

FAQ – SMART GUARANTEE

How will Smart Season Pass holders be compensated if they cannot use their season passes to the fullest due to various reasons?

We always do our best to offer the best adventures and unforgettable moments to our Smart Season Pass holders in our ski resorts. Among other things, the coronavirus-situation has inspired us to prepare a new product that should make the Smart Season Pass shopping process safer and more comfortable. The so called Smart Guarantee defines new compensation rules for the 2020/21 winter season and applies to circumstances caused by regulations defined by the state (e.g. restrictions due to COVID-19), closures of state borders, natural catastrophes, long-term illnesses, injuries, studying or working abroad, pregnancy etc*.

What if I buy a Smart Season Pass and cannot use it due to force majeure*?

In such case, you will be returned the whole price that you paid in the form of GOPASS credit.

What if I buy a Smart Season Pass and cannot use it due to serious personal reasons*?

If you don't use your Smart Season Pass due to serious personal reasons* not even once, you will be offered two options:

- to have the whole paid price returned in the form of GOPASS credit; or
- to have the season pass transferred to another person of your choice.

If you ski with your Smart Season Pass for 1 or more days*, the Smart Guarantee allows you to have your Smart Season Pass transferred to another person.

What if state borders stay closed and I cannot ski in all countries where my Smart Season Pass PREMIUM is valid?

In such case, the Smart Guarantee offers compensation in the form of 1-day ski passes that can be used by anybody you choose. 1 closed country guarantees 1 ski pass, 2 closed countries mean 2 ski passes. If 3 countries are closed, you will be offered 3 ski passes that can be used in any opened resort where the Smart Season pass PREMIUM is valid.

What if ski resorts get closed again due to the coronavirus during the season?

If any resort(s) get(s) closed during the 2020/21 season due to Covid-19, Smart Season Pass holders will be compensated correspondingly based on the situation.

*More details are specified in the General Terms and Conditions of the Smart Season Pass 2020/21.

Tatry mountain resorts, a.s.