

## GIFT VOUCHERS

1. This document specifies the terms and conditions regarding the use of gift vouchers (hereinafter referred to as “**voucher(s)**”) purchased via the Gopass system at [www.gopass.travel](http://www.gopass.travel), operated by **GOPASS SE**, with the registered office at Komořanská 326/63, 143 00 Prague 4 – Modřany, Czech Republic, Company ID: 171 07 148, registered in the Commercial Register of Municipal Court Prague, file no. H 2546 (hereinafter referred to as “**GOPASS SE**”), and the use of services that the vouchers cover, as listed at [www.gopass.travel](http://www.gopass.travel), provided by the business partners of GOPASS SE, whose list is also available at [www.gopass.travel](http://www.gopass.travel). In addition, this document governs the related rights and obligations.
2. Every voucher may only be used once.
3. Vouchers cannot be exchanged for cash and used for any service other than the ones for which they were purchased.
4. Vouchers can be purchased by customers who are registered members of the Gopass programme at the time of purchase, who register for the Gopass programme before purchasing the vouchers, or by customers who are not registered members of the Gopass programme.
5. Every voucher can **only** be purchased **for an individual service** provided by a business partner of GOPASS SE, and the specific service for which the voucher is to be used must be selected at the time of purchase.
6. When purchasing their voucher, every customer is required to provide an email address to which the voucher will be sent (either the customer's email address or the email address of the person for whom the voucher is purchased).
7. The service covered by a voucher can only be redeemed by the person who presents the voucher to the business partner from whom the service covered by the voucher was purchased (hereinafter referred to as the “**voucher holder**”). By presenting their voucher, the voucher holder confirms their agreement to the voucher purchase contract.
8. To redeem the service covered by a voucher, the respective voucher holder must present their voucher at the client service centre of the business partner's facility, where the voucher can be redeemed.
9. **The validity period of every voucher is written on it. Once this validity period expires, the right to use the service specified on the voucher EXPIRES too, and neither the customer who purchased the voucher nor the voucher holder is entitled to any financial or non-financial compensation, nor to a refund of the purchase price or any part thereof.**
10. If any voucher is presented to be used before its expiry date, but the remaining period is shorter than the full duration of the service originally covered by the voucher, the voucher holder is only entitled to use the proportional part of the service within the voucher's validity period. **The service use period cannot be extended beyond the expiry date of the voucher.**
11. If it is not possible to use the service covered by a purchased voucher within the voucher's validity period solely due to reasons on the part of the operator or due to force majeure (e.g. adverse weather conditions, long-term closures due to measures to prevent the spread of infectious diseases, pandemics, etc.), the situation will be resolved individually through an agreement between the customer or the voucher holder and GOPASS SE or the relevant business partner.
12. In addition to the provisions of this document, the General Terms and Conditions of the Gopass programme, available at [www.gopass.travel](http://www.gopass.travel), apply to the purchase of vouchers, including any complaints related to the purchase process, service complaints and the protection of personal data. The use of services is also subject to the specific terms and/or visitor regulations applicable at the individual business partner resorts, which are available on the websites of the respective business partners. Every voucher holder is required to acquaint themselves with these regulations before using the service and to follow them.