

Internal Regulations of "Don Florito Sports Complex"

1. **Objective:** The present internal regulations aim to establish the rules and conditions for the use of the "**Don Florito Sports Complex**", for the rental of courts, pools, and barbecue areas. These internal regulations are mandatory for all users of the sports complex.

2. **Schedule of services:**

- **Schedule:** The complex will be available for use during the following hours: Tuesday to Sunday from 9:00 AM to 7:00 PM.
- **Schedule modifications:** The schedule can only be modified by the administration of the sports complex.

3. **Service reservations:**

Users wishing to use the services must make a prior reservation through the means established by the administration of the sports complex (website and corporate email). The reservation will be confirmed by these same means or by the sports complex administration to be valid.

4. **Rental payment:**

The rental payment for the reservations will be made according to the values established by the administration of the sports complex. Payment must be made before the start of the use of the services.

5. **Cancellation policies:**

Reservations can be canceled by the customer, and these will have three types of refunds:

- 100% refund: Up to 24 hours after making the reservation or in case of internal problems.
- 50% refund: Up to one week before the agreed reservation date.
- No refund: 72 hours before the agreed reservation date.

Every refund must be issued via email (contacto@donflorito.cl) or phone (+56 9 9527 8783)

6. **Use of the services:**

Users who use the services must comply with the following rules:

- Use appropriate sports shoes and clothing for the sport on the according fields.
- Do not enter the sports complex with alcoholic beverages or drugs.
- Do not enter the sports complex with pets.
- Do not enter with items that may damage the services.
- Respect the instructions of the administration and security personnel.
- **Emergency procedures in case of accidents or injuries within the sports complex:** In case of accidents, the security personnel or administration must be

informed to take necessary measures. Users must have their own medical insurance.

- **Regulation of music and permitted noise on the premises:** Loud music is not allowed in common areas. Users must respect quiet hours if required.
- **Regulation of services offered by the sports complex:** Tournaments and sports events can be organized upon request and payment of the service.
- **Street vending:** All street vending or external sales of the fields and sports complex are prohibited. If there is any, they will be expelled from the sports facility.

7. User responsibilities:

Users will be responsible for the following aspects:

- **Security:** The safety of all users must be ensured at all times. Therefore, the use of objects that may cause harm to others, such as sharp objects, weapons, or fireworks, is not allowed. In addition, all traffic signs and speed limits in the facilities must be respected.
- **Punctuality:** Users are expected to arrive on time. If they arrive late, they will be allowed to play the remaining time of their reservation, but they will not be allowed to extend their time on the field; otherwise, they will be expelled.
- **Common areas:** Users must respect common areas such as barbecue areas, bathrooms, changing rooms, and fields. They must be left clean and tidy after use. Smoking or consuming any drugs within the "**Don Florito Sports Complex**" area is not allowed. If a user is caught committing an illegal act on the premises, they will be expelled, and the corresponding authorities will be notified if necessary.
- **Conduct:** Users must behave appropriately and respectfully towards other users and sports complex staff. Harassment, intimidation, or violence of any kind is not allowed. In case any of these occur, users will be expelled from the facility.
- **Responsibility:** Users are responsible for their own safety and well-being while using the facilities of the sports complex. The facility is not responsible for damages, injuries, or theft of belongings while using the facilities. In case of damage to the facilities or sports equipment, the user must pay for the repair or replacement.
- **Compliance and sanction:** Users who do not comply with these internal regulations may be expelled from the "**Don Florito Sports Complex**" without refund.



Non-compliance with any of these rules may result in sanctions, which may include the prohibition of using the facilities in the future or the cancellation of reservations. Users must comply with these established rules at all times.

Let's take care of Don Florito!

