

## Frequently asked questions – FAQ

### 1. Are you receiving our emails?

The "Bulk", "Commercial message" and "Spam" folders are for bulk messages and advertising messages. Check these folders where all business messages are automatically redirected. You will also find the Gopass-Newsletter here.

### 2. How does the Gopass chip card work?

The Gopass chip card serves as your ski pass and as a method to purchase goods and services from the e-shop [www.gopass.cz](http://www.gopass.cz). You no longer need to queue at the ticket office because you go straight to the turnstile with your Gopass chip card. In addition, you have the option to purchase selected products and services at a cheaper price.

### 3. How can I get a Gopass chip card?

You can pick up your Gopass card at client centers, which are located directly in the ski resorts and water parks. You activate the purchased ski pass/ticket on the day of its validity via the PIN code in Gopass Tickets (automatic self-service points). The PIN code is part of the Purchase confirmation, which you will find after logging in to your Gopass account in the My orders section.

Keep your Gopass card in a safe place after skiing. Every additional ski pass you purchase will be automatically sent to your Gopass card, and then you can go straight to the chairlift without further delay upon arrival at the resort.

### 4. What should I do if I lose my card?

Log in to your Gopass account, click on the "I lost my card" button in the Gopass cards/My family section and block the card immediately. You will receive a new Gopass card in a client center for a fee of 50 CZK.

## **5. What is the purpose of the Gopass card for mobile phones?**

You can submit the mobile card when collecting and redeeming loyalty points in shops and restaurants. The mobile phone card cannot be used to pass through turnstiles, this is only possible with a Gopass chip card.

## **6. Is it necessary for each family member to have a Gopass chip card or do we need only one card?**

Yes, each customer who wishes to benefit from the Gopass programme has to submit his / her own active Gopass chip card. If you wish to purchase a product through the e-shop for your child, husband or wife, it is necessary for them to have their own purchased and registered Gopass chip card.

## **7. What payment types are accepted in the e-shop?**

A credit card payment system is available to allow online payments (if you have any doubts, contact your bank). Internet banking is available if you buy the service in good time. You can also recharge your Gopass account with any amount of credit in the My orders - credit section, which you can then use to make online payments until it runs out. Credit deposited in the account at gopass.cz can only be used for payments for services offered on gopass.cz, and payment with credit charged at gopass.sk or gopass.pl can only be used for services offered on this website.

## **8. Credit, credit recharge and paying with credit**

If you have recharged the credit in your Gopass account, or the credit was credited to you when you cancelled a product, you can use it to pay in our e-shop. For payment, you must have credit at least in the amount of the price of the purchased product, otherwise payment by credit is not possible. You can charge your credit after logging in to your Gopass account in the My Orders - Credit - Charge Credit section.

## **9. I have got a discount code. How do I apply it?**

To use the discount code:

1. Register at [www.gopass.cz](http://www.gopass.cz) or sign up for your Gopass account. When registering, fill in the registration form.
2. In the Discount Centre section, you will see the code or enter its number and upload.
3. Order your uploaded product and pay for it online.

## **10. Can I return a ski pass purchased in advance or change the date?**

Yes, if you have purchased a ski pass in advance for a specific date and something comes up unexpectedly, don't worry, you won't lose your money. In the My orders - Active orders/services section, you can cancel your ski pass and receive a refund for your purchase with a symbolic charge of 30 CZK. This way the ski pass can be canceled by 23:59 p.m. on the day preceding the day for which the ski pass is purchased at the latest.

If you want to cancel your ski pass on the same day for which you purchased it, you can do so by 11:59 a.m. at the latest, and only if you haven't passed the turnstile by the charlift on the same day. The purchase price will be refunded to your credit reduced by 150 CZK. It is not possible to cancel individual days with multi-day ski passes, only the whole ski pass as purchased. Use the credit to purchase a ski pass for a new date. If the skipass is more expensive than the balance of your credit on the newly selected date, simply recharge your credit.

## **11. Who should I contact if I have further questions?**

For information about the operation of the Gopass card, please see the section How does Gopass work. Should you have any questions, call customer relations on +420 499 467 101 or email [info@gopass.cz](mailto:info@gopass.cz). We will be happy to answer any questions you may have.

Gopass Team

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