eu (hereinafter, “**Jaguar Land Rover Austria**”), offers services and/or events (hereinafter, ‘**Activities and Experience**’) related to the Range Rover Alpine Experience, from January 20 to February 14, 2026, following a special invitation from Jaguar Land Rover Austria or after registering on the dedicated website (hereinafter, the ‘**Guests**’).

Article 2 - Booking of Activities and Experiences

The Activities and Experiences offered and described on the relevant website (hereinafter, the ‘**Website**’), have been the subject of negotiations between Jaguar Land Rover Austria and certain service providers selected by Jaguar Land Rover Austria itself (hereinafter, the ‘**Service Providers**’).

Guests may book their Activities and Experiences through the Website accessible at <https://jlrform.portalejlr.at/experience/2026-range-rover-alpine-experience/calendario/>

As the number of slots for each Activity and Experience is limited, bookings are available according to the number of slots predefined by Jaguar Land Rover Austria (hereinafter, the ‘**Availability Threshold**’). In the event that the Availability Threshold is exceeded, (i) each excess Guest will be placed on a waiting list and (ii) Jaguar Land Rover Austria will notify each excess Guest that the waiting list has been moved.

Activities and Experiences are provided to Guests either free of charge or upon payment of a fee, as applicable.

2.1 – Complimentary Activities

Reservation is mandatory for Activities offered free of charge.

The complimentary nature of an Activity is indicated on the Website. No payment is required from Guests at the time of booking.

2.2. - Paid Activities and Experiences

For paid Activities and Experiences, each Guest is required to pay a fee when booking the Activity or Experience in which they wish to participate.

The reservation is considered finalised on the date of actual payment of the fee, in accordance with the procedures set out on the Website. Every completed reservation is marked with the status ‘Confirmed’.

Each Guest who makes a reservation shall receive an e-mail confirming the completion of the reservation.

All invoices issued by Jaguar Land Rover Austria in relation to the paid booking of Activities and Experiences at the Range Rover Alpine Experience will be retained by PTM GROUP SRL via the ‘Stripe’ form for the 10 (ten) years following their issue.

Article 3 - Payment Terms

Payment of the fee for participation in an Activity or Experience must be made exclusively online by credit card. The accepted credit cards are CB, Visa, Eurocard/Mastercard. The transaction is immediately debited from the Guest's bank account associated with the credit card used for payment following verification of the Guest's details and receipt of the debit authorisation.

Payment by credit card is irrevocable. By entering the required information, the Guest confirms that he is the owner of the credit card and that the name appearing on it corresponds to his own.

Once the Guest has entered his/her credit card details on the page of the Website dedicated to payment for participation in an Activity or Experience, the Guest authorises Jaguar Land Rover Austria, or any Service Provider acting on its behalf, to debit his/her bank account associated with the credit card used an amount equal to the amount due, including VAT.

Jaguar Land Rover Austria shall remain solely and exclusively responsible to the Guest in relation to the provision of the Activity and/or Experience sold and/or for any matters relating to the organisation thereof, except for events beyond its reasonable control.

If the charge of the fee payment is not successful, the purchase of the reservation for the desired Activity or Experience is immediately discontinued and, consequently, any reservation cancelled.

Online payments are made through the "Stripe" form. Jaguar Land Rover Austria has instructed PTM GROUP SRL to collect on its behalf the amounts due against Activities and Experiences' reservations and to issue the corresponding invoices.

Jaguar Land Rover Austria remains the sole and exclusive party responsible to the Guest in connection with the provision of Activity and Experience sold and/or for any matter pertaining to related organizational matters, except for events beyond its reasonable control.

Article 4 - Cancellation and Withdrawal

4.1 – Cancellation

4.1.1 - By Jaguar Land Rover Austria

In the event of cancellation, by Jaguar Land Rover Austria, of Activities or Experiences, Jaguar Land Rover Austria shall refund to the Guest the full amount paid for the booking of Activities and Experience no later than 14 (fourteen) days after the cancellation.

4.1.2 - By the Guest

Without prejudice to Article 4.2 below, the cancellation of the booking of a paid Activity or Experience at the Guest's initiative shall result in the refund of the sums paid to Jaguar Land Rover Austria under the following conditions:

i) refund of up to 100 per cent (one hundred per cent) of the sums paid if the cancellation is made within 14 (fourteen) days prior to the date of the Activity or Experience; and

ii) **no refund if cancellation occurs less than 14 (fourteen) days before the date of the Activity or Experience.**

In the event of a cancellation due to force majeure, the Guest shall provide documentation supporting the existence of the force majeure event.

Cancellation of a booking to an Activity or Experience must be made by the Guest via email to the following address: concierge@rangeroverevents.eu

For the purposes of cancelling a booking to an Activity or Experience, Jaguar Land Rover Austria will take into account the date of receipt of the email sent by the Guest.

Jaguar Land Rover Austria will make the refund, through its Service Provider, within 14 (fourteen) days, to the Guest's bank account to which the credit card used to make the payment is associated.

4.2 - Withdrawal

There is no right of withdrawal for an Activity or Experience booking. However, if the Guest is acting as a 'Consumer', these General Terms and Conditions are subject to the provisions of Legislative Decree No. 206 of 6 September 2005 (hereinafter, the '**Consumer Code**'), and the Guest may exercise the right of withdrawal from the booking to an Activity or Experience, within 14 (fourteen) days from the completion of the Activity or Experience.

Should the Guest exercise the right of withdrawal, Jaguar Land Rover Austria shall make the refund, through its Service Provider, within 14 (fourteen) days, to the Guest's bank account to which the credit card used for the payment of the reservation fee is associated.

Article 5 - Complaints

In the event of a complaint, the Guest may contact Jaguar Land Rover Austria at the following:

- (i) e-mail address, concierge@rangeroverevents.eu; or
- (ii) telephone number, +39 3661907369; or
- iii) postal address, Jaguar Land Rover Austria GmbH, Fasaneriestraße 35, 5020 Salzburg.

Article 6 - Applicable Law and Jurisdiction

These General Terms and Conditions are subject to Austrian law.

The Court of Salzburg shall have exclusive jurisdiction for disputes relating to the General Terms and Conditions. However, should the Guest act in the capacity of 'Consumer', these General Terms and Conditions shall be subject to the provisions of the Consumer Code, and disputes relating to the General Terms and Conditions shall fall under the exclusive jurisdiction of the court of the place of residence or domicile of the consumer.

Article 7 - Final Dispositions

Should individual provisions of these General Terms and Conditions be invalid, this shall not affect the validity of the remaining provisions. The other provisions of these General Terms and Conditions will remain in full force and effect and will continue to be binding and enforceable.

Jaguar Land Rover Austria reserves the right to amend these General Terms and Conditions at any time by publishing them on the Website.