

## GENERAL TERMS AND CONDITIONS OF THE ŠTRBSKÉ PLESO RESORT

### WINTER SEASON 2023/2024

1. These general terms and conditions of the 2023/2024 winter season defined by the Štrbské Pleso resort, s. r. o. company, with the registered office at: K vodopádom 4028/26, 059 85 Štrba, Company number: 55 737 854, registered in the Commercial Register of District Court Prešov, Section: Sro, Insertion No.: 46597/P (hereinafter referred to as “**Company**” or “**operator**”), specify the provision of services – transport by cable cars and ski lifts, and the use of ski pistes in the Štrbské Pleso resort.
2. Any customer can buy a ski pass (hereinafter referred to as “**Ski pass**”) during the 2023/2024 winter season – at a price specified in the price list of the Company valid in the 2023/2024 winter season or a cable car ticket (hereinafter referred to as “**Ticket**”) at a price specified in the price list of the Company valid in the 2023/2024 winter season. The respective transport agreement is considered to be concluded from the moment the customer enters a lower cable car station or a cable car boarding zone which is accessible only for clients with valid Ski passes/Tickets. On selected days of the 2023/2024 winter season defined by the operator, any customer can buy a Ski pass including the **FRESH TRACK** service (hereinafter referred to as “**FRESH TRACK**”) for ski pistes defined by the operator under the conditions and at prices defined in the price list of the Company valid in the 2023/2024 winter season or published on the website: [www.vt.sk](http://www.vt.sk). The operator chooses the pistes where FRESH TRACK can be used depending on weather and the snow conditions every day when the FRESH TRACK service is offered. FRESH TRACK is meant for good to excellent skiers (the skiing tempo is high) and is organised only if the required minimum number of clients determined by the operator is registered, i.e. ten (10) on the respective day. The maximum number of FRESH TRACK participants per day is 40. Clients who use the FRESH TRACK service can buy 1-day Ski passes for the same day at reduced prices in the client centre of the operator.
3. Ski passes and/or Tickets are issued by **GOPASS SE**, Komořanská 326/63, Modřany, 143 00 Prague, Czech Republic, Company: 171 07 148, registered in the Commercial Register of Municipal Court Prague, file no. H 2546 (hereinafter referred to as “**GOPASS company**”) as contactless KEY CARDS and include the identification details of their holders. Every contactless KEY CARD entitles the respective Ski pass holder to use services offered in the Štrbské Pleso resort according to the type of the purchased Ski pass based on the price list of the Company valid in the 2023/2024 winter season. Every Ski pass price includes Mountain Rescue Service insurance for the case of a potential injury or sudden health problems of the respective customer while they use services offered by the Company if the injury or health problem occurs on a ski piste during the opening times of the resort. When purchasing a Ski pass and/or Ticket in a client centre and/or at a ticket office of the operator (*offline sale*), there is a EUR 2 charge for a contactless key card. When purchasing a Ski pass and/or Ticket at an automated ticket machine (*GOPASS Tickets*), there is a EUR 2 charge for a contactless key card. When purchasing a Ski pass and/or Ticket via the internet shop of the GOPASS programme (*online sale*), there is a EUR 2 charge for a contactless key card. **Gopass key cards cannot be returned.**
4. Tickets are sold via the GOPASS selling system according to the conditions specified in the terms and conditions of the GOPASS selling system ([www.gopass.travel](http://www.gopass.travel)) operated by the **GOPASS** company. Tickets are sold in the client centre and/or at ticket offices (*offline sale*) or at automated ticket machines (*GOPASS Tickets*) from the very beginning of the 2023/2024 winter season in the resort on the days when the resort is open and during the respective opening times which are determined by the operator depending on the weather and other operational conditions. Tickets (*sold offline*) can be paid for in cash at ticket offices or by card (EUROCARD-MASTER CARD, MAESTRO, VISA, VISA ELECTRON, MASTERCARD ELECTRONIC). Individual types of

**Štrbské Pleso resort, s.r.o.**



K vodopádom 4028/26  
059 85 Štrbské Pleso, Štrba, Slovensko



IČO: 557 37 854, DIČ: 2122077540  
IČ-DPH: SK 2122077540

Spoločnosť je zapísaná v Obchodnom registri  
Okresného súdu Prešov, Odd. Sro, vl. Č 46597/P

Tickets can be purchased at prices specified in the Price list of the Company valid in the 2023/2024 winter season, which is published on the website of the Company: [www.vt.sk](http://www.vt.sk), and in the resort. Tickets purchased *offline* are valid for 7 calendar days from the date of purchase and entitle their holders to use services based on the type of their Tickets within 7 calendar days from the date of purchase unless otherwise specified on individual Tickets. Tickets purchased *online* (via the GOPASS selling system ([www.gopass.travel](http://www.gopass.travel))) are valid only on the day of purchase and entitle their holders to use services based on the type of their Tickets only on the day of purchase. Tickets can be purchased at automated ticket machines (*GOPASS Tickets*) only based on the offer displayed there. The operator reserves the right to change the scope of sale of individual types of Tickets sold via automated ticket machines (*GOPASS Tickets*) as well as to limit or stop the sale of Tickets via automated ticket machines (*GOPASS Tickets*).

5. Ski passes are sold in the client centre and/or at ticket offices in the resort from the beginning of the 2023/2024 winter season. Ski passes can be paid for in cash or by card (EUROCARD-MASTER CARD, MAESTRO, VISA, VISA ELECTRON, MASTERCARD ELECTRONIC). Individual types of Ski passes can be purchased at prices specified in the Price list of the Company valid in the 2023/2024 winter season via the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)) from the beginning of the 2023/2024 winter season and under conditions specified in the general terms and conditions of the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)). From the moment specified by the Company, however, no later than from the beginning of the 2023/2024 winter season depending on which happens sooner, individual types of Ski passes can be purchased at prices specified in the Price list of the Company valid in the 2023/2024 winter season in the resort at automated ticket machines (*GOPASS Tickets*). Automated ticket machines (*GOPASS Tickets*) offer only Ski passes based on the offer displayed in individual ticket machine facilities. The operator reserves the right to change the scope of sale of individual types of Ski passes sold via automated ticket machines (*GOPASS Tickets*) as well as to limit or stop the sale of Ski passes and/or Tickets via automated ticket machines (*GOPASS Tickets*). FRESH TRACK Ski passes can be purchased at prices specified in the Price list of the Company valid in the 2023/2024 winter season in the client centre in the resort from the moment specified by the Company, however, no later than from the beginning of the 2023/2024 winter season depending on which happens sooner and can be paid for in cash or by card (EUROCARD-MASTER CARD, MAESTRO, VISA, VISA ELECTRON, MASTERCARD ELECTRONIC). Each FRESH TRACK Ski pass can be purchased one day before the FRESH TRACK service use. The operator reserves the right to reject any booking of the FRESH TRACK service if it is made after 3:00 pm on the day preceding the day when the respective FRESH TRACK service shall be used (*offline sale*). The FRESH TRACK service can be purchased at prices specified in the Price list of the Company valid in the 2023/2024 winter season through the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)) until 11:59 pm on the day preceding the day when the respective FRESH TRACK service shall be used.
6. Ski pass and/or Ticket prices are flexible (dynamic).
7. Discounted Ski passes and/or Tickets:
  - 7.1 Children up to 5.99 years of age can use services for free, but only if they do so in the company of an adult person over 18 years (max. 2 children with 1 adult person older than 18 years). To claim the free service use when buying a Ski pass and/or Ticket through the online shop of the GOPASS system (*online*) or through automated ticket machines (*GOPASS Tickets*), every customer is obliged to enter the correct date of birth when registering at [www.gopass.travel](http://www.gopass.travel). To claim the free service use when buying a Ski pass and/or Ticket in a client centre and/or at a ticket office (*offline*), every customer must show the health insurance card of the respective child or another document that would prove its age.
  - 7.2 Individuals aged 60 and more are entitled to buy discounted “*Senior*” category Ski passes and/or Tickets. To claim the discount when buying a Ski pass and/or Ticket through the online shop of



the GOPASS system (*online*) or through automated ticket machines (*GOPASS Tickets*), every customer is obliged to enter the correct date of birth when registering at [www.gopass.travel](http://www.gopass.travel). To claim the discount when buying a Ski pass and/or Ticket in a client centre and/or at a ticket office (*offline*), every customer must show their ID.

- 7.3** Holders of disability cards with or without companions are entitled to buy discounted “*Senior*” category Ski passes and/or Tickets. To claim the discount when buying a Ski pass and/or Ticket in a client centre and/or at a ticket office (*offline*), every customer must show their ID or another identification document and their disability card. When buying a discounted a Senior category Ski pass and/or Ticket for a disabled person through the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)), every customer must send an official request to the email address [info@gopass.sk](mailto:info@gopass.sk) (before buying their Ski pass and/or Ticket at least two (2) days in advance). The email address shall be used by the operator to inform the respective customer about the possibility and terms of using the discount. Discounted Senior category Ski passes and/or Tickets **cannot be purchased** for disabled persons at automated ticket machines (*GOPASS Tickets*).
- 7.4** Individuals aged 12 – 17.99 years or holders of ISIC, ITIC, EURO26, GO26 cards are entitled to buy discounted “*Junior*” category Ski passes and/or Tickets. To claim the discount when buying a Ski pass and/or Ticket through the online shop of the GOPASS system (*online*), every customer is obliged to enter the correct card number when shopping at [www.gopass.travel](http://www.gopass.travel). To claim the discount when buying a Ski pass and/or Ticket in a client centre and/or at a ticket office (*offline*), every customer must show their ID (customers up to 15 years of age must show their health insurance cards or other documents proving the age) or their ISIC, ITIC, EURO26, GO26 card. “*Junior*” tickets **cannot be purchased** by ISIC, ITIC, EURO26, GO26 card holders at automated ticket machines (*GOPASS Tickets*).
- 7.5** Children aged 6 – 11.99 years are entitled to buy discounted “*Kids*” category Ski passes and/or Tickets. To claim the discount when buying a Ski pass and/or Ticket through the online shop of the GOPASS system (*online*) or through automated ticket machines (*GOPASS Tickets*), every customer is obliged to enter the correct date of birth when registering at [www.gopass.travel](http://www.gopass.travel). To claim the discount when buying a Ski pass and/or Ticket in a client centre and/or at a ticket office (*offline*), every customer must show the health insurance card of the child or another document that would prove the age.
- 7.6** Discounts for organised groups: 5% off the total price, the discount applies to Ski passes and/or Tickets purchased offline (at ticket offices and in information centres of the operator in individual resorts operated by the TMR company) for organised groups of min. 20 members (the Ski passes and/or Tickets must be purchased collectively for the whole group). Group discounts cannot be combined with other discounts. When buying Ski passes and/or Tickets for organised groups, an application form including the number of the group members and the stamp of the respective organisation must be presented at the ticket office.
- 7.7** Discounts cannot be combined. Every customer can choose the best price.
- 7.8** The operator reserves the right to check the right to Ski pass and/or Ticket discounts if these are used. Every customer is obliged to show their document that proves their right to a Ski pass and/or Ticket discount if checked by a staff member.
- 8.** Transport of small dog breeds and other animals by cable cars based on Ski passes and/or Tickets:
- 8.1** Small dog breeds can be transported by all cable cars if they are accompanied by their owners, wear muzzles and are leashed. Small dog breeds and other animals can be transported also by using transport cages. A maximum of one small dog breed or another small animal can be transported on one lift chair. If any client wants to transport more than one small dog breed or another small animal on one lift chair, they are obliged to inform the cableway staff. In such case, the small dog breeds or small animals must be owned by the same client. If a dog or another



animal **cannot be put into a handbag or a pet carrier**, the respective animal owner must **buy a cableway ticket for their dog or other animal at the price of EUR 9/animal**. The operator reserves the right to refuse to transport any animal with cableways.

**8.2** The operator reserves the right to decide about every animal transport request individually.

**8.3** Animal transport by cable cars cannot be claimed legally.

**8.4** Cable car tickets for small dog breeds or other small animals can be purchased only at the client centre (*offline*). Cable car tickets for small dog breeds or other small animals cannot be purchased at automated ticket machines (*GOPASS Tickets*) and via the online shop of the GOPASS system (*online*).

**9. Due to safety reasons, children younger than 12 years or smaller than 140 cm can travel with cable cars only if they are accompanied by an adult person older than 18 years (max. 2 children younger than 12 years or smaller than 140 cm with 1 adult older than 18 years).**

**10. Transport of handicapped passengers on wheelchairs is not possible due to the technology of the cable car facilities in the resort.**

**11. Ski passes:**

**11.1** Time-limited ski passes:

11.1.1 1-day ski passes are valid for 1 day during the opening times in accordance with points 11.2 and 11.3 of these Terms and Conditions on the day of the ski pass purchase or on the day written on the contactless key card. 1-day ski passes cannot be used for night skiing.

11.1.2 Afternoon Štrbské Pleso ski passes purchased at the resort ticket office or client centre (*offline sale*) no later than 5 minutes before the marked validity period, i.e. before 1:00 pm are valid from 1:00 pm on the date of purchase until the end of the opening times in accordance with points 12.2 and 12.3 of these Terms and Conditions. Afternoon ski passes purchased via the online shop of the GOPASS system (*online sale*) can be purchased anytime during the 2023/2024 winter season for specific dates and they are valid from 12:30 pm on the day they are purchased for until the end of the opening times in accordance with points 12.2 and 12.3 of these Terms and Conditions. Afternoon ski passes can be purchased at automated ticket machines (*GOPASS Tickets*) in the Štrbské Pleso resort only on the day of use and they are valid from 12:30 pm on the day they are purchased for until the end of the opening times in accordance with points 12.2 and 12.3 of these Terms and Conditions. Point 12.2 applies to the use of afternoon ski passes. Afternoon ski passes cannot be used for night skiing.

11.1.3 Multi-day Vysoké Tatry ski passes (2-, 3-, 4-, 5- and 6-day) entitle their holders to use cable cars and ski lifts in the Štrbské Pleso resort and in the resorts in the High Tatras, i.e. in Tatranská Lomnica and Starý Smokovec, which are operated by the Tatry mountain resorts, a.s. company, with the registered office at Demänovská Dolina 72, 031 01 Liptovský Mikuláš, Company number: 31 560 636, registered in the Commercial Register of District Court Žilina, Section: Sa, Insertion No.: 62/L (hereinafter referred to as "**TMR company**"). Multi-day Vysoké Tatry ski passes can be purchased through the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)), at automated ticket machines (*GOPASS Tickets*) or in the client centre and/or at ticket offices in the resort during the respective opening times. Multi-day Vysoké Tatry ski passes are valid from the date of purchase or from the day written on individual ski passes for the respective number of consecutive days based on the type of individual multi-day ski passes. Multi-day Vysoké Tatry ski passes (*offline sale*) are valid in the resorts: Tatranská Lomnica, Starý Smokovec and Štrbské Pleso. Multi-day Vysoké Tatry ski passes purchased via the online shop of the GOPASS system (*online sale*) or at automated ticket machines (*GOPASS Tickets*) are valid in the resorts: Tatranská Lomnica, Starý Smokovec and Štrbské Pleso. Multi-day ski passes cannot be used for night skiing.

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- 11.1.4 Multi-day Štrbské Pleso ski passes (2-, 3-, 4-, 5- and 6-day) entitle their holders to use chairlifts and ski lifts in the Štrbské Pleso resort and in Starý Smokovec (funicular). Multi-day Štrbské Pleso ski passes can be purchased through the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)), at automated ticket machines (*GOPASS Tickets*) or in the client centres in the Štrbské Pleso resort during the opening times. Multi-day Štrbské Pleso ski passes are valid from the date of purchase or from the day written on individual ski passes for the respective number of consecutive days based on the type of individual multi-day ski passes. Multi-day Ski passes cannot be used for night skiing.
- 11.1.5 Night ski passes are specific ski passes that are valid at cable cars or ski lifts designated for night skiing based on the instructions and information of the Company usually from 6:00 pm to 9:00 pm unless otherwise specified by the Company or the operator.
- 11.1.6 Smart Season Passes entitle their holders to use services in the Štrbské Pleso resort or in resorts operated by the TMR company and its business partners in the scope and way specified by the specific terms and conditions of the TMR company.
- 11.1.7 1-day Fast Passes are valid in accordance with point 12.2 of the Terms and Conditions on the day of purchase during the opening times. Discounts on 1-day Fast Passes based on the age or due to a handicap **are not offered**.
- 11.1.8 1-day Vysoké Tatry Fast Passes are valid in accordance with point 11.2 of these Terms and Conditions in the Tatranská Lomnica or Štrbské Pleso resort for one day during the opening times on the day of purchase or on the day written on the contactless key card. 1-day Fast Passes Vysoké Tatry cannot be used for night skiing. 1-day Vysoké Tatry Fast Passes ensure skip-the-line access to cable cars and ski lifts determined by the operator, i.e.: in Tatranská Lomnica resort: “B” Štart – Skalnaté pleso, “F” Tatranská Lomnica – Štart, “I” Tatranská Lomnica – Buková Hora, “D” Štart – Čučoriedky, “C” Skalnaté pleso – Lomnické sedlo; in the Štrbské Pleso resort: “A” Solisko Expres, “C” Furkota, “D” Mostíky. Discounts on 1-day Vysoké Tatry Fast Passes based on the age or due to a handicap **are not offered**.
- 11.2** All 2- and multi-day ski passes can be used as Aqua Tickets (does not apply to the Celtic sauna world) in the Tatralandia water park and as Aqua Tickets (does not apply to the Harmónia - wellness & spa centre) in the Bešeňová water park, which is operated by the **EUROCOM Investment, s.r.o.** company with the registered office at Bešeňová 136, 034 83, Company number: 35 756 985, registered in the Commercial Register of District Court Žilina, Section: Sro, Insertion No. 14558/L (hereinafter referred to as “**EI company**”). Every Aqua Ticket is a 1-day water park ticket (does not apply to sauna and wellness services) valid in the 2023/2024 winter season and can be used during the validity period of the respective ski pass. On one and the same day, one ski pass can be used either in the Tatralandia water park / in the Bešeňová water park or only in one of the ski resorts operated by the TMR company or in the Štrbské Pleso resort. **Services of the Tatralandia water park or the Bešeňová water park cannot be combined with services of ski resorts operated by the TMR company or in Štrbské Pleso on one and the same day.** The above mentioned doesn't apply to ski courses.
- 11.3** 2-, 3-, 4-, 5- and 6-day Vysoké Tatry Ski passes can be used as Aqua Packet tickets in Aquacity Poprad. Every Aqua Packet is a 1-day water park ticket valid in the 2023/2024 winter season and can be used during the validity period of the respective ski pass. On one and the same day, one ski pass can be used either in the Aquacity Poprad water park or in one of the ski resorts in the High Tatras operated by the TMR company or in the Štrbské Pleso resort. **Services of the Aquacity Poprad water park cannot be combined with services of ski resorts in the High Tatras operated by the TMR company or in Štrbské Pleso on one and the same day.** Every ski pass must be used in one of the resorts operated by the TMR company for the



**first time or in Štrbské Pleso, not in Aquacity Poprad.** The above-mentioned doesn't apply to ski courses.

**11.4** Tickets:

Individual types of Tickets and the scope of services that they entitle their holders to are specified in the Price list of the Company that is valid in the 2023/2024 season and published on the website of the TMR company: [www.vt.sk](http://www.vt.sk), at automated ticket machines (*GOPASS Tickets*) and in the client centre and/or at ticket offices in the resort.

**11.5** **All Ski passes and/or Tickets are non-transferable. Ski passes and/or Tickets are issued for specific holders (with their names displayed) and are non-transferable from the moment they are issued. Other Ski passes and/or Tickets become non-transferable from the moment their holders pass the first turnstile (reader) with them.**

**12.** Operation and opening times:

**12.1** The operation of individual transport facilities (cable cars and ski lifts) depends on weather.

**12.2** The opening times of cable cars and ski lifts are defined by the Company based on weather and other operation conditions.

**12.3** Unless otherwise specified by the operator, the opening times of cable cars, ski lifts and ski pistes are as follows: from the beginning of the 2023/2024 winter season to 31/1/2024 – between 8:30 am and 3:30 pm, from 1/2/2023 to the end of the 2023/2024 winter season between 8:30 am and 4:00 pm. After the above mentioned times, Ski passes cannot be used at the funicular on the route Starý Smokovec – Hrebienok and back in the Vysoké Tatry – Starý Smokovec resort.

**12.4** The opening times apply to **day operation**, i.e. morning and afternoon as specified in point 12.3 unless otherwise decided by the operator; and to **evening operation**, i.e. in the evening as specified in item 12.5.

**12.5** **All SKI PISTES ARE CLOSED from the beginning of the 2023/2024 winter season to 31/1/2024 between 4:00 pm and 8:30 am, and from 1/2/2024 to the end of the 2023/2024 winter season between 4:30 pm and 8:30 am!** There is a high risk of injury due to (winch) cables of snowmakers and snow groomers on the slopes! If night skiing is offered on a ski piste, it is open from 6:00 pm to 9:00 pm unless otherwise specified by the operator.

**12.6** The Company is entitled to change the opening times of individual transport facilities and ski pistes in individual ski resorts. Details about snow conditions and opened ski lifts, cable cars and ski pistes are available at individual Ski pass and/or Ticket sales points and published online at [www.vt.sk](http://www.vt.sk) every day.

**12.7** As far as the FRESH TRACK is concerned, cable cars and ski pistes where the FRESH TRACK is offered are open from 7:15 am to 9:00 pm on Thursdays and Saturdays and to pistes chosen by the operator based on respective weather and snow conditions. But they are available only for clients who purchase the FRESH TRACK service for the given day. The operator reserves the right to change the days and/or times when the FRESH TRACK service is used or to cancel the FRESH TRACK service on specific days or for the whole season; and can decide so anytime during the 2023/2024 winter season including the day when the FRESH TRACK service shall be offered until 7:15 am on the given day if the weather and/or snow conditions are bad or due to any other operation reasons. The FRESH TRACK service is not available in bad weather and/or in bad snow conditions

**13.** Lost, stolen or damaged Ski passes and/or Tickets:

**13.1** Lost or stolen Ski passes and/or Tickets

13.1.1 If a Ski pass and/or a Ticket gets lost or stolen, the client centre or ticket office of the Company must be notified immediately. To do so, the respective holder of the Ski pass and/or Ticket purchased in a client centre or at a ticket office (*offline sale*) is obliged to



show their purchase confirmation (receipt). In the case of non-transferable Ski passes and/or Tickets issued for specific clients (with their names displayed), the ID of the person that the lost or stolen Ski pass and/or Ticket was issued for (or the ID of their legal representative) must be presented as well. In the case of a lost Ski pass and/or Ticket that was purchased at an automated ticket machine (*GOPASS Tickets*) or through the online shop of the GOPASS system (*online sale*), the operator is entitled to ask the Ski pass and/or Ticket holder to show their purchase confirmation email. Any lost or stolen Ski pass and/or Ticket can be blocked and all necessary data can be checked only after the loss or the theft has been reported and documents required have been presented. The holder of the lost or stolen Ski pass and/or Ticket shall get a substitute key card with their Ski pass and/or Ticket loaded (in the case of a multi-day Ski pass, the substitute card shall be loaded with the number of skiing days that are remaining on the day of the Ski pass blocking). A EUR 3 surcharge is required for a substitute Ski pass and/or Ticket. If a substitute Ski pass and/or Ticket is issued for a Ski pass and/or a Ticket purchased at a ticket office or in a client centre of the operator (*offline sale*) or at an automated ticket machine (*GOPASS Tickets*) or in the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)) (*online sale*), the Ski pass and/or Ticket holder is obliged to pay also a EUR 2 surcharge for a contactless key card. The holder of the Ski pass and/or Ticket is not entitled to be paid the whole or an aliquot Ski pass and/or Ticket price back; or to receive any other form of compensation for the days they were late with the loss/theft report until the pass got blocked. Holders of Ski passes and/or Tickets who fail to present documents specified above in this item are not entitled to receive substitute Ski passes and/or Tickets or any other form of compensation for their lost or stolen passes.

### 13.2 Damaged Ski passes and/or Tickets

13.2.1 If a Ski pass and/or Ticket gets damaged, any client centre or ticket office of the TMR company must be notified immediately. To do so, the respective holder of the Ski pass and/or Ticket purchased in a client centre or at a ticket office (*offline sale*) is obliged to show the purchase confirmation (receipt). In the case of non-transferable Ski passes and/or Tickets issued namely for specific clients, the ID of the person that the damaged Ski pass and/or Ticket was issued for (or the ID of their legal representative) must be presented as well. In the case of a damaged Ski pass and/or Ticket that was purchased at an automated ticket machine (*GOPASS Tickets*) or through the online shop of the GOPASS system (*online sale*), the operator is entitled to ask the Ski pass and/or Ticket holder to show their purchase confirmation email. If a Ski pass and/or Ticket is damaged manually or cannot be re-encoded, the holder of the Ski pass and/or Ticket shall receive a substitute Ski pass and/or Ticket (in the case of a multi-day Ski pass, the substitute card shall be loaded with the number of skiing days that are remaining on the day of the Ski pass blocking). A EUR 3 surcharge is required for a substitute Ski pass and/or Ticket. If a substitute Ski pass and/or Ticket is issued for a Ski pass and/or a Ticket purchased at a ticket office or in a client centre of the operator (*offline sale*) or at an automated ticket machine (*GOPASS Tickets*) or in the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)) (*online sale*), the Ski pass and/or Ticket holder is obliged to pay also a EUR 2 surcharge for a contactless chip card. Holders of Ski passes and/or Tickets who fail to present documents specified above in this item are not entitled to receive substitute Ski passes and/or Tickets or any other form of compensation for their lost or stolen passes.

### 13.3 Forgotten Ski passes and/or Tickets

13.3.1 If any customer arrives in any ski resort and discovers that they have forgotten to take their Ski pass and/or Ticket (KEY CARD), item 13.1 of these general terms and conditions shall apply, i.e. a EUR 3 surcharge for a substitute Ski pass and/or Ticket is



required. If a substitute Ski pass and/or Ticket is issued for a Ski pass and/or a Ticket purchased at a ticket office or in a client centre of the operator (*offline sale*) or at an automated ticket machine (*GOPASS Tickets*) or in the online shop of the GOPASS system ([www.gopass.travel](http://www.gopass.travel)) (*online sale*), the Ski pass and/or Ticket holder is obliged to pay also a EUR 2 surcharge for a contactless chip card. Both fees are to be paid to the operator when the substitute key card is issued.

#### 14. Ski pass – Complaints and travel costs refunds:

- 14.1** Services are provided by the TMR company in accordance with Act No. 40/1964 Coll. Civil Code as subsequently amended, respective regulations of Act No. 250/2007 Coll. on the Protection of Consumers and Changes to Act of the Slovak National Council No. 372/1990 on Violations of the Law as subsequently amended; and other general binding regulations that are effective in the Slovak Republic.
- 14.2** Any customer is entitled to be transported by cableways and/or ski lifts in the regular extent, quality, amount and date or otherwise agreed extent, quality, amount and date.
- 14.3** In the case of any defects on services, every customer is entitled to make a complaint in any information centre located in any of the resorts or by e-mail sent to [reklamacia@tmr.sk](mailto:reklamacia@tmr.sk) or [reklamacia@gopass.sk](mailto:reklamacia@gopass.sk) or in writing if they contact the registered office of the Company within the period specified in these general terms and conditions.
- 14.4** Every customer is obliged to set up their complaint immediately after having discovered the defects they want to complain about (failure or failures of transport – not provided transport) but no later than one calendar day after the transport services have failed or after the transport services have not been offered in the arranged scope and quality. Any later complaints shall not be accepted. In the case of written complaints, the period is considered to be met if the written complaint is delivered to the Company on the first working day after the customer becomes entitled to set up a complaint.
- 14.5** To set up a complaint, every customer is obliged to present their receipt, plus a payment terminal receipt if they have paid by card or a purchase receipt if the respective service has been purchased at an automated ticket machine (*GOPASS Tickets*) or through the online shop of the GOPASS system (*online sale*). The operator shall investigate the complaint and decide on further steps that are to be taken immediately or no later than within 7 working days if the case is more complicated. The complaint shall be dealt with within 30 days after it has been reported. To make a complaint, every customer is obliged to provide their contact data that will be used for further notification if the complaint cannot be resolved immediately. They are also obliged to cooperate with the operator in all respects required.
- 14.6** Ski pass holders who have passed a turnstile but could not use transport due to a technical malfunction for a period longer than 60 minutes can be refunded for transport costs on the respective day of skiing if the transport capacity in the resort where the respective Ski pass holder has passed a turnstile has been reduced due to the above-mentioned malfunction or if transport in the resort has been cancelled completely and if the 4-seater Štrbské Pleso – Solisko doesn't operate as follows:
- 14.6.1.1 with a 1-day Štrbské Pleso, Tatranská Lomnica, Starý Smokovec ski pass if the customer has purchased a Vysoké Tatry Ski pass and the limitation is caused before 12:00 noon;
- 14.6.1.2 with a 4-hour Štrbské Pleso, Tatranská Lomnica, Starý Smokovec ski pass if the customer has purchased a Vysoké Tatry Ski pass and the limitation is caused after 12:00 noon.

There is no compensation if the respective Ski pass holder uses the Furkota chairlift, the Mostíky chairlift or the Interski or Junior ski lifts and the Štrbské Pleso – Furkota, Mostíky, Esičko, Interski, Prepoja Medvedia kopa, Turistická, Juniorská pistes.





- 14.7** The provisions of point 14.6 do not apply to services used from 1/12/2023 to 24/12/2024 and from 30/3/2024 to the end of the 2023/2024 winter ski season.
- 14.8** Clients are not entitled to be compensated if all transport facilities in the resort are closed due to restrictions ordered by public bodies in connection with a pandemic situation or in order to prevent the spread of a contagious disease (COVID-19).
- 14.9** If any 1-day Ski pass holder uses the services that their 1-day Ski pass entitles them to only partially due to subjective reasons or due to an injury that is caused while using the services that their 1-day Ski pass entitles them to or due to an illness, the Ski pass holder **cannot be compensated** (financially or non-financially).
- 14.10** As for special offer Ski passes (e.g. for loyal clients etc.), compensation is offered in the case of a legitimate claim only while the respective special offer is valid.
- 14.11** Holders of multi-day Ski passes (2-, 3-, 4-, 5- and 6-day) who have passed a turnstile but could not use transport due to a technical malfunction for a period longer than 60 minutes and if the transport capacity in the resort where the respective Ski pass holder has passed a turnstile has been reduced are compensated for their transport costs on the day when the validity period of their multi-day Ski passes expires.
- 14.12** **Smart Season Pass holders** who have passed a turnstile but could not use transport due to a technical malfunction for a period longer than 60 minutes are **not entitled** to be refunded for transport costs on the respective day of skiing if the transport capacity in the resort where the respective Smart Season Pass holder has passed a turnstile has been reduced or cancelled.
- 14.13** Customers who are entitled to use services in individual resorts of the operator based on the so-called resort packages (ski passes and aqua passes included in the price) cannot be compensated if they are not able to use the services due to bad weather or other operational reasons. Points 14.6 to 14.12 of these Terms and Conditions shall not apply in this case.
- 14.14** **The operator reserves the right to investigate and resolve every complaint individually, considering its legitimacy, the requirements of the respective client(s) and the potential refund.**
- 15. Tickets** – Complaints and travel costs refunds:
- 15.1** Services are provided by the Company in accordance with Act No. 40/1964 Coll. Civil Code as subsequently amended, respective regulations of Act No. 250/2007 Coll. on the Protection of Consumers and Changes to Act of the Slovak National Council No. 372/1990 on Violations of the Law as subsequently amended; and other general binding regulations that are effective in the Slovak Republic.
- 15.2** Any customer is entitled to be transported by cable cars and ski lifts in the regular extent, quality, amount and date or otherwise agreed extent, quality, amount and date.
- 15.3** In the case of any defects on services, every customer is entitled to make a complaint in any information centre located in any of the resorts or by e-mail sent to [reklamacia@tmr.sk](mailto:reklamacia@tmr.sk) or [reklamacia@gopass.sk](mailto:reklamacia@gopass.sk) or in writing if they contact the registered office of the TMR company within the period specified in these general terms and conditions.
- 15.4** Every customer is obliged to set up their complaint immediately after having discovered the defects they want to complain about (failure or failures of transport – not provided transport) but no later than one calendar day after the transport services have failed or after the transport service have not been offered in the arranged scope and quality. Any later complaints shall not be accepted. In the case of written complaints, the period is considered to be met if the written complaint is delivered to the Company on the first working day after the customer becomes entitled to set up a complaint.
- 15.5** To set up a complaint, every customer is obliged to present their receipt and a payment terminal receipt if they have paid by card or a purchase receipt if the respective service has been purchased at an automated ticket machine (*GOPASS Tickets*) or through the online shop of the



GOPASS system (*online sale*). The operator shall investigate the complaint and decide on further steps that are to be taken immediately or no later than within 3 working days if the case is more complicated. The complaint shall be dealt with within 30 days after it has been reported. To make a complaint, every customer is obliged to provide their contact data that will be used for further notification if the complaint cannot be resolved immediately. They are also obliged to cooperate with the operator in all respects required.

**15.6** Ticket holders who have passed a turnstile but could not use transport due to a technical malfunction for a period longer than 60 minutes can be refunded for transport costs if the transport capacity in the resort where the respective Ticket holder has passed a turnstile has been reduced due to the above-mentioned malfunction or if transport in the resort has been cancelled due to operational reasons or due to weather as follows:

15.6.1 Every Ticket holder is entitled to be compensated with a substitute Ticket of the same type that they could not use if they do not reach the final destination based on their one-way Ticket or the final destination based on their return Ticket on the way up, or they can be returned the price of their Ticket that they could not use as specified above.

15.6.2 Every Ticket holder is entitled to be compensated in the amount of 50% of the return Ticket price if the customer could travel only from the lower station to the upper station (i.e. transport down the hill has not been offered).

**15.7** As for special offer Tickets (e.g. for loyal clients etc.), compensation is offered in the case of a legitimate claim only while the respective special offer is valid.

**15.8 Travel costs can be compensated only in the same form as the respective customer has used to pay for the respective booked services (transport) that could not be used.**

**15.9** Customers who are entitled to use services in individual resorts of the operator based on the so-called resort packages (ski passes and aqua passes included in the price) cannot be compensated if they are not able to use the services due to bad weather or other operational reasons. Points 15.6 to 15.7 of these Terms and Conditions shall not apply in this case.

**16. Tickets** – Transport cancellation due to subjective reasons of customers before boarding cable cars:

**16.1** **If any customer cancels their cable car transport due to their subjective reasons (e.g. due to an illness, an injury or other personal reasons) before they board their cable car, but not later than 24 hours before the cable cars in the respective resort start to operate on the day of their scheduled Ticket use, they are obliged to present their receipt or purchase confirmation email (if they have bought their Ticket through the GOPASS online shop). The operator reserves the right to investigate every transport cancellation due to subjective reasons of individual passengers before boarding cable cars, customers' requests and potential transport costs refund (method and amount) individually.** As for Tickets and Ski passes purchased via the online shop of the GOPASS system, the cancellation terms included in the General Terms and Conditions of the GOPASS programme published on the website: [www.gopass.travel](http://www.gopass.travel) apply.

**17. The operator reserves the right to investigate and resolve every complaint individually, considering its legitimacy, the requirements of the respective client(s) and the potential refund.**

**18.** If any customer – a natural person, i.e. a user who does not perform the line of their business, occupation or profession when concluding and/or performing their consumer contract is not satisfied with the way how the operator, i.e. the seller has dealt with their complaint or they think that the operator has violated their rights, they are entitled to ask the operator, i.e. the seller to have the respective problem rectified. If the operator rejects the request or does not respond to it within 30 days from the day it has been sent by the respective customer, when asked by the customer as mentioned above, the customer is entitled to ask for an alternative dispute resolution in accordance with § 12 Act No. 391/2015 Coll. on Consumer Alternative Dispute Resolution and on amendments



and supplements to other acts. The body authorised to deal with alternative dispute resolutions of the operator, i.e. the seller shall be a) the Slovak Trade Inspection, which can be contacted for the above-mentioned purpose at the following address: Ústredný inšpektorát SOI, Odbor medzinárodných vzťahov a ARS, Prievozská 32, poštový priečinok 29, 827 99 Bratislava, or electronically to [ars@soi.sk](mailto:ars@soi.sk) or [adr@soi.sk](mailto:adr@soi.sk) or b) any other authorised legal entity registered in the list of bodies for alternative dispute resolution of the Ministry of Economy of the Slovak Republic (the list of authorised bodies is available on the website: <http://www.mhsr.sk/zoznam-subjektov-alternativneho-riesenia-spotrebitelskych-sporov/146987s> ). Every customer has the right to choose which of the above-mentioned bodies for alternative dispute resolution they choose to have their problem dealt with. To do so, the customer can use an online platform for alternative dispute resolution which is available at: [http://ec.europa.eu/consumers/odr/index\\_en.htm](http://ec.europa.eu/consumers/odr/index_en.htm). For more information about alternative dispute resolution, please visit the website of the Slovak Trade Inspection: <http://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi>.

#### 19. Personal data protection:

19.1 Details related to the protection of personal data are included in the Data Protection and Privacy Policy of the TMR Group and are published on the website: [www.tmr.sk/o-nas/gdpr/](http://www.tmr.sk/o-nas/gdpr/).

**20. By purchasing a Ski pass and/or Ticket and using services in the resort and of contractual partners, every customer undertakes to respect all instructions of authorised staff members of the operator, transportation rules, these general terms and conditions, specific general terms and conditions that are effective in individual resorts, individual operating rules and rules on the pistes which are published on the websites of companies that operate in the resort and available at all ticket offices and client centres in the resort. Every customer undertakes to follow all safety rules and instructions of authorised staff members of the operator or other individuals authorised by them.**

**21. If any customer violates any provision of these general terms and conditions or violates or fails to respect any instructions and orders of the operator or authorised staff members, the operator is entitled to block any Ski pass and/or Ticket and prevent the respective holder from using services in resorts on the day when terms or instructions have been violated as mentioned above. The respective customer is not entitled to receive any form of financial or non-financial compensation for not being able to use services in the resort by the Company, and/or to be refunded for the whole or an aliquot ticket price in such case.**

**22. Individuals who perform ski touring in the resort (on ski pistes and ski runs) are obliged to respect all above-mentioned rules and terms and also to respect the Ski touring rules of the Company that apply to ski pistes, and they are obliged to perform ski touring only in sections of ski pistes designated for ski touring which are specified on the websites of the Company: [www.vt.sk](http://www.vt.sk) and available in the resort.**

**23. The Company is entitled to block any Ski pass and/or Ticket and prevent the respective holder from using services in resorts operated by the TMR company if the Ski pass and/or Ticket is not used by the person who is entitled to do so, i.e. if the Ski pass and/or Ticket issued for a specific person (with their name displayed) is used by a person that is not registered as the Ski pass and/or Ticket holder and is not displayed on the contactless key card (i.e. the name and the photograph on the Ski pass and/or Ticket does not correspond to the identification details on the ID of the person that is being checked) or if a non-transferable Ski pass and/or Ticket is used by another person than the one who passed the first turnstile with it before. Non-transferable Ski passes and/or Tickets can be used only together with valid IDs or other documents proving the identity (children up to 15 years – health insurance cards or other documents proving the identity). Discounted Ski passes and/or Tickets can be used only together with cards that entitle their holders to the respective discounts on Ski passes and/or Tickets. The Company is entitled to block any Ski pass and/or Ticket and prevent the respective holder from using services in resorts operated by the Company if the customer or any**

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other person who is using the Ski pass and/or Ticket prevents the operator from checking the non-transferability of the Ski pass and/or Ticket intentionally or deliberately especially by misleading the operator about the identity of the person that is using the Ski pass and/or Ticket, i.e. by changing clothes within short intervals (e.g. during one day) or by covering the face (with a ski mask, a scarf etc.), or by covering the reading device when passing a turnstile.

- 24.** The TMR company is entitled to block any Ski pass and/or Ticket and prevent the respective holder from using services in resorts operated by the TMR company if the customer or the person that is using the Ski pass and/or Ticket or the person that is using ski pistes and/or ski runs operated by the Company violates the Rules on the pistes, the Ski touring rules of the Company that apply to ski pistes or endangers or harms the lives, health or property of other individuals who are using the resort or the life, health or property of the operator, or violates the instructions of the staff authorised by the operator. If such a person does not hold a Ski pass and/or Ticket, the operator is entitled to use all legal means in accordance with relevant legislation related to protection and prevention of damage. **If any Ski pass and/or Ticket is blocked or cancelled as a result of violating the general terms and conditions** (if a Ski pass and/or Ticket is misused and this results in misusing the services offered by the operator in individual ski resorts operated by the TMR company or if points 20 - 26 point 30 of these Terms and Conditions are violated), **the respective customer is not entitled to receive any form of financial or non-financial compensation for not being able to use services in individual resorts operated by the TMR company, and/or to be refunded for the whole or an aliquot ticket price.**
- 25.** The Company reserves the right to refuse to offer cable car and ski lift transport or ski pistes in resorts to any customer or to act in accordance with points 21, 23 or 24 of these Terms and Conditions (Ski pass and/or Ticket blocking), if the customer endangers or damages the property or legitimate interests of the Company, or lives, health and property of other clients and visitors of the resorts, or environment, or if any customer does not respect instructions and bans of authorised staff members of the operator or other authorised individuals in spite of being explicitly warned.
- 26.** Ski passes and/or Tickets do not entitle their holders to carry out any business or other gainful activities (including activities of ski schools) on ski pistes and in finish zones (online or offline) without the permission of the operator, i.e. the Company and without relevant licences pursuant to the generally binding legal regulations. Unless the operator allows, the ski pistes and finish zones cannot be used for advertising purposes (this includes various stalls, advertisements etc.). Unless the operator allows so, cable cars and ski lifts, their cars and chairs, embarkation and disembarkation zones cannot be used for advertising purposes (this includes various stalls, advertisements etc.). Ski passes and/or Tickets do not entitle their holders to carry out any business or other gainful activities in any way (online or offline) including embarkation and disembarkation zones of cable cars, ski lifts and other means of transport without the permission of the operator.
- 27.** Skiers younger than 15 years must wear properly adjusted helmets on ski pistes. Any person who organises an activity on a ski piste is obliged to ensure that skiers younger than 15 years wear reflective safety clothing or reflective safety elements that can be well seen.
- 28.** If the property or health of any customer is damaged while using a service offered by the operator and the respective customer claims compensation from the operator, and if the responsibility of the operator for such damage can be proved, the respective customer is obliged to inform the operator about the damage and detail of the related event in the information centre in the resort operated by the operator immediately (i.e. once the damage is caused) and to offer cooperation to the operator in order to clarify the event and to make inspection. If any property is damaged (and the related responsibility of the operator can be proved), the respective item(s) shall be reinstated if the operator considers it to be possible and effective.
- 29.** These general terms and conditions become effective and enter into force at the beginning of the 2023/2024 winter season as determined by the operator and are effective and in force until the end

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of the 2023/2024 winter season. They apply to the provision of services – using of ski lifts, cable cars and ski pistes in the Štrbské Pleso resort. If any provisions of the Terms and Conditions related to individual services provided by the Company based on individual kinds of Ski passes and/or Tickets according to the Price list issued by the Company or the Terms and Conditions of the TMR Company or the General Terms and Conditions of the GOPASS programme (hereinafter referred to as “**specific terms and conditions**“) differ from these Terms and Conditions, the specific terms and conditions shall be considered decisive and given priority to these Terms and Conditions in every point they are different.

**30.**By purchasing a Ski pass and/or Ticket and using the services that the Ski pass and/or Ticket entitles them to, every customer declares that they have been aware of the current epidemiological situation and all related epidemiological precautions which are determined by relevant public authorities and in force at the time when they purchase their Ski pass and/or Ticket and also while they use the services that the Ski pass and/or Ticket entitles them to, and that they undertake to respect them. By purchasing a Ski pass and/or Ticket and using the services that the Ski pass and/or Ticket entitles them to, every customer confirms that on the day of the service use, they will meet all conditions required to use the services in accordance with currently valid public health protection measures that are in force.

**31.**All legal relationships between the operator and individual customers concerning the use of services as well as all other related legal relationships are governed by the laws of the Slovak Republic.

In Štrbské Pleso on 15/11/2023

### **Supervisory authorities**

Central Inspectorate of the Slovak Trade Inspection, Prievozská 32, Bratislava

Inspectorate of the Slovak Trade Inspection for the Žilina region, Predmestská 71, 011 79 Žilina

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