

## Basic cableway passenger information

### TATRANSKÁ LOMNICA, STARÝ SMOKOVEC, ŠTRBSKE PLESO resort

Tatry mountain resorts a. s., Demänovská Dolina 72, Liptovský Mikuláš, as the operator of cableway transport services (Carrier), issues these Cableway Carriage Regulations in accordance with and pursuant to applicable laws and other regulations.

#### Article 1

##### General conditions

- 1.1 These Carriage Regulations specify the details of the cableway transport of persons, animals and items.
- 1.2 These Carriage Regulations define the rights, obligations and liability of the Carrier, passengers, consignors and consignees in relation to scheduled services operated according to the timetable, as well as special services not listed in the timetable.
- 1.3 Information on fares and carriage conditions in the form of a price list, notice boards or by other appropriate means is made available in a visible and publicly accessible place and on the Carrier's website ([www.vt.sk](http://www.vt.sk)).

#### Article 3

##### Conditions for concluding contracts of carriage

- 3.2 Every passenger holding a valid ticket is entitled to carriage from the departure station to the destination station.
- 3.3 Every passenger is required to hold a valid ticket before boarding the cableway cabin or chair, throughout their journey and when disembarking.
- 3.4 Every passenger must present their ticket for inspection at any time during their journey if requested by an authorised employee and, if required, hand it over to have it exchanged for a replacement travel document.

#### Article 4

##### Transport operation

- 4.3 In the event of low passenger demand, transport may be offered at hourly intervals, on the hour.

#### Article 5

##### Interruption or restriction of operation

- 5.1 The cableway transport service provider may restrict or suspend operation for the necessary period if an unforeseeable circumstance arises that prevents transport for technical, operational, weather-related or safety reasons, in particular due to: impassability of the line as a result of a technical fault, an accident or an extraordinary event, scheduled shutdowns for repairs, maintenance, modernisation or renewal of the cableway, a threat to the safety of transport caused by unlawful acts, a decision of the Transport Authority.
- 5.2 The operator shall publish any restriction or temporary suspension of the cable car service without delay.
- 5.3 If transport services are interrupted for more than 15 minutes, an authorised member of the staff must inform passengers waiting in the boarding and alighting areas. The interruption and the estimated delay must be announced via the station or line public address system, or through the electronic passenger information system. Passengers will be regularly informed about the delay by authorised staff and via the information system.
- 5.4 In the case of a planned long-term suspension of operations, the operator must also publish this information in the timetable and on the resort website.
- 5.5 If transport services are suspended for an extended period, passengers are entitled to a refund in accordance with Article 23 of these Conditions of Carriage and the General Terms and Conditions.
- 5.6 Transport services may be resumed only after the reasons for the interruption have ceased to exist and all conditions for smooth and safe operation have been met.
- 5.7 During an interruption of operation pursuant to point 5.1, the cableway transport service provider is not obliged to provide alternative transport to the destination station prior to the resumption of cableway operation from stations where a hiking trail begins or leads.
- 5.9 The cableway transport service provider on the Skalnaté pleso – Mt Lomnický štít cableway route may postpone a scheduled departure by a maximum of 60 minutes for operational reasons.
- 5.10 If transport services on the Skalnaté pleso – Mt Lomnický štít cableway route are interrupted for the reasons mentioned in point 5.1, passengers holding tickets with seat reservations for the cancelled journey are entitled to transport on subsequent journeys only based on the available capacity. Otherwise, the right to transport lapses and the fare will be refunded in accordance with Article 23 of these Carriage Regulations.

#### Article 7

##### Passengers entitled to priority carriage

- 7.1 The following individuals are entitled to priority carriage: employees of TMR, a. s. while on duty; employees of organisations ensuring the operation of services within the cableway area; employees of other organisations travelling by cableway to their workplace; members of the Mountain Rescue Service while on duty; members of the Police of the Slovak Republic while on duty; members of the Fire and Rescue Service while on duty; passengers with severe disabilities and their companions; members of government delegations; employees performing activities related to the operation of TMR, a. s.; persons authorised to carry out supervision or representatives of relevant inspection authorities; persons specially marked or otherwise identified, based on a

specific agreement or consent of the Carrier's responsible manager; persons holding Fast Passes purchased with their tickets; injured persons.

## **Article 8**

### **Authorised persons of the cableway operator and transport service provider**

8.1 Authorised persons of the cableway operator and cableway transport service provider include: operations manager, cableway operations supervisor, cableway operator, mechanical maintenance technician, electrical maintenance technician, attendant and station staff.

8.4 Authorised persons carry out activities that ensure and monitor compliance with carriage and fare conditions. These activities also include checking the identity documents of passengers claiming fare discounts.

## **Article 9**

### **Individuals excluded from carriage or transported under specific conditions**

9.1 The following individuals may be excluded from carriage: persons who fail to present a valid ticket when requested by an authorised person, persons visibly under the influence of alcohol, narcotic or psychotropic substances, persons who fail to comply with the provisions of these Carriage Regulations, persons who fail to comply with legal regulations and other measures, persons who do not comply with the measures of the cableway operator and the Carrier, persons who do not follow the instructions of authorised cableway employees while on duty, issued in the interest of maintaining safety, calm, order and smooth operation of the cableway and its premises, persons whose condition or behaviour endangers safety or disrupts public order.

9.3 Children not accompanied by a person over 18 years of age, as defined in Article 11 of these Carriage Regulations, are also excluded from carriage.

9.4 During the winter operation, individuals without ski equipment are excluded from carriage on chairlifts, unless special conditions are met.

## **Article 11**

### **Carriage of children**

11.1 Children up to the age of 5.99 years are transported free of charge. Every passenger holding a valid ticket may claim free carriage for a maximum of two children. For each additional child under 6 years of age, a child fare must be paid. The passenger must inform the ticket office or the information centre staff accordingly. An exception applies to ski school instructors during lessons who may accompany a maximum of three children up to the age of 5.99 years.

11.2 Children from 6 to 11.99 years are entitled to the child fare.

11.3 For safety reasons, individuals younger than 11.99 years or smaller than 140 cm can use chairlifts only when accompanied by an adult over 18 years of age, with a maximum of two persons under 11.99 years of age or under 140 cm per one adult over 18 years of age.

11.4 Children smaller than 125 cm travelling with gondola cable cars must be accompanied by at least one person aged 18 or over in the cabin to assist them when boarding, during the journey and when disembarking.

11.5 Authorised cable car employees may also require an adult to accompany children taller than 125 cm if any such child is unable to board the cabin safely and independently or if its actions disrupt the cable car operation.

11.6 Every adult accompanying a child must enter the boarding area, board the cabin and travel in close proximity to the child(ren) under their supervision, so that they are able to assist them when boarding, during the journey and when disembarking.

11.7 Every passenger accompanying a child entitled to a discount is required to prove the child's age by any document credibly confirming the child's age when purchasing the ticket and also to an authorised cableway employee if requested.

11.9 If a passenger is unable to provide reliable proof of the age of a child younger than 5.99 years, they must purchase a child ticket for it. If a passenger cannot reliably prove that a child is younger than 11.99 years, a junior ticket must be purchased for it. If a passenger cannot reliably prove that a child is younger than 18 years, an adult ticket must be purchased for it.

11.10 The age of each child is determined by their date of birth.

## **Article 12**

### **Transport of disabled individuals, wheelchair users and individuals with reduced mobility**

12.1 The carriage of severely disabled persons using wheelchairs is permitted exclusively on gondola lifts (with enclosed cabins). If a wheelchair user has limited mobility or orientation, they can use gondola lifts only when accompanied by an adult holding a valid ticket.

## **Article 13**

### **Hand luggage transport**

13.1 Every passenger may carry one item of hand luggage in the cable car cabin, consisting of easily transportable items that are light and compact (such as a rucksack or a travel bag), with a total weight not exceeding 10 kg.

13.5 The operator accepts no liability for loss of or damage to hand luggage.

**Article 14**  
**Carriage of animals**

- 14.4 An authorised member of the staff may refuse the carriage of an animal if it could compromise the safe and smooth operation of the cable car or pose a risk or nuisance to other passengers.
- 14.5 Animals cannot be transported in the gondola cableway operating between Skalnaté Pleso and Mt Lomnický štít, on the chairlift at Lomnické sedlo, and on chairlifts during operation when carriage for pedestrians is not permitted.
- 14.6 Animals may only be transported in secure carriers, cages, baskets or other closed containers with a solid, leak-proof base on chairlifts. An exception applies to service dogs as specified in point 14.3.

**Article 15**  
**Passenger obligations**

- 15.1 Passengers are required to acquaint themselves with the conditions of carriage, the timetable, these Carriage Regulations and fare tariffs before purchasing their tickets.
- 15.2 Passengers can move around, board and alight only in designated areas.
- 15.3 Passengers cannot disturb safe and orderly transport, or disturb or inconvenience other passengers or cableway staff.
- 15.4 Passengers must not damage or soil the cable car cabins, station areas, equipment or technical facilities.
- 15.5 Every passenger must present their valid ticket to an authorised cableway employee if requested.
- 15.6 Every passenger must present their document proving entitlement to a granted discount to an authorised cableway employee if requested.
- 15.7 Passengers must follow the instructions of authorised cableway employees as well as all instructions and signals communicated to them via boards, signs and symbols.
- 15.10 Passengers must not cause cabins or chairs to swing during their journey.
- 15.11 During their journey, passengers must not hold objects outside the cabins or throw any items out.
- 15.12 Passengers must not smoke in cableway cabins, boarding and disembarking areas or station premises.
- 15.14 Passengers are required to compensate for any damage they cause to the cabins, cableway equipment or station premises and present proof of identity to an authorised cableway employee for this purpose.
- 15.15 Passengers must tolerate any restriction or suspension of cableway operation pursuant to clause 5.1 and wait until operations are resumed.
- 15.16 Passengers acknowledge that cableways operate in a mountain environment without alternative transport options and therefore must adapt their equipment to the possibility of prolonged interruptions or restrictions of operation pursuant to Article 5 (in particular suitable footwear, clothing, refreshments), so that they can safely reach the destination station via official hiking trails if necessary.
- 15.17 Passengers acknowledge that during a restriction or suspension of cableway operation pursuant to clause 5.1, the Carrier is not obliged to provide alternative transport.

**Article 16**  
**Obligations of the Carrier**

- 16.1 The Carrier is obliged to transport passengers on cableways with due professional care and to ensure the safety of passengers, animals and items while transporting them.
- 16.2 The Carrier is obliged to publish the fare tariff, provide passengers with information related to cableway transport upon request, display basic passenger information at stations and publish the full Carriage Regulations on its website.
- 16.5 The Carrier is obliged to stop the operation of a cableway that endangers the safety and health of persons, the safety of property or the environment beyond an acceptable level.
- 16.7 The Carrier is obliged to operate services in accordance with the published timetable and fare structure.
- 16.8 The Carrier is obliged to inform passengers regarding available transport services and applicable fares.

**Article 19**  
**Tickets**

- 19.1 A valid ticket constitutes confirmation of the conclusion of a contract for the carriage of persons, luggage and animals on the cableway and serves as proof of payment of the fare.
- 19.4 All tickets are non-transferable.
- 19.7 Passengers without valid tickets will not be permitted to travel.
- 19.9 Detailed ticketing conditions are specified in the General Terms and Conditions of TMR, a.s., available on the resort website (vt.sk) and, upon request, for inspection at client centres and ticket offices.

**Article 23**  
**Entitlement to a fare refund**

Detailed conditions governing entitlement to a fare refund are specified in the General Terms and Conditions of TMR, a. s., published on the resort website and available for inspection if requested at client centres and ticket offices.

**Article 25**

### **Complaints and claims**

25.1 Passengers must assert their rights arising from carriage or in connection with carriage directly with the Carrier; otherwise, such rights shall lapse. This does not apply to claims for compensation for personal injury or damage to luggage carried together with the passenger, or to items carried by the passenger, which may be asserted in accordance with the Civil Code.

These Carriage Regulations enter into force on 1<sup>st</sup> February 2026. The full wording of the Carriage Regulations is published on the Carrier's website: [www.vt.sk](http://www.vt.sk).