

TERMS AND CONDITIONS
WOMEN'S FIS ALPINE SKI WORLD CUP TICKETS
JASNÁ NÍZKE TATRY 2024
20. – 21.1.2024

1. These terms and conditions determined 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”**) specify the sale of *tickets valid at Women's FIS Alpine Ski World Cup – Jasná Nízke Tatry 2024 on 20. – 21.1.2024* (hereinafter referred to as **“event”**), the use of services based on the tickets during the event and related rights and obligations.
2. The TMR company is the exclusive seller of event tickets based on the Agreement on the transfer of rights related to the sale of Women's FIS Alpine Ski World Cup – Jasná Nízke Tatry 2024 tickets concluded with the SKI ASSOCIATION OF SLOVAKIA (ZVÄZ SLOVENSKEHO LYŽOVANIA, o. z.).
3. Customers can buy the following event tickets to use services during the event based on a special offer of the TMR company:
 - 3.1 PUBLIC ticket, which includes access to the standing PUBLIC zone (stands) in the area of Koliesko (hereinafter referred to as **“PUBLIC ticket”**);
 - 3.2 VIP SILVER ticket, which includes access to the standing VIP SILVER zone (stands) in the area of Koliesko or Priehyba based on the type of the VIP SILVER ticket, access to the gastronomy zone in the HAPPY END club, a tourist A6 Biela Pút' – Priehyba cable car ticket with priority access (through the so-called Fast Pass Lane) (applies to Priehyba-zone tickets) or a tourist B3 Biela Pút' – Koliesko chairlift ticket with priority access (applies to Koliesko-zone tickets), access to the evening party in the HAPPY END club and a present from the event partner (hereinafter referred to as **“VIP SILVER ticket”**);
 - 3.3 VIP GOLD ticket, which includes access to the standing VIP GOLD zone (stands) in the area of Koliesko/finish, access to the VIP GOLD gastronomy zone in the area of Koliesko and in the Crystal bar in Biela Pút', a designated parking space (Biela Pút' or Lúčky), shuttle bus transport, gift items from event partners, a tourist B3 Biela Pút' – Koliesko chairlift ticket with priority access (through the so-called Fast Pass Lane), access to the evening party in the HAPPY END club, a unique jewel made by Petra Toth exclusively for the event, an exclusive tour of the World Cup race start and finish area (hereinafter referred to as **“VIP GOLD ticket”**);(PUBLIC ticket, VIP SILVER ticket and VIP GOLD ticket collectively hereinafter referred to as **“ticket(s)”**). Event tickets don't include transport services in the Jasná resort other than those specified above and don't entitle their holders to ski on the ski pistes in the Jasná resort.
4. Customers can buy parking at selected parking spaces on the Lúčky car park or the Pavčina Lehota park & ride car park during the event, i.e. from 20.1.2024 to 21.1.2024, or if the event is rescheduled by the respective FIS authority due to bad weather, also on the substitute day, i.e. on 22.1.2024 (hereinafter referred to as **“parking”**).
5. Every ticket is valid during the event, i.e. from 20.1.2024 to 21.1.2024, or if the event is rescheduled by the respective FIS authority due to bad weather, also on the substitute day, i.e. on 22.1.2024.
6. Customers can buy tickets and/or parking **from 10.10.2023** only *online* via the www.wcj.gopass.travel website and via a sales intermediary, which is the Inviton s. r. o. company with the registered office at Nové Záhrady I.11, 821 05 Bratislava – Ružinov urban district, Company number: 47 420 537, registered in the Commercial Register of

Tatry mountain resorts, a.s.



Demänovská Dolina 72
031 01 Liptovský Mikuláš 1, Slovensko



IČO: 315 606 36, DIČ: 2020428036
IČ-DPH: SK 2020428036

Spoločnosť je zapísaná v Obchodnom registri Okresného súdu Žilina, Odd. Sa, vI. Č 62/L

Municipal Court Bratislava III, Section: Sro, Insertion no. 92334/B (hereinafter referred to as “intermediary”), and at prices published at www.wcj.gopass.travel.

7. **The ticket prices are FLEXIBLE (i.e. they can change depending on the date of purchase) and the number of tickets and parking spaces is LIMITED.** The event tickets and parking will be sold while stocks last.
8. Every customer can buy a maximum of ten (10) tickets and/or a maximum of ten (10) parking spaces per order.
9. Discounted tickets:
 - 9.1 “Children” category tickets can be purchased for children aged 6 to 11.99 years. The age of the child on the date(s) of the event is decisive.
 - 9.2 Children not older than 5.99 years can enter the event for free only if they are accompanied by an adult person older than 18 years while max. 2 children can be accompanied by 1 adult person with a purchased ticket. Children can use services based on the type of ticket of their adult company except for the access to the evening party in the HAPPY END club and the event partner present (in the case of the VIP SILVER ticket) and except for parking, event partner presents, the access to the evening party in the HAPPY END club, the unique jewel made by Petra Toth and the exclusive tour of the race start and finish area. The age of the child on the date(s) of the event is decisive.
 - 9.3 **If any customer fails to ask for the discount they are entitled to when buying their ticket, the discount CANNOT BE offered later!**
10. **After a service distance contract is concluded (once tickets and/or parking are purchased), the respective customer is not entitled to withdraw from their contract** in accordance with § 7 Art. 6 point k) Act No. 102/2014 Coll. on consumer protection on the sale of goods or provision of services based on distance contracts and off-premises contracts, as amended.
11. **Every customer who buys a VIP SILVER or VIP GOLD ticket is obliged to show their ticket to register in the Accreditation centre in the area of Biela Púť before using the services that their VIP SILVER or VIP GOLD entitles them to. The accreditation centre is at the disposal of customers during the whole event as well as on 19.1.2024.**
12. **Every ticket includes** the identification details of the holder (name and surname), which makes it **non-transferable from the moment it is purchased**. The TMR company reserves the right to check if non-transferable tickets are not misused at the venue during the event.
13. If event tickets or parking tickets get lost, stolen or damaged, the General terms and conditions of the intermediary published at www.wcj.gopass.travel have to be followed.
14. **The scope, way and conditions of using services based on the tickets during the event are going to be published at www.worldcupjasna.sk by 1.12.2023.**
15. If the event is rescheduled by the event organiser or authorised FIS representatives due to bad weather or any other reasons, the event and/or parking tickets are valid on the substitute date, i.e. on 22.1.2024. **If the event is rescheduled, the event and/or parking ticket price cannot be paid back and no customer is entitled to be compensated financially or non-financially in such a case.**
16. If FIS decides to cancel the event after the so-called snow check **no later than on 11.1.2024** (including), the paid event and/or parking ticket price shall be returned to individual customers. The way how to return the paid event and/or parking ticket price shall be communicated to individual customers via the intermediary and is governed by the General terms and conditions of the intermediary, which are published at www.wcj.gopass.travel. If the event is cancelled on 12.1.2024 or later (mainly, but not only, due to bad weather or other force majeure reasons such as war, state of war, epidemic, pandemic etc. or if decided by FIS), the paid event ticket and/or parking price **shall not be returned to individual customers and they are not entitled to be compensated financially or non-financially in such a case**. Customers who have purchased VIP SILVER or VIP GOLD tickets can use the services that their tickets entitle them to if the event is cancelled and if the weather is not that bad that it could endanger the life or

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- health or if respective public authorities allow so).
17. If any client – natural person, i.e. 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 client, when asked by the client as mentioned above, the client 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 on 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 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: <http://www.mhsr.sk/zoznam-subjektov-alternativneho-riesenia-spotrebiteľských-sporov/146987s>). 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: 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-spotrebiteľských-sporov.soi>.
 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 buying an event ticket and/or parking and using the services that the event and/or parking ticket entitles to, every customer undertakes to respect the instructions of the authorised TMR staff, the event organiser – SKI ASSOCIATION OF SLOVAKIA, FIS representatives, volunteers and other individuals that help organise the event materially, personally and as for the security, these terms and conditions, the Piste rules and good manners.
 20. Event tickets and parking tickets cannot be sold further. IT IS FORBIDDEN to transfer any event ticket or parking ticket to another person at a charge. Event and/or parking tickets do not entitle their holders to carry out any business or other gainful activities on the ski pistes and in the finish areas of the ski pistes in Jasná or in other facilities operated by **TMR**, or in any other way (e.g. through Internet) without the permission of TMR and without relevant licences pursuant to the generally binding legal regulations.
 21. If the TMR company finds out that point 19 or 20 of these terms and conditions has been violated, it is entitled to prevent the respective customer from using the services in question. **The respective customer is not entitled to receive any form of financial or non-financial compensation for not being able to use services, and/or to be refunded for the whole or an aliquot ticket price.**
 22. These terms and conditions become effective on 10.10.2023 and are in force from 10.10.2023 to the end of the event, i.e. to 21.1.2024 (or to 22.1.2024 if the event is rescheduled) (including).
 23. These terms and conditions apply to the sale of event tickets and parking, and related rights and obligations. In addition to these terms and conditions, the ticket and parking sale is governed also by the General terms and conditions of the intermediary.

Supervisory authorities

Slovak Republic – Central Inspectorate of the Slovak Trade Inspection, Prievozská 32, Bratislava
Inspectorate of the Slovak Trade Inspection for the Žilina region with the registered office in Žilina,
Predmestská 71, 011 79 Žilina

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