

Terms and Conditions Pandora Origenes

Events

Our events are held according to the days in which shows are published on the website www.pandoraorigenes.com. Each published event /show takes place at 21:30 hrs. until 23:30 hrs. To access to the event / show, it's necessary to show up at least 30 minutes in advance at the main entrance of Pandora.

Pandora Location: Kilometro 102 de la carretera Cuatro Ciénegas - San Pedro, Coahuila, Mexico.

Show Access

Ticket holders must present the ticket confirmation either it's printed version or it's digital version to have access. In case of presenting a ticket that has already been previously registered, it will not be possible to enter the event. The ticket holder must be at the entrance at least 30 minutes prior to the start of the performance. Upon entering, Pandora Origenes staff will place a bracelet on each ticket holder, depending on the color will be the type of ticket purchased. The ticket holder must always keep the bracelet on, in case of removing it, Pandora Origenes staff may request the removal of the person from the facilities.

Entry with food or drinks is now allowed.

Access will not be allowed to people who are under the effect or influence of any drug or alcohol.

Pandora Origenes reserves the right of admission.

Cost per ticket

The cost of each ticket will be the one stipulated in the purchase summary of each event.

Children under 6 years old will have a free access to the show.

Children tickets. – refers to the cost of people under 12 years of age.

Adult tickets.- refers to the cost of people over 12 years old.

What does my ticket include?

Each ticket includes Access to the show and depending on the type of ticket includes the following:

Children's Ticket 1 (kids between 6 and 12 years old): show + children's menu + *2 soft drink + dessert + access to purchase products at the snack bar.

Children's Ticket 2 (kids between 6 and 12 years old): show + access to purchase products at the snack bar.

Children's Ticket 3 (kids between 0 and 6 years old): show + access to purchase products at the snack bar.

Adult Ticket 1: show + 5-course dinner + *4 wine glasses + *3 soft drinks + access to purchase products at the snack bar.

Adult Ticket 2: show + 5-course dinner + *3 soft drinks + access to purchase products at the snack bar.

Adult Ticket 3: show + access to purchase products at the snack bar.

*Wine. – refers to table wine glasses.

*Soft drinks. – refers to soft drinks, lemonade, flavored water, coffee or tea.

Alcoholic Beverages

Wine and alcoholic beverages will only be served to persons of legal age (18 years) and if confirmation of age is required, the diner must identify themselves with the presentation of an official identification (IFE / INE, License and / or Valid passport). If it's not possible to present said identification, Pandora Origenes is released from the responsibility of serving said drinks.

What does my ticket not include?

The entrance to the event does not include tips or the consumption of drinks not included. All additional consumption to what is included in your ticket must be covered by the client and it may be paid in cash or with a credit card and / or debit card.

Contact

If you wish to contact Pandora Origenes staff, you can do so by any of the following means:

Phone: +52 (86) 9696-0530

Whatsapp: +52 (86) 6237-6908

Email: hola@hacienda1800.com

Website: www.pandoraorigenes.com

Cancellations / No Show

There are no cancellations, and no refunds will be made for no-show. If you wish to change the date, you can do so at no additional cost by contacting us through any of our means of contact. Any change must be made at least 24 hours prior to the event. It will only be possible to make one date change per ticket.

Refunds and Cancellations for Bad Weather, Storm and / or Natural Disaster

In the event that the show is not possible due to bad weather, storm and/or natural disaster, Pandora Origenes offers a 100% refund of the cost per ticket as well as the option to change the day of the show To request a refund or exchange, call +52 (86)

9696-0530 or send us an email to hola@hacienda1800.com. The request or change of date must be made not later than 24 hours after the date on which your event has been canceled.

Legal and Contact

Company name: GRUPO HOTELERO 1800, S.A. DE C.V.

Address: Calle Argentina No. 3916, Desarrollo Las Torres 91, Monterrey, Nuevo León, 64760, Mexico.

Contact: hola@hacienda1800.com

Phone: +52 (86) 9696-0530

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