

GENERAL TERMS AND CONDITIONS SUMMER SEASON 2026

1. These general terms and conditions of the 2026 summer season 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 – transport by cableways 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 and Jasná.
2. Any customer can buy a travel ticket (hereinafter referred to as “**Ticket**”) during the 2026 summer season, at a price specified in the price list of the TMR company valid in the 2026 summer season. The respective transport agreement is considered to be concluded from the moment the customer enters a lower cableway station or a cableway boarding zone, which is accessible only for clients with valid Tickets. The Ticket price does not include Mountain Rescue Service costs in the case of an injury or sudden deterioration of the health of the Ticket owner that might happen while using services provided by the TMR company. Every customer can take out mountain insurance under conditions specified by the operator.
3. Tickets purchased in any resort of the operator (*offline sale*) or via automated sales points (*Gopass Tickets*) or via the Gopass system (*online sale*) are issued as paper tickets. This does not apply to Bike Tickets, which are issued as contactless KEYCARDS by **GOPASS SE**, Komořanská 326/63, Modřany, 143 00 Prague, Czech Republic, Company number: 171 07 148, registered in the Commercial Register of Municipal Court Prague, File No. H 2546 (hereinafter referred to as “**GOPASS (company)**”), with identification details of individual Ticket holders included, where individual customers who do not have their keycards yet have to pay for such cards based on the respective price list of the TMR company.
4. Tickets are sold via the Gopass system under conditions specified in the general terms and conditions of the Gopass system (www.gopass.travel) operated by **GOPASS**. Tickets can be purchased at ticket offices or in client centres in individual resorts operated by the TMR company (*offline sale*) or via automated ticket machines (*Gopass Tickets*) in individual resorts operated by the TMR company from 01/05/2026 on days when individual resorts are opened and during the respective opening times, which are specified by the operator based on weather and operational conditions. Tickets purchased *offline* can be paid for in cash or by card (EUROCARD-MASTER CARD, MAESTRO, VISA, VISA ELECTRON, MASTERCARD ELECTRONIC). Individual types of Tickets can be purchased at prices specified in the Price list of the TMR company, valid in the 2026 summer season, which is published on the websites of the TMR company (www.vt.sk, www.jasna.sk, www.gopass.travel) and in individual resorts operated by the TMR company. Bike Tickets and Lienka Tickets can be purchased via the GOPASS sales system (*online*) or at the ticket offices and Client centres in individual resorts operated by TMR (*offline*). This type of Tickets is not available at automated points of sale (*Gopass Tickets*). Purchased Tickets are valid only on the day they are purchased for and entitle their holders to use services based on the type of individual Tickets only on the day they were purchased for.
5. The prices of Tickets are flexible.
6. Discounted Tickets:
 - 6.1 Children younger than 5.99 years of age can use services for free, but only if they do so in the company of an adult person older than 18 years (max. 2 children with 1 adult person older than 18 years).
 - 6.2 Individuals aged 60 and over are entitled to buy discounted “*Senior*” category Tickets. To claim the discount when buying a Ticket via the Gopass system (*online*), every customer is obliged to enter the correct date of birth when registering at www.gopass.travel. To claim the discount when buying a Ticket via automated ticket machines (*Gopass Tickets*), every customer is obliged to enter the correct date of birth when registering. To claim the discount when buying a Ticket in any resort of the operator (*offline*), every customer must show their ID.

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- 6.3 Holders of disability cards with or without companions are entitled to buy discounted “Senior” category Tickets. To claim the discount when buying a Ticket in any resort of the operator (*offline*), every customer must show their ID and their disability card. When buying a discounted Senior category Ticket for a disabled person via the Gopass system (www.gopass.travel), every customer must send an official request to the email address info@gopass.sk (before buying their Ticket). 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 Tickets **cannot be purchased** for disabled persons at automated ticket machines (*Gopass Tickets*).
- 6.4 Children aged 12 – 17.99 years or holders of ISIC, ITIC, EURO26, GO26 cards are entitled to buy discounted “Junior” category Tickets. To claim the discount when buying a Ticket via the Gopass system (*online*), every customer is obliged to enter the correct card number when shopping at www.gopass.travel. To claim the discount when buying a Ticket in any resort of the operator (*offline*), every customer must show their ID (customers up to 15 years of age must show their health insurance cards or other documents proving their 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*).
- 6.5 Children aged 6 – 11.99 years are entitled to buy discounted “Kids” category Tickets. To claim the discount when buying a Ticket via the Gopass system (*online*), every customer is obliged to enter the correct date of birth when registering at www.gopass.travel. To claim the discount when buying a Ticket via automated ticket machines (*Gopass Tickets*), every customer is obliged to enter the correct date of birth when registering. To claim the discount when buying a Ticket in any resort of the operator (*offline*), every customer must show the health insurance card of the child or another document that would prove the age.
- 6.6 Discounts for organised groups: 5% off the total price, the discount applies to 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 Tickets must be purchased collectively for the whole group). Group discounts cannot be combined with other discounts. When buying 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.
- 6.7 **Discounts cannot be combined. Every customer can choose the best price.**
- 6.8 Discounted tickets do not apply to the cable car (aerial tramway) operating in the Vysoké Tatry – Tatranská Lomnica resort between Skalnaté pleso and Mt Lomnický štít (and back).
7. Transport of small dog breeds and other animals by cableways:
- 7.1 **In the Jasná resort:**
Small dog breeds can be transported by all cableways if they are accompanied by their owners, wear muzzles and are leashed. Small dog breeds and other animals can also be transported by using transport cages. Only one small dog breed or one other 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 a 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 10/animal**. The operator reserves the right to refuse to transport any animal with cableways.
- 7.2 **In the resorts: Vysoké Tatry – Tatranská Lomnica and Vysoké Tatry – Starý Smokovec:**
Small dog breeds can be transported by all cableways (except the chairlift in Lomnické sedlo and the cable car operating to Mt Lomnický štít) if they are accompanied by their owners, wear muzzles and are leashed. Small dog breeds and other animals can also be transported by using transport cages. 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 10/animal in the resort of Vysoké Tatry – Tatranská Lomnica and at the price of EUR 6/animal at the funicular that operates between Starý Smokovec – Hrebienok**. The operator reserves the right to refuse to transport any animal with cableways.

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7.3 In the Štrbské Pleso resort:

Small dog breeds can be transported by all cableways if they are accompanied by their owners, wear muzzles and are leashed. Small dog breeds and other animals can also be transported by using transport cages. Only one small dog breed or one other 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 a 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.

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

7.5 Animal transport by cableways cannot be claimed legally.

7.6 Cableway tickets for small dog breeds or other small pets can be purchased only at client centres and ticket offices in individual resorts operated by the TMR company (*offline sale*). Cableway tickets for small dog breeds or other small pets **cannot be purchased** via the Gopass system (*online sale*) or automated ticket machines (*Gopass Tickets*).

7.7 The requirement to purchase a transport ticket for a small dog or other small animal travelling on cableways does not apply to specially trained assistance dogs (including guide dogs, hearing dogs or assistance dogs for persons with physical disabilities), as defined by the applicable generally binding legislation, provided that the respective dog is accompanying a person with a severe disability, is wearing the appropriate assistance harness and carries official identification confirming its specialist training.

8. Every physically disabled customer in a wheelchair who wants to travel with a cableway or any adult who accompanies such a disabled customer is obliged to inform the operator about the disability when buying their Ticket and ask for necessary help. Based on such a request, the operator shall ensure assistance for the physically disabled passenger so that they can embark and disembark the means of transport more comfortably. To arrive at the embarkation area, the disabled passenger shall arrange everything by themselves in cooperation with their companion. Members of the operator's staff who are on duty at the respective cable car, funicular or chairlift shall help the disabled passenger to embark and disembark the means of transport. To do so, the respective cable car, funicular or chairlift must be stopped at the station. Specific transportation terms:

8.1 **In the Jasná Sever (North) resort**, disabled passengers in wheelchairs can travel only with gondola cable cars, and each of them must be accompanied by at least one adult.

8.2 **In the Jasná Juh (South) resort**, disabled passengers in wheelchairs can travel only with gondola cable cars, and each of them must be accompanied by at least one adult.

8.3 **In the Vysoké Tatry – Tatranská Lomnica resort**, disabled passengers in wheelchairs can travel with cableways only if each of them is accompanied by at least one adult. The cable car (KLD4) on the route Tatranská Lomnica – Štart can be used by disabled passengers in wheelchairs only if their wheelchairs are not wider than 58 cm. Cable car transport of disabled passengers on the route Skalnaté pleso – Mt Lomnický štít is available only for passengers with folding wheelchairs. However, every passenger in a wheelchair must note that the areas of the lower and upper cable car stations, as well as on top of Mt Lomnický štít, are not wheelchair-friendly (not barrier-free) as 4 storeys (80 stairs) must be climbed in the upper station building, and there is no lift or escalator. If any passenger in a wheelchair decides to use cable car transport on the route Skalnaté pleso – Mt Lomnický štít, they must be accompanied by at least two other adult passengers.

8.4 **In the Vysoké Tatry – Starý Smokovec resort**, disabled passengers in wheelchairs can travel with the funicular only if each of them is accompanied by at least one adult. There is no wheelchair-friendly access from the funicular station to the exterior.

8.5 **In the Štrbské Pleso resort**, cable car transport of disabled passengers in wheelchairs is not possible due to the technology of transport facilities in the resort.

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9. For safety reasons, children under the age of 12 or shorter than 140 cm may only use chairlifts when accompanied by an adult aged 18 or over. A maximum of two children under the age of 12 or shorter than 140 cm may travel with one accompanying adult aged 18 or over.
10. Bicycles/scooters cannot be transported by cableways in the resorts: Jasná, Tatranská Lomnica and Štrbské Pleso unless otherwise specified by the Price list, an offer of the operator or specific terms and conditions of the operator.
11. Parking of motorhomes, caravans and sleeping overnight in vehicles
 - 11.1 Parking areas designated in resorts are intended exclusively for short-term parking of visitors' private motor vehicles. Parking of motorhomes, caravans or any other vehicles adapted for sleeping overnight is not permitted in these areas.
 - 11.2 Sleeping overnight in motor vehicles is strictly prohibited. The operator reserves the right to take any necessary measures to ensure compliance with this provision.
12. Individual types of Tickets and the scope of services that they entitle their holders to are specified in the price list of the TMR company valid in individual resorts operated by the TMR company for the 2026 summer season, published on the websites of the TMR company: www.vt.sk, www.jasna.sk, www.gopass.travel and available in individual resorts operated by the TMR company.
13. **All Tickets are non-transferable from the moment their holders pass through the first turnstile (reader) with them.**
14. Operation and opening times:
 - 14.1 The operation of individual resorts (opening days) depends on weather in individual resorts and operating conditions in individual resorts and is determined by the operator. Details about the operation of individual resorts (opening days) are published on the websites of the TMR company: www.vt.sk and www.jasna.sk.
 - 14.2 The operation of individual transport facilities (cableways) in individual resorts depends on weather in individual resorts and operating conditions in individual resorts, and details are published on the websites of the TMR company: www.vt.sk and www.jasna.sk.
 - 14.3 The opening times of cableways in individual resorts operated by the TMR company are defined by the TMR company based on weather and other operational conditions in individual resorts operated by the TMR company, and details are published on the websites of the TMR company: www.vt.sk and www.jasna.sk.
 - 14.4 The TMR company is entitled to change the opening times of individual transport facilities and ski pistes in individual ski resorts. The TMR company is entitled to change the operation or opening times of transport facilities, decide not to open, or interrupt the operation of individual transport facilities (cableways) in individual resorts in the case of technical malfunctions, too strong wind, power failure or other circumstances that do not enable to transport customers (e.g. storm, gale, fog, hail etc.). Details of weather conditions and the operation of cableways are available at Ticket points of sale and on the websites: www.jasna.sk and www.vt.sk every day.
15. Lost, stolen or damaged Tickets:
 - 15.1 Lost or stolen Tickets
 - 15.1.1 If a Ticket gets lost or stolen, any resort of the TMR company must be notified immediately. To do so, the respective holder of the Ticket purchased in a resort of the operator (*offline sale*) is obliged to show the purchase confirmation (receipt). In the case of non-transferable Tickets issued for specific customers (and their names), the ID of the person that the lost or stolen Ticket was issued for (or the ID of their legal representative) must be presented as well. In the case of a lost Ticket that was purchased via the GOPASS system (*online sale*), the operator is entitled to ask the Ticket holder to show their purchase confirmation email. Any lost or stolen Ticket can be blocked, and all necessary data can be checked only after the loss or theft has been reported and the documents required have been presented. The holder of the lost or stolen Ticket shall get a substitute Ticket. The holder of the Ticket is not entitled to be paid the whole or an aliquot Ticket price back, or to receive any other form of compensation for the days they were late with the loss/theft report until the Ticket got blocked. Holders of Tickets who fail

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to present documents specified above in this item are not entitled to receive substitute Tickets or any other form of compensation for their lost or stolen Tickets.

16. Complaints and travel costs refunds:

16.1 The provision of services by TMR is governed by the relevant provisions of Act No. 40/1964 Coll., the Civil Code, as amended, in conjunction with the relevant provisions of Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts, as amended, together with any other applicable generally binding legislation. These provisions apply where the Customer is a consumer, being a natural person acting outside the scope of their trade, business or profession in connection with a consumer contract, any obligation arising therefrom, or any commercial practice.

16.2 For the purposes of these Terms and Conditions, TMR shall, in relation to consumers, be deemed to be a trader within the meaning of Section 52(3) of Act No. 40/1964 Coll., the Civil Code, as amended.

16.3 Any customer is entitled to be transported by cableways in the regular extent, quality, amount and date or otherwise agreed extent, quality, amount and date.

16.4 Any Customer may submit a claim in respect of defective services (a complaint) at the client service centres located within the individual resorts, electronically by email to reklamacia@tmr.sk or reklamacia@gopass.sk, or in writing to the registered office of TMR, within the time limits stated in these Terms and Conditions.

16.5 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 or transport not provided in the agreed extent) 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 TMR company on the first working day after the customer becomes entitled to set up a complaint.

16.6 When submitting a complaint, every customer must present the receipt confirming the purchase of the Ticket. Where the complaint relates to a service purchased via an automated point of sale (Gopass Tickets) or through the Gopass online sales platform, the customer must also provide proof of purchase. Following examination of the complaint, the operator shall determine the method of resolving the complaint without undue delay. If the nature of the complaint does not allow for immediate resolution, the operator shall inform the customer of the period required to resolve it. Unless prevented by objective circumstances, the complaint shall be resolved within 30 days of its submission. Where this time limit cannot be met for objective reasons, the operator shall notify the customer accordingly. For the purpose of handling the complaint, the customer shall provide contact details through which they may be informed of the outcome where immediate resolution is not possible. The customer is also required to provide the operator with any reasonable cooperation necessary for the proper handling of the complaint.

16.7 Where TMR accepts a customer's complaint as justified, it shall provide the customer with appropriate compensation. The operator may reimburse the fare to the Ticket holder for the day on which the Ticket holder passed through the access control gate (turnstile) but was unable to use the transport service because the cableway or other mountain transport facility was out of operation for more than 60 minutes, or where transport on the cableway (mountain transport facility) did not commence due to operational or adverse weather conditions, as follows:

16.7.1 In the Jasná - Sever (North) resort, every Ticket holder is entitled:

16.7.1.1 to be compensated in the full amount if all transport facilities are out of service;

16.7.1.2 to be compensated in the amount of 75% of the return Ticket price if transport is provided only to the Priehyba interchange station; and in the amount of 50% of the one-way Ticket price if transport is provided only to the Priehyba interchange station;

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- 16.7.1.3** to be compensated in the amount of 50% of the return Ticket price if no transport down the hill is provided because all cableways are out of service;
- 16.7.1.4** to be compensated in the amount of 25% of the return Ticket price if transport down the hill on the route Mt Chopok – Priehyba or Priehyba – Biela Púť is not provided because the respective cableway is out of service.
- 16.7.1.5** The provisions set out in clauses 16.7.1.1 to 16.7.1.4 **shall not apply** to Bike Tickets. Bike Ticket holders are entitled:
 - 16.7.1.5.1** to be compensated in the amount of 100% of the Ticket price if no transport is provided because the respective cableway is out of service;
 - 16.7.1.5.2** holders of 2-ride Tickets are entitled:
 - 16.7.1.5.2.1** to be compensated in the amount of 100% of the Ticket price if no cableway ride is provided because the respective cableway is out of service;
 - 16.7.1.5.2.2** to be compensated in the amount of 50% of the Ticket price if only 1 cableway ride is provided because the respective cableway is out of service;
 - 16.7.1.5.3** holders of 3-ride Tickets are entitled:
 - 16.7.1.5.3.1** to be compensated in the amount of 100% of the Ticket price if no cableway ride is provided because the respective cableway is out of service;
 - 16.7.1.5.3.2** to be compensated in the amount of 70% of the Ticket price if only 1 cableway ride is provided because the respective cableway is out of service;
 - 16.7.1.5.3.3** to be compensated in the amount of 30% of the Ticket price if only 2 cableway rides are provided because the respective cableway is out of service;
 - 16.7.1.5.4** holders of 1-day Tickets are entitled:
 - 16.7.1.5.4.1** to be compensated in the amount of 100% of the Ticket price if no cableway ride is provided because the respective cableway is out of service;
 - 16.7.1.5.4.2** to be compensated in the amount of 75% of the Ticket price if only 1 cableway ride is provided because the respective cableway is out of service;
 - 16.7.1.5.4.3** to be compensated in the amount of 50% of the Ticket price if only 2 cableway rides are provided because the respective cableway is out of service;
 - 16.7.1.5.4.4** to be compensated in the amount of 25% of the Ticket price if only 3 cableway rides are provided because the respective cableway is out of service;
 - 16.7.1.5.4.5** there is no compensation available if 4 or more rides are provided and other services are not available due to bad weather or other operational reasons;
 - 16.7.1.5.5** holders of 2-day or 3-day Tickets are entitled:
 - 16.7.1.5.5.1** to be compensated in the amount of 100% of the Ticket price if no transport is provided because the respective cableway is out of service;
 - 16.7.1.5.5.2** to be compensated in the amount of 75% of the Ticket price if only 1 cableway ride is provided because the respective cableway is out of service;
 - 16.7.1.5.5.3** to be compensated in the amount of 50% of the Ticket price if only 2 cableway rides are provided because the respective cableway is out of service;

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16.7.1.5.5.4 to be compensated in the amount of 25% of the Ticket price if only 3 cableway rides are provided because the respective cableway is out of service;

16.7.1.5.5.5 there is no compensation available if 4 or more rides are provided and other services are not available due to bad weather or other operational reasons;

while the entitlement to any compensation shall be assessed individually for every day of the respective Ticket validity.

16.7.1.6 The provisions set out in clauses 16.7.1.1 to 16.7.1.4 **shall not apply** to Lienka Tickets. Lienka Ticket holders are entitled:

16.7.1.6.1 to be compensated in the amount of 100% of the Ticket price if no transport is provided because the respective funicular is out of service;

16.7.1.6.2 holders of return 1-ride Tickets are entitled:

16.7.1.6.2.1 to be compensated in the amount of 100% of the Ticket price if no funicular ride, i.e. up the hill is provided because the respective funicular is out of service;

16.7.1.6.2.2 to be compensated in the amount of 50% of the Ticket price if only 1 funicular ride – up the hill or down the hill is provided because the respective funicular is out of service;

16.7.1.6.3 holders of 1-day Tickets are entitled:

16.7.1.6.3.1 to be compensated in the amount of 100% of the Ticket price if no funicular ride, i.e. up the hill is provided because the respective funicular is out of service;

16.7.1.6.3.2 to be compensated in the amount of 75% of the Ticket price if only 1 funicular ride is provided because the respective cableway is out of service;

16.7.1.6.3.3 to be compensated in the amount of 50% of the Ticket price if only 2 funicular rides are provided because the respective funicular is out of service;

16.7.1.6.3.4 to be compensated in the amount of 25% of the Ticket price if only 3 funicular rides are provided because the respective funicular is out of service;

16.7.1.6.3.5 there is no compensation available if 4 or more rides are provided and other services are not available due to bad weather or other operational reasons.

The provisions of clauses 16.7.1.1 to 16.7.1.6 shall not apply during the period from 23 May 2026 to 31 May 2026. The Operator reserves the right to amend this period (including extending or shortening it) depending on technical, technological, weather-related or operational circumstances. Customers will be informed of any such changes via the website www.jasna.sk.

16.7.2 In the Jasná - Juh (South) resort, every Ticket holder is entitled:

16.7.2.1 to be compensated in the full amount if no transport is provided because all cableways are out of service;

16.7.2.2 to be compensated in the amount of 75% of the return Ticket price if transport is provided only to the Kosodrevina interchange station; and in the amount of 50% of the one-way Ticket price if transport is provided only to the Kosodrevina interchange station;

16.7.2.3 to be compensated in the amount of 50% of the return Ticket price if no transport down the hill is provided because all cableways are out of service;

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16.7.2.4 to be compensated in the amount of 25% of the return Ticket price if transport down the hill on the route Mt Chopok – Kosodrevina or Kosodrevina – Krupová is not provided because the respective cableway is out of service.

The provisions set out in clauses 16.7.2.1 to 16.7.2.4 shall not apply between 23rd May 2026 and 31st May 2026. The operator reserves the right to amend this period (including extending or shortening it) depending on technical, technological or operational circumstances. Any such changes will be communicated to clients via the website www.jasna.sk.

16.7.3 In the Vysoké Tatry - Tatranská Lomnica resort, every Ticket holder is entitled:

16.7.3.1 to be compensated with a substitute Ticket based on the type of their original Ticket that could not be used to reach the final destination of their one-way Ticket or the final destination of their return Ticket on the way up; or to be compensated financially based on the type of their Ticket that could not be used as mentioned above;

16.7.3.2 to be compensated in the amount of 50% of the return Ticket price if no transport down the hill is provided because all cableways are out of service;

16.7.3.3 to be compensated in the amount of 25% of the return Ticket price if transport down the hill from the Štart station is not provided because the cable car does not operate;

16.7.3.4 to be compensated in the full amount for the Mt Lomnický štít ticket if transport from the lower station is not provided due to reasons specified above;

16.7.3.5 to be compensated in the amount of 50% of the return Tatranská Lomnica – Skalnaté pleso ticket and 100% of the return Skalnaté pleso – Mt Lomnický štít ticket price if they don't reach the final destination on Mt Lomnický štít but travel from Tatranská Lomnica – Skalnaté pleso only. If any client doesn't reach the final destination on Mt Lomnický but travels on the route: Tatranská Lomnica – Skalnaté pleso – Tatranská Lomnica, they are entitled to be compensated only in the amount of 100% of the return Skalnaté pleso – Mt Lomnický štít ticket price;

16.7.3.6 if the cable car section Tatranská Lomnica – Skalnaté pleso operates but the cable car section Skalnaté pleso – Mt Lomnický štít does not, every Lomnický štít Ticket holder is required to wait in the Tatranská Lomnica resort until at least 45 minutes before the scheduled departure time of the cable car purchased by them;

16.7.3.7 if any Tatranská Lomnica – Lomnické sedlo return ticket holder cannot reach the destination station of Lomnické sedlo due to the reasons specified here, but travels on the route Tatranská Lomnica – Skalnaté Pleso – Tatranská Lomnica, they are entitled to be compensated in the amount of 20% of the return ticket price. If any customer cannot reach the destination station due to the reasons specified here but travels on the route Tatranská Lomnica – Skalnaté Pleso, they are entitled to be compensated in the amount of 60% of the return ticket price.

16.7.4 In the Vysoké Tatry – Starý Smokovec resort, every Ticket holder is entitled:

16.7.4.1 to be compensated in the full amount if no transport is provided because the funicular is out of service;

16.7.4.2 to be compensated in the amount of 50% of the return Ticket price if no transport down the hill is provided because the funicular is out of service;

16.7.5 In the Štrbské Pleso resort, every Ticket holder is entitled:

16.7.5.1 to be compensated with a substitute Ticket based on the type of their original Ticket that could not be used to reach the final destination of their one-way Ticket or the final destination of their return Ticket on the way up; or to be compensated financially based on the type of their Ticket that could not be used as mentioned above;

16.7.5.2 v prípade obojsmerného Lístka, ak zákazníkovi z dôvodov tu uvedených bolo umožnené absolvovať len prepravu z východzej stanice do cieľovej stanice smerom hore (t.j. nebola vykonaná preprava smerom dole), na náhradu cestovného vo výške 50% sumy obojsmerného Lístka to be compensated in the amount of 50% of the

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return Ticket price if no transport down the hill is provided (i.e. only transport up the hill from the lower to the upper station is provided) due to reasons above;

16.7.6 In the Vysoké Tatry – Tatranská Lomnica resort and the Vysoké Tatry - Starý Smokovec resort, every Combo-Ticket holder is entitled:

16.7.6.1 to be compensated in the amount of 50% of the “MAGISTRALA Ticket” price or the return Ticket price (where applicable) if only transport from the lower station to the upper station was provided (i.e. transport down the hill was not provided).

16.8 In the case of special offer Tickets (e.g. special offers for loyal clients etc.), compensation can be offered in the case of justified complaints only while the respective special offer is valid.

16.9 Customers who are entitled to use services at individual resorts of the operator based on so-called resort packages (Tickets and aqua passes included in the accommodation price) are not entitled to any compensation if the services cannot be used due to adverse weather conditions or other operational reasons. Clauses 16.7 and 16.8 of these Terms and Conditions do not apply in such cases.

16.10 **Holders of season Tickets shall not be entitled to compensation where services cannot be used due to adverse weather conditions or other operational reasons. Clauses 16.7 and 16.8 of these Terms and Conditions shall not apply in such cases.**

16.11 **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 have.**

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

16.13 Where TMR does not accept any customer's complaint as justified (i.e. rejects the complaint), it shall notify the customer in writing of the reasons for rejecting the complaint.

16.14 Where a customer acting as a consumer is dissatisfied with the manner in which the trader has handled a claim relating to defective goods or services, or believes that the trader has otherwise infringed the consumer's rights, the customer is entitled to request that the trader provide redress. If the trader rejects such a request or fails to respond within 30 days of the date on which the request was sent by the customer, the customer is entitled to initiate alternative dispute resolution proceedings in accordance with Section 12 of Act No. 391/2015 Coll. on Alternative Resolution of Consumer Disputes and on Amendments to Certain Acts, as amended. The competent alternative dispute resolution body is: (a) the Slovak Trade Inspection Authority (Slovenská obchodná inšpekcia), Central Inspectorate, Department of International Relations and Alternative Dispute Resolution, Bajkalská 21/A, P.O. BOX 29, 827 99 Bratislava, Slovakia, email: ars@soi.sk or adr@soi.sk; or (b) any other authorised legal entity entered in the register of alternative dispute resolution bodies maintained by the Ministry of Economy of the Slovak Republic (the list of authorised bodies is available at <https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1/zoznam-subjektov-alternativneho-riesenia-spotrebitelskych-sporov-1>). The customer is free to choose which authorised alternative dispute resolution body to approach. The customer may also submit an application for the alternative resolution of a consumer dispute via the European online dispute resolution platform, available at https://consumer-redress.ec.europa.eu/list-alternative-dispute-resolution-adr-bodies_en. Further information on alternative consumer dispute resolution is available on the website of the Slovak Trade Inspection Authority: <https://www.soi.sk/sk/alternativne-riesenie-spotrebitelskych-sporov.soi>.

17. Transport cancellation due to subjective reasons of customers before boarding cableways:

17.1 **If any customer cancels their cableway transport due to their subjective reasons (e.g. due to an illness, an injury or other personal reasons) before they board their cableway, i.e. at least 24 hours before they board their cableway in the respective resort on the day of their scheduled of Ticket use, they are obliged to present their receipt (if they purchased their Ticket at a resort ticket office or client centre (offline)) or their purchase confirmation**

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email (if they have purchased their Ticket through the Gopass system). **The operator reserves the right to investigate every transport cancellation due to subjective reasons of individual passengers before boarding cableways, customers' requests and potential transport costs refund (method and amount) individually.** In the case of a Ticket purchased through the Gopass sales platform, the cancellation terms and conditions set out in the Gopass Programme General Terms and Conditions, available at www.gopass.travel, shall apply.

17.2 If any customer buys a Mt Lomnický štít ticket at a ticket office or an information centre (*offline sale*) and cancels the transport due to subjective reasons (e.g. illness, injury etc.) or without specifying the reason:

17.2.1 no later than 24 hours before the departure time of the cable car from Skalnaté pleso written on the reservation ticket, the customer is entitled to be returned the full Mt Lomnický štít ticket price back;

17.2.2 120 minutes – 24 hours before the departure time of the cable car from Skalnaté pleso written on the reservation ticket, the customer is entitled to be returned 50% of their Mt Lomnický štít ticket price back;

17.2.3 less than 120 minutes before the departure time of the cable car from Skalnaté pleso written on the reservation ticket, the customer is not entitled to be compensated financially or non-financially.

The operator reserves the right to investigate every cancellation of transport based on a Mt Lomnický štít ticket purchased at a ticket office or in a client centre (*offline sale*) due to subjective reasons of individual passengers before boarding cableways, customers' requests and potential transport costs refund (method and amount) individually.

The operator reserves the right to investigate every cancellation of transport based on a Mt Lomnický štít ticket purchased through the Gopass system (*online sale*) due to subjective reasons of individual passengers before boarding cableways, customers' requests and potential transport costs refund (method and amount) individually.

17.3 If any customer misses their cableway transport on the route Skalnaté pleso – Mt Lomnický štít, i.e. the departure time written on their reservation ticket, they are not entitled to be compensated financially or non-financially.

18. Personal data protection:

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/.

19. By purchasing a Ticket and using services in individual resorts operated by the TMR company, 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 resort rules. Every customer undertakes to follow all safety rules and instructions of authorised staff members of the operator or other individuals authorised by the operator and generally binding legal regulations that specify how to move around mountain resorts, national parks and protected areas. Every customer is obliged to have their Ticket with them at all times while travelling with cableways. If asked by the staff of the operator, every customer is obliged to show their valid Ticket in order to be checked.

20. The TMR company is entitled to block any Ticket and prevent the respective holder from using services in resorts operated by the TMR company if the Ticket is not used by the person who is entitled to do so, i.e. if the Ticket issued for a specific person (and their name) is used by a person that is not registered as the Ticket holder (the same applies to *offline* purchased Tickets that are not used by the individuals who passed through the first turnstile with them). Non-transferable Tickets can be used only along with IDs or other documents proving the identity, health insurance cards or other identity-proving documents in the case of children younger than 15 years, cards proving the entitlement of a discount (in the case of discounted Tickets). To check the passengers, the operator is entitled to ask them to show their IDs, health insurance cards of children and cards proving the entitlement to a discount (in the case of discounted Tickets).

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- 21. If any Ticket is blocked or cancelled as a result of violating the general terms and conditions** (if a Ticket is misused and this results in misusing the services offered by the operator in individual resorts operated by the TMR company or if item 19 or 20 or 22 of these general terms and conditions is 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.**
- 22.** Unless the operator allows so, cable cars, chairlifts and funiculars, their cars and chairs, embarkation and disembarkation zones cannot be used for advertising purposes (this includes various stalls, advertisements etc. 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, chairlifts, funiculars and other means of transport without the permission of the operator, i.e. the TMR company and without relevant licences pursuant to the generally binding legal regulations.
- 23.** The operator reserves the right to refuse to offer cableway transport in resorts to any customer or to act in accordance with item 20 and item 21 of these general terms and conditions (Ticket blocking) if the customer endangers or damages the property or legitimate interests of the operator, 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.
- 24.** If 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 of any 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.
- 25. Governing law:**
All legal relations between the operator and individual customers related to the purchasing and use of services in resorts operated by the operator, as well as all other related legal relations, shall be governed by the laws of the Slovak Republic.
- 26.** These general terms and conditions become effective and enter into force on 01/05/2026 and are effective and in force during the whole 2026 summer season. They apply to the provision of services – the use of cableways in all resorts operated by the TMR company. If any terms and conditions related to individual services provided in the resorts operated by the TMR company based on individual types of Tickets and Price lists of the TMR company (hereinafter referred to as “**specific terms and conditions**”) differ from these general terms and conditions, the specific terms and conditions shall be considered decisive and given priority to the general terms and conditions in every clause where they are different.

In Demänovská Dolina on 18/07/2026

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, Predmestská 71, 011 79 Žilina

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