



STATE SECRETARIAT FOR INFRASTRUCTURE AND ENVIRONMENT

ANNEX IX - TICKETING POLICY



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1. GENERAL PRINCIPLES

The Government of the State of São Paulo, as the GRANTING AUTHORITY, has established as a premise of its Parks and Environmental Assets Concession Program the promotion of an environment of price freedom so that the CONCESSIONAIRE may develop the CONCESSION's capabilities during the term of the CONTRACT under its responsibility.

Thus, it is established that, during the CONCESSION TERM, and as a way to promote the amortization of the STARTING MINIMUM INVESTMENT and ADDITIONAL INVESTMENTS that may be made, based on the TERM OF DELIVERY OF THE PUBLIC ASSET, the CAMINHOS DO MAR CONCESSIONAIRE shall have the right to freely earn REVENUES for the exploitation of the CONCESSION, and it is certain that, in relation to the collection of TICKETS from USERS through the Ticket Office, the free price regime shall observe the following:

- I. avoid charging abusive prices that may alienate USERS from the park;
- II. compliance with the provisions of the CONCESSION CONTRACT;
- III. maintenance of the service levels stipulated in ANNEX VII;
- IV. the satisfaction level of CAMINHOS DO MAR's USERS; and
- V. compliance with the Policy of Exemptions, Gratuities and Half-Price Tickets, applicable only to ticket office TICKETS, established hereunder.

2. GUIDELINES

In addition to the provisions of the CONTRACT and other ANNEXES, the CONCESSIONAIRE shall observe the following guidelines when defining the value of the TICKETS:

- I. have a physical ticket office facility to be installed at USERS' access points in the CONCESSION AREA, as established in ANNEX III, without adversely affecting the additional availability of digital means of acquisition that it deems appropriate in its commercial model;
- II. make public the Ticketing Policy in force by using visual communications instruments in the physical points of sale available in the CONCESSION AREA, in CAMINHOS DO MAR entrances and in the other virtual environments in which TICKETS are sold;
- III. respect the limits and conditions imposed by the MANAGEMENT PLAN;
- IV. meet the purposes for using the asset, as established by State Law No. 16,260 / 2016;
- V. watch over the quality of the services provided in the CONCESSION area;

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- VI. maintain a visitation data management system, providing the GRANTING AUTHORITY, on a monthly basis, and within up to five working days after the end of the reference month, with information regarding full-price admissions, half-price admissions, as well as exemptions, as established in ANNEX II;
- VII. uphold the potential ways of using the assets granted under the CONCESSION;
- VIII. respect the ability to use CASH-GENERATING UNITS, as well as the life cycle of CONCESSION ASSETS;
- IX. evaluate USER satisfaction;
- X. consider services that offer different types of visitation experiences to the USER, including aspects of accessibility for People with Disabilities;
- XI. promote environmental education, leisure and culture; and
- XII. encourage cycling tourism, considering the stretch of the plateau of Highway SP-148, where there is already recurrent use of this activity, making it possible, depending on the case, to evaluate the possibility of other sections and uses for bicycles, in addition to other leisure activities (skateboards and scooters, among others).

3. TICKETING POLICY

In light of the importance of CAMINHOS DO MAR to the Atlantic Forest Biome and to the State of São Paulo and its population, in preparing its Ticketing Policy, the CONCESSIONAIRE shall reconcile the price freedom set forth in the CONTRACT with the provisions in the table-summary below:

TARIFF EXEMPTION	HALF-PRICE TICKET	TARIFF EXEMPTION ONE SUNDAY PER QUARTER
Children up to 3 (three) years old.	Children from 3 (three) to 14 (fourteen) years old.	Persons registered with <i>Bolsa Família</i> , upon presentation of a <i>Bolsa Família</i> card, or equivalent income transfer program.
Students and their teachers, from public system pre-schools, elementary and high schools, on working days, during field trips, by prior appointment.	Students, Seniors, People with Disabilities and youth from 15 (fifteen) to 29 (twenty-nine) years old proven to be underprivileged, as established by Federal Law 12.933/2013.	Public system pre-school, elementary and high school students, and up to two guardians.
Scientific researchers at work.		Person with Disabilities and a companion.

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4. ON THE TICKET EXEMPTION ONE SUNDAY EACH QUARTER

When preparing its Ticketing Policy, the CONCESSIONAIRE shall, every year, one Sunday per quarter, open visitation of CAMINHOS DO MAR to USERS who enjoy the Sunday TICKET exemption mentioned in the summary table of the previous item, also abiding by the following conditions:

- I. make the calendar available, in the first week of each year, to the GRANTING AUTHORITY, informing the choice of the four dates on which CAMINHOS DO MAR shall be opened to the visitors referred to in this item;
- II. make available, in a clear and accessible manner, information regarding the tariff exemption on one Sunday per quarter to USERS at CAMINHOS DO MAR's physical points of sale;
- III. make the information regarding the tariff exemption available on one Sunday per quarter to USERS on the CAMINHOS DO MAR website and on other virtual means of marketing TICKETS made available, or whose sale has been authorized by the CONCESSIONAIRE; and
- IV. carry out entrance controls for USERS who enjoy the exemption benefit referred to in this item.

On these specific Sundays, during which this service should be prioritized, information about the operational capacities of the existing equipment and services, as well as the operation of the attractions, shall be made available.

5. ON THE CONCESSIONAIRE'S REVENUE

In addition to the TICKET to be charged to USERS during the CONCESSION TERM, the CONCESSIONAIRE may pay itself through the direct or indirect operation of the other CASH GENERATING UNITS located in the CONCESSION AREA, as well as through other assets and rights related to CAMINHOS DO MAR, as set forth under the CONTRACT and ATTACHMENTS, observing the following:

- I. the REVENUE resulting from exploitation of such activities shall be deposited by the CONCESSIONAIRE in the CENTRALIZER ACCOUNT, in accordance with the provisions in ANNEX X;
- II. the performance of the activities that generate REVENUE shall not impair the quality of the provision of the object of the CONTRACT;
- III. contracting for the purpose of indirect exploitation of CASH GENERATING UNITS shall comply with the POLICY FOR TRANSACTION WITH RELATED PARTIES prepared by the CONCESSIONAIRE;

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- IV. the collection or exploitation of REVENUE cannot contravene the purposes of using the GRANTED ASSET, as set forth under article 4, paragraph 1, item 1, of State Law No. 16.260/2016, and in the AGREEMENT;
- V. the finding of any operations aimed at reducing REVENUE by the CONCESSIONAIRE shall result in the use, by the GRANTING PARTY, of other ways of determining the basis of calculation, which shall be influenced by the rates inherent to the collection of VARIABLE CONCESSIONS and INSPECTION COSTS, notwithstanding application of penalties set forth under the CONTRACT and ANNEX XVI, as well as administrative, civil and criminal liability of those held responsible;
- VI. the CONCESSIONAIRE shall make the GRANTING AUTHORITY aware of agreements signed for purposes of indirect exploration of REVENUE, informing, when applicable, the pertinence of its signature as an intervening party in the adjustment; and
- VII. the CONCESSIONAIRE shall adopt all necessary measures so that, at the end of the CONCESSION TERM, the assets and rights for which REVENUE is exploited are delivered free and unobstructed to the GRANTING AUTHORITY.

The CONCESSIONAIRE shall take on the risks resulting from the frustration of expectations, or from failures related to the exploitation of REVENUE within the CONCESSION TERM, such that this fact cannot be invoked before the GRANTING AUTHORITY for purposes of revising the CONCESSION CONTRACT or its economic and financial rebalancing, unless arising from an event whose risk is allocated in the CONTRACT to the GRANTING AUTHORITY.