

GENERAL TERMS AND CONDITIONS

TATRY MOTION ski school

Winter season 2025/2026

- **BASIC PROVISIONS**

- These general terms and conditions (hereinafter referred to as “GTC”) defined 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” or “operator”) specify the provision of services – teaching skiing and snowboarding by the TATRY MOTION ski school (hereinafter referred to as “TM ski school service(s)”) in individual resorts operated by the TMR company as well as related rights and duties. These general terms and conditions apply to the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Štrbské Pleso.
- Any customer can buy TMR ski school services during the 2025/2026 winter season – based on the product offer and at prices based on the price list defined by the TMR company for the TM ski school in the 2025/2026 winter season. Every service agreement is considered to be concluded from the moment the purchase price of the ordered service of the TM ski school is paid. The operator reserves the right to change the scope of services offered by the TM ski school (products) depending on the number of customers and visitors in individual resorts.
- TM ski school services are sold in individual resorts from the beginning of the 2025/2026 winter season, based on weather and snow conditions and the decision of the operator, to 30/04/2026, or to the end of the 2025/2026 winter season if this happens before 30/04/2026. TM ski school services are sold at TATRY MOTION SKI SCHOOL points of sale in individual resorts or through the Gopass selling system at www.gopass.travel. Services sold offline can be paid in cash at cash desks or by credit/debit cards: EUROCARD-MASTER CARD, MAESTRO, VISA, VISA ELECTRON, MASTERCARD ELECTRONIC based on the prices specified in the TM ski school price list of the TMR company valid for the 2025/2026 winter season on the day of the service order (which is published on the websites of the TMR company: www.vt.sk and www.jasna.sk and in individual resorts operated by the TMR company). Every customer booking a service at a ski school sales point (offline) in advance is required to pay a refundable reservation fee of 20 EUR per lesson in cash. The reservation fee will be refunded to the customer once they pay the service price on the day they start using the service or sooner. If the customer does not use the booked service for reasons attributable to them, or if they fail to duly and timely pay the service price, they are obliged to pay the operator a contractual penalty of 20 EUR per lesson (this is without prejudice to the provisions of these Terms and Conditions – CANCELLATION POLICY). The operator is entitled to unilaterally set off their claim for payment of the contractual penalty against the customer's claim for a refund of the reservation fee. Services are sold online through www.gopass.travel based on the general terms and conditions of the Gopass programme published at www.gopass.travel and based on the TM ski school prices published at www.gopass.travel and valid for the 2025/2026 winter season.
- Once the purchase price for selected TM ski school services is paid, every customer is given a voucher that entitles them to use the purchased TM ski school services in the scope and on the day written on the voucher.

COMMON TATRY MOTION SKI SCHOOL PROVISIONS

- The TMR company offers skiing and snowboarding lessons given by certified skiing and snowboarding instructors while respecting the teaching methodology specified by accredited educational facilities in Slovakia and/or abroad.
- The TMR company reserves the right to limit the scope of offered TM ski school services depending on the number of TM ski school customers.
- TM ski school services are offered during the 2025/2026 winter season every day during the cableway opening times of individual resorts unless otherwise specified for selected products. One lesson is 50 minutes long. There are also other than standard lessons available, i.e. 1 hour and 50 minutes, 2 hours and 50 minutes

or 3 hours and 50 minutes long or special 5-hour private lessons including lunch. The beginning and the end of every offered TM ski school service are written on individual vouchers.

- Every customer joins skiing/snowboarding lessons at their own risk. The TMR company does not provide life, health or property insurance for customers, nor liability insurance for damage caused to third parties by customers. Every customer should take out insurance to cover the costs of a potential injury and mountain rescue service help.
- Before each purchased TM ski school lesson, every customer is obliged to:
 - show their valid voucher with the purchased service to the instructor;
 - inform the instructor about their skiing/snowboarding skills and experience;
 - inform the instructor about their health condition, potential health problems, physical abilities and all diseases and allergies that could occur while doing sport and that could have an impact on the service offered by the TM ski school (in the case of underage clients, their legal representatives shall inform on their behalf);
 - arrive at the marked meeting point: MAXILAND – Tatranská Lomnica at least 15 minutes before the scheduled lesson begins;
 - have all necessary skiing/snowboarding equipment with them (skis/snowboard, binding, ski/snowboard boots, ski poles, appropriate clothes, sunglasses, ski/snowboard goggles, gloves) which must function properly and be adjusted to the size and the needs of the customer;
 - wear a helmet (mandatory for customers younger than 18 years, including, recommended for other customers);
 - buy a ski pass for the period when the respective TM ski school service shall be used (does not apply to children younger than 6 years and lessons that are held only in the Maxiland arena).
- Instructors are not responsible for the health condition of their customers during their TM ski school lessons.
- Every customer is obliged to respect and follow all instructions of their TM ski school instructor during the whole lesson.
- The operator reserves the right to stop providing any TM ski school service and end any lesson immediately (without offering any financial or non-financial compensation) if:
 - the respective customer doesn't respect the instructions of their TM ski school instructor or other authorised employees of the resort operator or third parties authorised to guarantee safety and operation of the resort;
 - the respective customer is under the influence of alcohol and/or other drugs and/or psychotropic substances;
 - the respective customer attacks their instructor physically and/or verbally;
 - the respective customer endangers the property of the operator, the health and property of other lesson participants, instructors of the TM ski school or disturbs the lesson seriously.
- The operator offers services of the TM ski school in locations determined by the operator and at times specified on individual vouchers/course tickets. The time of the service use can be changed only if arranged with the operator depending on the availability of the TM ski school. Time changes in the TM ski school services offered cannot be claimed legally.
- If any customer is late for their purchased TM ski school lesson due to any subjective reason, they are not entitled to ask the operator to have their purchased TM ski school lesson extended accordingly.
- If any customer is more than 30 minutes late for their purchased TM ski school lesson due to any subjective reason, the purchased TM ski school lesson is cancelled, and the customer is not entitled to be refunded the purchase price or its aliquot part or to be compensated in any other way.
- Underage customers must be picked up by their parents after their TM ski school lesson ends – where their lesson has begun and at the time written on their information voucher, or in another place and at another time set by the respective TM ski school instructor and arranged with the respective legal representative of the child.
- The operator is not responsible for the technical condition and adjustment of the skiing/snowboarding of customers. If any customer doesn't have all the equipment that they need, their equipment is not adjusted well, they wear improper clothes, and this results in interrupting the provided TM ski school service, the customer is obliged to solve the problem at their expense. In such a case, the respective TM ski school lesson shall not be extended accordingly.
- If any customer decides to end their TM ski school lesson before the scheduled/arranged end, they are not entitled to be refunded an aliquot part of the purchase price for the time that wasn't used or to be compensated in another way financially or non-financially.

- The provision and course of every TM ski school lesson depend on the overall skills of individual customers, the weather and the snow conditions in the resort.
- The operator reserves the right to stop selling TM ski school services due to capacity reasons.
- The operator reserves the right to change the prices of TM ski school services as well as the scope of the offered TM ski school services (products).
- Every customer is obliged to acquaint themselves with the ski piste rules (code of conduct) and general instructions regarding the behaviour on ski pistes which are published at www.vt.sk and a www.jasna.sk. Before stepping on a ski piste and/or embarking on a ski lift/cable car, all the above-mentioned rules and instructions become binding for everybody.
- If any of the ski piste rules or general instructions regarding the behaviour on ski pistes of the operator are violated by any customer after already being warned, the operator reserves the right not to allow the violating customer to enter the ski pistes and to use ski lifts/cable cars on the respective day by blocking their ski pass without any financial or non-financial compensation.
- Every customer is obliged to follow all measures, regulations, decisions, directives, instructions and other normative administrative acts and individual administrative acts issued and adopted by respective state authorities of the Slovak Republic in connection with the spread of the COVID-19 disease. Any violation of any obligation above may result in the operator's refusal to provide TM ski school services.

TATRY MOTION SKI SCHOOL PRODUCTS

- The TMR company offers the following TM ski school services during the 2025/2026 winter season:

- **Private lessons**

Private lessons are meant for children and adults from 3 to 99 years of age (skiing) and for children and adults from 6 to 99 years of age (snowboarding). If any child is not 6 years old yet (for a snowboarding lesson) or not 3 years old yet (for a skiing lesson), the private lesson can take place, but the legal representative of the child must be responsible for the decision.

- Individual lessons take place in Maxiland arenas in resorts which are designated exclusively for TM ski school customers or on marked ski pistes, depending on the level of individual customers. A ski instructor must be present at every lesson.
- Private lessons can last for 1 to 7 days, depending on the choice of individual customers. In special cases, private lessons can also last for more than 7 days. The surcharges are specified in the price list of the operator.
- Customers can choose the number of private lessons/days based on the price list of the operator.
- If any customer wants to take a private lesson with one more person, they are obliged to pay for the EXTRA PERSON based on the price list of the operator. Every extra person must be on the same skiing/snowboarding level.

- **Private lessons including lunch**

- Private lessons including lunch are meant exclusively for children aged 8 to 12 years (inclusive) and intended solely for teaching skiing (not snowboarding).
- Private lessons including lunch have fixed start and end times: from 9:30 am to 2:30 pm (5 hours, including a lunch break). The lessons are subject to the availability of instructors on the day.
- Private lessons including lunch can only be purchased for 1 day. If any customer wishes to book a private lesson with lunch for more days, the price will be calculated as the cost of a 1-day private lesson multiplied by the number of days requested.
- Every private lesson with lunch begins at the MAXILAND arena in the Tatranská Lomnica resort, designated exclusively for TM ski school customers, and later moves to marked ski pistes depending on the participant's skill level and is always supervised by a ski instructor.
- Lunch is served in the restaurant located at the Štart interchange station. If, for any reason, the transport facilities enabling access to the lunch location are closed during lunch hours, the operator reserves the right to provide lunch at an alternative gastronomy facility operated within the ski resort.
- The lunch menu has to be chosen in advance, and the selection is made by the legal representative of the child – the lesson participant – when booking their lesson. Every legal representative must inform the operator about any allergies, intolerances or health restrictions of their child when

selecting the meal. The operator will not be held liable for any damages resulting from failure to provide such information.

- The lunch menu consists of a main course and one non-alcoholic drink (hot or cold, as available).
- Only children with purchased ski passes for the day of their lessons (purchased at the customer's expense) can take part in private lessons with lunch.
- If any customer wants to add another person to their private lesson with lunch, they are obliged to pay for the EXTRA PERSON based on the price list of the operator. Every extra person must be on the same skiing/snowboarding level.

- **MAXILAND group lessons for kids**

- MAXILAND group lessons for kids are meant for beginning skiers aged 5 – 11.99 years and children are divided into groups based on their skiing level and skills.
- MAXILAND group lessons are skiing lessons only (not snowboarding).
- MAXILAND group lessons take place only in the MAXILAND arena of Vysoké Tatry – Tatranská Lomnica.
- The number of participants per group is determined only by the operator.
- Group lessons for children depend on the number of participants, i.e. if too many customers are interested in the product, the operator is entitled to stop the sale.
- MAXILAND group lessons take place twice a day, i.e. from 10:30 am to 12:20 pm and from 1:30 pm to 3:20 pm. The operator reserves the right to change individual lesson times or offer only one lesson per day.
- MAXILAND group lessons are group lessons where the instructor adapts the teaching process to the weakest group participant.
- During the entire lesson, children are required to wear high-visibility vests provided by the TM ski school for this purpose. After each lesson, every legal representative or accompanying person is responsible for returning the vest to the operator when collecting their child.
- Before the lesson begins, the instructor has to fill in an identification card for every child, including the child's details and their skiing level. The card is placed in a transparent pocket on the vest, which is part of the child's identification.
- Every MAXILAND group lesson for children includes a warm-up session at the beginning, dividing into groups based on the skiing level and regular toilet and tea breaks.

- **Ski courses**

- Ski courses are meant only for kindergarten children, primary, secondary school pupils and university students who meet the general ski course conditions determined by the operator and published at www.vt.sk – "Ski courses" section.
- Ski courses take place as determined by the operator, i.e. from Monday to Friday.
- No later than three (3) working days before the first scheduled ski course day, each participating school must discuss their interest in a ski course with the TM ski school head in the resort where the course should take place.
- The operator reserves the right to decline a ski course due to capacity reasons.
- Ski courses are meant to teach skiing as well as snowboarding.
- Ski courses are organised in groups, and the minimum number is 10 children or pupils or students/day/group. If any school (kindergarten) does not register 10 children/pupils/students per group or if a group of min. 10 participants cannot be created because of skills differences, the school (kindergarten) shall pay the price corresponding to a 10-member group. The operator is entitled to determine the maximum number of children (students) per group.
- The beginning and the end of every ski course, the number of participants and the number of ski course hours, as well as the number of groups and skiing/snowboarding levels of the participants, can be arranged between the school (kindergarten) and the operator.
- Children/pupils/students are divided into groups based on their skiing/snowboarding levels always on the first day of each ski course.

- Ski courses take place in the beginner MAXILAND arena (Tatranská Lomnica). If participants are more experienced, the lessons can take place on blue pistes or even on more difficult pistes if the instructor considers it to be appropriate.
- Every school (kindergarten) representative must present the list of names of all children/pupils/students before the first ski course day.
- Every school (kindergarten) representative must pick up their children/pupils/students at the location and at the time determined by the operator if they are not part of the group as their supervisor.
- Every school (kindergarten) representative must inform the ski course instructor about all health issues and restraints of the course participants.
- Every ski course includes warm-up exercises at the beginning of every day, dividing participants into groups and regular toilet and tea breaks.
- Children/pupils/students in individual groups must be on the same level, and all children/pupils/students in each group must have the same equipment – skis or snowboards. The teaching methodology is adapted to the weakest group participant.
- The operator is entitled to move any child/pupil/student to another group if their abilities get better or worse.
- Every ski course has to be paid based on an advance invoice issued by the operator following the school (kindergarten) order for the ski course. The payment deadline is no later than one day prior to the start of the ski course. After the ski course is completed, the operator will issue a final invoice to the school (kindergarten) based on the actual lessons delivered and deduct the advance payment. If any advance payment is not made by the due date, the operator reserves the right to refuse to provide the ski course services to the respective school (kindergarten) until the payment is made. Ski courses can also be paid in the resort on the first day of the ski course, either in cash or by card.
- **Corporate lessons**
- Corporate lessons are meant for organised groups, corporate groups and events.
- To use a corporate lesson, every interested party is obliged to discuss it with the head of the TM ski school in the resort where the corporate event shall take place no later than five (5) calendar days before the planned corporate event day.
- Corporate lessons are meant for skiers and snowboarders.
- The beginning and the end of every corporate lesson, the number of participants and the number of corporate lessons, as well as the number of groups and skiing/snowboarding levels of the participants can be arranged between the organiser and the operator.
- The organiser is obliged to present the list of the names of all corporate lesson participants before their group lessons begin. The participants are then divided into groups based on their skiing and/or snowboarding skills.
- Corporate lessons take place in the beginner MAXILAND arena (Biela Púť, Lúčky, Juh Krupová, Tatranská Lomnica). If participants are more experienced, the lessons can take place on blue pistes or even on more difficult pistes if the instructor considers it to be appropriate and if they discuss it with the participants.
- The minimum number of participants per group of a corporate lesson is 6, and the maximum number is 12/group. If the organiser does not have 6 participants or a group of a minimum number of 6 cannot be formed due to skiing/snowboarding skills differences, the organiser is obliged to pay the price that corresponds to a 6-member group although their group is smaller.
- Corporate lesson participants in individual groups must be on the same level and all participants in each group must have the same equipment – skis or snowboards. The teaching methodology is adapted to the weakest group participant.
- Every corporate lesson includes warm-up exercises at the beginning and dividing participants into groups.
- Every corporate lesson has to be paid based on an advance invoice issued by the operator following the organiser's order. The payment deadline is no later than one day prior to the start of the corporate lesson. After the lesson is completed, the operator will issue a final invoice to the organiser based on the actual lessons delivered and deduct the advance payment. If any advance payment is not made by the due date, the operator reserves the right to refuse to provide the corporate lesson services to the respective organiser until the payment is made. Corporate lessons can also be paid in the resort on the first day of the corporate lesson, either in cash or by card.
- **CANCELLATION TERMS**

- **TM ski school services – offline shopping, TATRY MOTION SKI SCHOOL points of sale:**
 - Every customer can cancel their purchased TM ski school services without paying a cancellation fee if:
 - the customer gets injured while using the TM ski school services and an injury report is written;
 - the customer cannot use the purchased TM ski school service due to an injury or a disease and presents the respective injury or disease health certificate;
 - the purchased TM ski school service cannot be provided due to bad weather or bad snow conditions that would prevent the TM ski school service from being provided if the customer is unable to use the TM ski school services on an alternative date determined by the operator;
 - the operator cannot provide the booked TM ski school service due to measures, regulations, decisions, directives, instructions and other normative administrative acts and individual administrative acts issued and adopted by respective state authorities of the Slovak Republic in connection with the spread of the COVID-19 disease.
 - To cancel any purchased TM ski school services based on the reasons above, the customer is obliged to present their original receipt of the purchased TM ski school service that they want to cancel at a TM ski school point of sale. The paid price shall be refunded to the customer by the operator in the same way that was used to pay for the service within 14 days from the day that follows after the service cancellation. Any related bank charges shall be paid in their entirety by the customer.
 - Purchased TM ski school services cannot be cancelled due to other subjective reasons of customers than those mentioned above. In the case of other cancellation reasons, every customer is entitled to be given a TM ski school service voucher valid until the end of the 2026/2027 season. To use the voucher mentioned in the previous sentence, the respective customer is obliged to arrange its use with the operator at least 1 week before.
 - The names of the users of purchased TM ski school services can be changed based on the type of the purchased service (lesson for a child, one child replaced with another).
 - The time of use and/or the kind of the purchased TM ski school service can be changed only if arranged with the operator. Any change is subject to availability.
- **TM ski school services – online shopping at www.gopass.travel**
 - Every customer can cancel their TM ski school services purchased online based on the cancellation terms that are included in the general terms and conditions of the Gopass programme published at www.gopass.travel.
- **INJURIES AND ACCIDENTS**
 - Sports activities can cause physical and/or mental harm or injuries with less serious or lifelong consequences or even death. Any kind of injury can be caused not only by oneself but also due to the behaviour and/or negligence of somebody else.
 - Sports activities related to the TM ski school services include skiing and snowboarding, using of ski lifts, cable cars or any other means of transport during lessons.
 - If any customer gets injured during a TM ski school lesson, they are obliged to inform their instructor immediately. The instructor is obliged to inform the Mountain Rescue Service and write an injury report together with the injured customer.
 - Every ski pass price includes Mountain Rescue Service and health insurance that covers cases of potential injuries or sudden health problems of customers on ski pistes or while using TM ski school services. Customers younger than 6 years or customers older than 6 years who haven't purchased ski passes and use services in the beginner Maxiland arena are treated by the Mountain Rescue Service for free if any injury happens.
 - By buying a TM ski school service, every customer declares that they agree to have pre-medical first aid treatment arranged in the resort (by the Mountain Rescue Service etc.). Every customer accepts that no treatment guarantees anything and if they are transported to a medical facility after that, the operator is not responsible for such transport. The customer is obliged to cover all costs related to such transport and/or further medical care.
 - If any customer gets injured while using TM ski school services, they are entitled to be refunded an aliquot part of the purchase service price that corresponds to one day of the purchased TM ski school service. If the customer has purchased a multi-day TM ski school service, they are entitled to be refunded the part of the purchase price that corresponds to the number of days of the purchased service that could not be used due to their injury. The part of the purchase price shall be refunded to the customer by the provider in accordance with relevant provisions of these GTC.

- The operator is not liable for any damage on the property or the health and life of another person that was caused by a customer while using TM ski school services. Only customers are liable for such damage. Relevant provisions of Act No. 40/1964 Coll. Civil Code, as amended, apply to the customer's responsibility.

- **COMPLAINTS POLICY AND ALTERNATIVE DISPUTE RESOLUTION**

- Services are provided in accordance with the relevant provisions of Act No. 40/1964 Coll. of the Civil Code as amended, in conjunction with the relevant provisions of Act No. 108/2024 Coll. on Consumer Protection and on the Amendment and Supplementation of Certain Acts as currently in force, and other generally binding legal regulations. This applies in cases where the customer is a consumer, who is defined as a natural person who, in connection with their consumer contract, the obligations arising from it, or in a business practice, does not act within the scope of their business activities or profession. For the purposes of these general terms and conditions, TMR is considered a trader in relation to consumers within the meaning of §52, Sec. 3 of Act No. 40/1964 Coll. of the Civil Code as amended.
- Every customer is entitled to be provided TM ski school services in the agreed or regular extent, quality, amount and date.
- Every customer is obliged to lodge their complaint immediately after having discovered the defects they want to complain about but no later than one on the following calendar day. Otherwise, the right to complain expires. Every customer can execute their right to complain personally at the TM ski school point of sale in the respective resort or in writing by contacting the registered office of the TMR company within the period specified in these GTC. In the case of written complaints, the period is considered to be met if the written complaint is delivered to the TMR company on the first working day after the customer becomes entitled to lodge a complaint.
- To lodge a complaint, every customer is obliged to present their original receipt of the purchased TM ski school service that they want to complain about. Every complaint of customers shall be recorded by an authorised staff member in the form of a complaints record including specifying objective circumstances of the complaint and related defects. Every customer shall receive a written confirmation about their filed complaint and is obliged to cooperate as required while their complaint is being handled, especially to inform above objective circumstances related to the complaint. The operator is obliged to examine every complaint properly and deal with the complaint immediately. If immediate resolution is not possible due to the nature of the complaint, the operator shall inform the customer of the time frame for handling the complaint. The time frame for handling the complaint shall not exceed 30 days from the date it is filed unless it is objectively impossible to meet this deadline. In such a case, the operator shall inform the customer of the time frame for handling the complaint. For the purpose of the complaint procedure, every customer is obliged to provide their contact data that shall be used to inform the respective customer about further steps in case their complaint cannot be handled on site immediately once filed.
- If the TMR company accepts that the complaint of a customer is justified, the customer is offered a substitute service (i.e. they can use the purchased TM ski school service with another instructor and at another time). If the customer does not agree with the substitute service or the TMR company cannot resolve the complaint as mentioned in the previous sentence due to operational/capacity reasons, the customer shall be refunded the paid price of the TM ski school service that they complained about or to be offered a discount on the paid price of the TM ski school service that they complained about as decided by the TMR company.
- The TMR company reserves the right to investigate and resolve every complaint individually, considering its legitimacy and the requirements of the respective customer(s).
- If TMR does not acknowledge the legitimacy of any customer's complaint (rejects the grounds for the complaint), the respective customer shall be informed of the reasons for the rejection in writing.
- Every client is entitled to be financially compensated for inevitable costs that incurred by filing their complaint if it is justified. This right must be exercised with the operator no later than 2 months after the resolution of the justified complaint; otherwise, this right will expire.
- The TMR company is not liable for services being not provided and/or not used by individual customers or not being able to be used by individual customers due to force majeure events (i.e. due to regulations of public authorities determined in order to prevent the spread of a contagious disease or other restrictions ordered by public authorities, due to a natural catastrophe (earthquake, flood, fall of meteorites, hurricane, epidemic) or due to a war or terrorism, which will have long-term (longer than the 2025/2026 winter season) or permanent consequences.
- Any customer has the right to submit a request for redress to the trader in accordance with § 11 Sec. 1 of Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on Amendments and

Supplements to Certain Acts, as amended, if a dispute arises between the customer as a consumer and the trader regarding the rights arising from liability for defects (if the customer is not satisfied with the way how the trader handled their complaint) or if the customer as a consumer believes that the trader has violated their other rights. The trader will assess the request and inform the customer how it shall be resolved within 30 days after it is submitted. If the trader 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 trader 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 (Central Inspectorate of the Slovak Trade Inspection, Department of International Relations and ADR), Bajkalská 21/A, P.O.BOX 29, 827 99 Bratislava, or electronically to ars@soi.sk or 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: <https://www.mhsr.sk/obchod/ochrana-spotrebiteľa/alternativne-riesenie-spotrebiteľských-sporov-1/zoznam-subjektov-alternatívneho-riesenia-spotrebiteľských-sporov-1>). Every client 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 client can use an online platform for alternative dispute resolution which is available at: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=SK>. For more information about alternative dispute resolution, please visit the website of the Slovak Trade Inspection: <https://www.soi.sk/sk/alternativne-riesenie-spotrebiteľských-sporov.soi>.

- **PERSONAL DATA PROTECTION, PRIVACY POLICY**

- 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/.

- **FINAL PROVISIONS**

- These GTC as well as all legal relations based on them and resulting from the provision of TM ski school services based on these GTC shall be governed by the laws of the Slovak Republic. All legal relations that are not specified by these GTC shall be governed by generally binding regulations that are in force in the Slovak Republic.
- Any dispute resulting from these GTC or legal relations based on them, including disputes regarding the interpretation of these GTC if the dispute between the parties of the respective legal relationships is not solved successfully shall be referred to Slovak courts.
- If any provisions of these GTC are or become invalid, ineffective and/or unenforceable, this shall not affect the validity, effect and/or enforceability of other provision of these GTC.
- These GTC become effective and come into force on the first day of the respective winter season as determined by the operator.
- By buying a TM ski school service, every customer declares that they agree with these GT.
- The current version of the GTC is displayed well at TM ski school points of sale in individual resorts and published at www.vt.sk and www.jasna.sk in the "Ski school" section.

SUPERVISORY BODIES

Central Inspectorate of the Slovak Trade Inspection, Bajkalská 21/A, 827 99 Bratislava
Inspectorate of the Slovak Trade Inspection for the Žilina region with the registered office in Žilina, Predmestská 71, 011 79 Žilina