



## TERMS AND CONDITIONS

### Gopass SKI FLEXI Season Pass

### WINTER SEASON 2026/2027

1. These terms and conditions of the 2026/2027 winter season defined by the **GOPASS SE** company with the registered office at Komořanská 326/63, Modřany, 143 00 Prague, Czech Republic, Company number: 171 07 148, registered in the Commercial Register of Municipal court Prague, File Nr. H 2546 (hereinafter referred to as “**trader**”), specify the provision of services – transport by cableways and ski lifts, and the use of ski pistes in individual resorts operated 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**”) and other resort operators in accordance with these Terms and Conditions, as well as related rights and duties based on the *Gopass SKI FLEXI Season Pass*. These Terms and Conditions are valid in the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, which are operated by TMR; in the Špindlerův Mlýn resort, which is operated by the **MELIDA, a.s.** company, with the registered office at Špindlerův Mlýn 238, 543 51 Špindlerův Mlýn, Czech Republic, Company number: 241 66 511, registered in the Commercial Register of District Court Hradec Králové, Section: B, Insertion No.: 3175; in the Ještěd resort, which is operated by **TMR Ještěd, a.s.**, with the registered office at Jablonecká 41/27, 460 05 Liberec, Company number: 06080413, registered in the Commercial Register of Regional Court Ústí nad Labem; in the Szczyrkowski Ośrodek Narciarski resort, which is operated by **SZCZYRKOWSKI OŚRODEK NARCIARSKI SPÓLKA AKCYJNA**, with the registered office at Narciarska 10, 43-370 SZCZYRK, Poland, REGON: 072818322, NIP: 9372375089, registered in Krajowy Rejester Sadowy, Sad Rejonowy v Bielsku-Bialej, KRS: 0000140818; in the Centralny Ośrodek Sportu resort, which is operated by **Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku**, with the registered office at Plażowa 8, 43-370 Szczyrk – instytucja gospodarki budżetowej, registered in Krajowy Rejester Sadowy, Sąd Rejonowy v m. St. Warszawy, XII Wydział Gospodarczy KRS, KRS: 0000374033, REGON 142733356-00050, NIP 701-027-39-50; in the Mölltaler Gletscher resort, which is operated by **Mölltaler Gletscherbahnen Gesellschaft mbH & Co KG** with the registered office at Innerfragrant 46, A-9831 Flattach Österreich/Austria, Fn: 19797p, ATU33329902; and in the Muttereralm resort, which is operated by **Muttereralm Bergbahnen Errichtungs GmbH** with the registered office at Nockhofweg 40, 6162 Mutters, Fn: 270746g, ATU62238929.

2. Any client can buy a *Gopass SKI FLEXI Season Pass* (hereinafter referred to as “**Gopass SKI FLEXI Season Pass**”) based on a special offer of the operator for the 2026/2027 winter season.

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Komořanská 326/63  
Modřany, 143 00 Praha  
Česká republika



IČO: 171 07 148

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Every **Gopass SKI FLEXI Season Pass** is valid in the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, Skiareal Špindlerův Mlýn, Ještěd, Szczyrkowski Ośrodek Narciarski, Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscher and Muttereralp from the beginning of the 2026/2027 winter season depending on the weather and the snow conditions and the decision of the operator to 30/04/2027 or to the end of the 2026/2027 winter season depending on weather and snow conditions and the decision of the operator if this happens sooner than 30/04/2027, and from 24/03/2026 or the date of purchase depending on which happens sooner, to 30/04/2026 or to the end of the 2025/2026 winter season depending on the weather and the snow conditions or the decision of the respective operators if this happens sooner than 30/04/2026, during the opening times in individual resorts based on point 8.3 of these Terms and Conditions, and **in Mölltaler Gletscher during the 2025/2026 winter season until 31/05/2026 and during the 2026/2027 winter season until 30/05/2027 or depending on the weather and the snow conditions and the decision of the operator of the Mölltaler Gletscher resort.**

**The validity period of every Gopass SKI FLEXI Season Pass in individual resorts where the Gopass SKI FLEXI Season Pass can be used is different and depends on the weather and the snow conditions and the decision of the operator(s) of individual resorts.**

Gopass SKI FLEXI Season Passes **cannot be used** on the cable car operating between Skalnaté pleso and Mt Lomnický štít and on the cable car of the Czech Railways operating on the route Liberec – Horní Hanychov – Mt Ještěd.

Gopass SKI FLEXI Season Passes **cannot be used** to transport bikes and other sports equipment enabling movement on the ground and in the air or flying in resorts (scooters, paragliders, parachutes etc.) with cableways.

Every Gopass SKI FLEXI Season Pass **entitles** its holder to use night skiing services in the following resorts: Jasná, Skiareal Špindlerův Mlýn, Ještěd and Szczyrkowski Ośrodek Narciarski based on conditions specified by the resort operator if night skiing is offered in the resort by the operator.

**3. Gopass SKI FLEXI Season Passes** are issued by GOPASS SE as contactless KEY CARDS. Every contactless KEY CARD entitles its user (the person that the Gopass SKI FLEXI Season Pass is issued for based on their identification data) to use services offered in the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, Skiareal Špindlerův Mlýn, Ještěd, Szczyrkowski Ośrodek Narciarski, COS = Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscher and Muttereralp. The respective scope of services is published online at [www.gopass.travel](http://www.gopass.travel).

**4.** Customers can buy **Gopass SKI FLEXI Season Passes** from 24/04/2026 to 30/04/2027, or to the end of the 2026/2027 winter season depending on the weather and the snow conditions and the decision of the operator if this happens sooner than 30/04/2027 – only online via the GOPASS selling system at [www.gopass.travel](http://www.gopass.travel). When concluding a purchase contract regarding the Gopass SKI FLEXI Season Pass from 24/03/2026 to 31/05/2026, every customer is obliged to pay the price

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of **EUR 639** (base price). When concluding a purchase contract regarding the Gopass SKI FLEXI Season Pass from 01/06/2026 to 30/11/2026, every customer is obliged to pay the price of **EUR 709** (base price). When concluding a purchase contract regarding the Gopass SKI FLEXI Season Pass from 01/12/2026 to the end of the 2026/2027 winter season, every customer is obliged to pay the price of **EUR 779** (base price). Before buying a Gopass SKI FLEXI Season Pass, every customer can choose the resort they want to buy it through after logging into their Gopass account. If any customer chooses the Skiareal Špindlerův Mlýn resort or the Ještěd resort, the purchase price currency of the Gopass SKI FLEXI Season Pass is Czech koruna (crown), and individual prices of Gopass SKI FLEXI Season Passes for the periods above will be published in the price list of the trader defined for the 2026/2027 winter season. If any customer chooses the Szczyrkowski Ośrodek Narciarski resort, the purchase price currency of the Gopass SKI FLEXI Season Pass is Polish zloty, and individual prices of Gopass SKI FLEXI Season Passes for the periods above will be published in the price list of the trader defined for the 2026/2027 winter season. If any customer chooses the Mölltaler Gletscher or the Muttereralm resort, they can buy their Gopass SKI FLEXI Season Pass in the euro currency at the prices specified in these terms and conditions.

Any customer who purchased a Gopass SKI FLEXI Season Pass for the 2025/2026 winter season (a so-called loyal customer) can buy a Gopass SKI FLEXI Season Pass at **EUR 609** (base price) or a Gopass SKI Season Pass 1 at **EUR 559** (base price) exclusively online via the Gopass selling system at [www.gopass.travel](http://www.gopass.travel) between 24/03/2026 and 31/07/2026 after logging into their Gopass account and the "Gopass vouchers" section. If any customer chooses to purchase via the Skiareal Špindlerův Mlýn resort or the Ještěd resort, they can buy a Gopass SKI FLEXI Season Pass at **CZK 15,290** (base price) or a Gopass SKI Season Pass 1 at **CZK 13,990** (base price). If any customer chooses to purchase via the Szczyrkowski Ośrodek Narciarski resort, they can buy a Gopass SKI FLEXI Season Pass at **PLN 2,680** (base price) or a Gopass SKI Season Pass 1 at **PLN 2,390** (base price), or at the price specified in the price list if they qualify for a discounted Gopass SKI FLEXI Season Pass under these Terms and Conditions or a Gopass SKI Season Pass 1 under the Terms and Conditions of the Gopass SKI Season Pass 1.

**4.1** Every **Gopass SKI FLEXI Season Pass** entitles its holder to use services in the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Štrbské Pleso, Jasná, Skiareal Špindlerův Mlýn, Ještěd, Szczyrkowski Ośrodek Narciarski, COS = Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscher and Muttereralm during the **day opening times** of the respective transport facilities from the beginning of the 2026/2027 winter season as specified in point 2 of these Terms and Conditions. **Services that individual Gopass SKI FLEXI Season Passes entitle their holders to can be used based on the following conditions:**

**4.1.1** When passing through the first turnstile on the day of using the services that the Gopass SKI FLEXI Season Pass entitles its holder to, an amount equal to the lowest 1-day ski pass price available for *online* purchase through the Gopass selling system for that day and for the resort where the holder of the Gopass SKI FLEXI Season Pass first passed through the turnstile on that day will be deducted from the price of the Gopass SKI FLEXI Season Pass. This happens every day when

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the services are used until the entire value of the paid price of the Gopass SKI FLEXI Season Pass is spent. Once the entire value of the paid price of the Gopass SKI FLEXI Season Pass is spent, the holder is entitled to continue using the services in individual resorts until the end of the 2026/2027 winter season, in accordance with these terms and conditions.

**4.1.2** If any Gopass SKI FLEXI Season Pass holder does not spend the entire value of the paid price for their Gopass SKI FLEXI Season Pass by the expiration date as specified in point 4.1.1 of these terms and conditions, the trader will refund the unused amount of the season pass price value in the form of goX cashback after the end of the 2026/2027 winter season. This amount, equal to the unused part of the paid price, will be credited to the goX cashback account of the Gopass SKI FLEXI Season Pass holder.

**4.1.3** If any Gopass SKI FLEXI Season Pass holder does not use the services that their Gopass SKI FLEXI Season Pass entitles them to in accordance with these terms and conditions even once during the season pass validity period (does not pass through any turnstile even once), the trader will refund the value of the paid price of the Gopass SKI FLEXI Season Pass in the form of goX cashback after the end of the 2026/2027 winter season. The amount will be credited to the goX cashback account of the Gopass SKI FLEXI Season Pass holder.

**Between 1<sup>st</sup> June 2026 and 31<sup>st</sup> October 2026, every Gopass SKI FLEXI Season Pass** entitles its holder to use the services of the year-round Tatralandia water park (hereinafter referred to as “**Tatralandia WP**”) and the year-round Bešeňová water park, Bešeňová 136, 034 83 (hereinafter referred to as “**Bešeňová WP**”), operated by TMR, and the year-round ZOOKONTAKT Tatralandia family park, Ráztocká 21, 031 01 Liptovský Mikuláš (hereinafter referred to as “**ZOOKONTAKT Tatralandia**”), operated by **ZOOKONTAKT, s.r.o.**, with the registered office at Jakubovany 189, 032 04 Jakubovany, Company number: 36 416 835, registered in the Commercial Register of District Court Žilina, Section: Sro, Insert No. 14760/L, under the following conditions:

- **in the Tatralandia WP**, within the scope of the “AQUA TICKET”, i.e. access to 6 water slides, 10 pools (outdoor and indoor with salt, thermal and fresh water), outdoor and indoor whirlpools, storage of clothes in a locker, use of sunshades and sunbeds, children’s attractions, Wi-Fi, parking;
- **in the Bešeňová WP**, within the scope of the “AQUA TICKET”, i.e. access to 9 pools (outdoor and indoor with thermal and fresh water), access to a fun and adrenaline zone with a wave pool, a children’s pool and a water slide tower with 6 water slides, storage of clothes in a locker, children’s attractions – climbing frames, parking, Wi-Fi, outdoor fitness area; during the days of operation and opening hours of the Tatralandia WP and the Bešeňová WP. Days of operation are day opening times according to the current rules of the Tatralandia WP and the Bešeňová WP;
- **in ZOOKONTAKT Tatralandia**, within the scope of the “1-day TICKET”, i.e. access to the area with animal enclosures (outdoor and indoor enclosures and terrariums), attractions in the park (water cannon, merry-go-round, trampoline, world of miniatures, mini train, mini boats, climbing castle, large sandpit) and parking during the days of operation and the opening times of ZOOKONTAKT Tatralandia. Days of operation are opening times according to the current rules of ZOOKONTAKT Tatralandia. **ZOOKONTAKT Tatralandia can be visited only when visiting the Tatralandia WP as Gopass SKI**

**FLEXI Season Pass holders can enter ZOOKONTAKT Tatralandia only through the Tatralandia WP premises (via a connecting turnstile).**

- Gopass SKI FLEXI Season Passes **cannot be used** on days or at times specified by the operator when performances, events or other sports or cultural activities are organised at the Tatralandia WP, Bešeňová WP or ZOOKONTAKT Tatralandia, which are not included in the services provided under these terms and conditions. In such cases, Gopass SKI FLEXI Season Pass holders **are not entitled to any financial or non-financial compensation, nor to a refund of the purchase price or any part thereof. Gopass SKI FLEXI Season Pass holders will be informed about the days, times or sites excluded from use in an appropriate manner in advance.**
- Every Gopass SKI FLEXI Season Pass can be used as one (1) single ticket either in the Tatralandia WP or as one (1) single ticket in the Bešeňová WP and as one (1) single ticket in ZOOKONTAKT Tatralandia on one day. Every single ticket use applies to a full day according to the current park rules. **It is not possible to combine visits to the Tatralandia WP and the Bešeňová WP on the same day. However, the Tatralandia WP can be combined with ZOOKONTAKT Tatralandia if the operators allow** passage between the two via a connecting turnstile. Gopass SKI FLEXI Season Pass holders are required to enter ZOOKONTAKT Tatralandia via the Tatralandia WP and must leave exclusively through the exit turnstiles of the Tatralandia WP.
- On the day of using the services at the Tatralandia WP or the Bešeňová WP included in the Gopass SKI FLEXI Season Pass offer, a specified amount in EUR (€) equalling the AQUA TICKET price stated for the *online* sales via the Gopass selling system on the specific day is deducted from the price of the Gopass SKI FLEXI Season Pass. In the case of Gopass SKI FLEXI Season Passes purchased in another currency, the AQUA TICKET price shall be deducted in the currency in which the season pass has been purchased.  
The procedure described in the previous sentence is applied each day of service use until the entire value of the paid price of the Gopass SKI FLEXI Season Pass has been used up. Once the full value of the paid price of the Gopass SKI FLEXI Season Pass has been used, the respective Gopass SKI FLEXI Season Pass holder is entitled to continue using services in the respective resorts until the end of the 2026/2027 winter season in accordance with these Terms and Conditions.
- Every Gopass SKI FLEXI Season Pass holder is entitled to use the Celtic Sauna World and its services at the Tatralandia WP **or** the Harmónia Wellness & Spa sauna world at the Bešeňová WP and the services offered there at the prices listed in the current price list of the respective operator. Discounts on Celtic Sauna World tickets or Harmónia Wellness & Spa sauna world tickets due to disability are NOT AVAILABLE. **The Celtic Sauna World at Tatralandia and the Harmónia Wellness & Spa sauna world at Bešeňová CANNOT BE USED by children under the age of 5.99 years.** Children aged 6 to 11.99 years are allowed to use the services of the Celtic Sauna World at Tatralandia or the Harmónia Wellness & Spa sauna world at Bešeňová if they buy tickets as specified in this section, but only for a maximum of 90 (ninety) minutes and if they enter the spa no later than 2:00 pm. **The Celtic Sauna World at Tatralandia and the Harmónia Wellness & Spa sauna world at Bešeňová CANNOT BE USED by children aged 6 to 11.99 years after 5:00 pm.**
- Every Gopass SKI FLEXI Season Pass holder is obliged to settle all charges within the respective financial limit registered on their chip for cashless payments made for food, beverages and other services used while staying in the park, and they must do so at the ticket office every time when leaving the Tatralandia WP and the Bešeňová WP.



- The operation of the Tatralandia WP and the Bešeňová WP depends on the decision of TMR, and information about their opening times is available daily at the entrances of the Tatralandia WP and the Bešeňová WP, as well as on the TMR website [www.tatralandia.sk](http://www.tatralandia.sk) and the Bešeňová website [www.besenova.com](http://www.besenova.com). The operation of ZOOKONTAKT Tatralandia depends on the decision of ZOOKONTAKT, s.r.o., and information about its opening times is available daily at the entrance of ZOOKONTAKT Tatralandia as well as on the website [www.zookontakt.sk](http://www.zookontakt.sk).
- In the case of matters not explicitly regulated by these Terms and Conditions, the rules specified in the Tatralandia WP rules, the Bešeňová WP rules and ZOOKONTAKT Tatralandia rules, as well as in the General Terms and Conditions of the Gopass programme, shall apply. If any provisions of these Terms and Conditions differ from the rules of the Tatralandia WP or the Bešeňová WP, or ZOOKONTAKT Tatralandia, or the General Terms and Conditions of the Gopass programme, the provisions of these Terms and Conditions shall prevail to the extent they are different.

**4.2** Gopass SKI FLEXI Season Passes **do not entitle their holders to use ski touring routes.** Every Gopass SKI FLEXI Season Pass holder is authorised to use ski touring routes only if, on the given day, they pass through a turnstile (thereby activating the service and deducting the price of a 1-day ski pass from their season pass), or if they purchase a valid ski touring ticket in accordance with the resort price list. Any use of such services without meeting these conditions shall be considered unauthorised and may be subject to penalties in accordance with the applicable terms and conditions of the operator.

**4.3** Skiers who buy their Gopass SKI FLEXI Season Passes at [www.gopass.travel](http://www.gopass.travel) through the Jasná resort or the Vysoké Tatry resort must pass through the first turnstile of the season in any resort operated by the TMR company in the Slovak Republic or in Szczyrkowski Ośrodek Narciarski or in Mölltaler Gletscher. Skiers who buy their Gopass SKI FLEXI Season Passes at [www.gopass.travel](http://www.gopass.travel) through the Špindleruv Mlýn resort or the Ještěd resort must pass through the first turnstile of the season in the Špindleruv Mlýn resort or the Ještěd resort. Skiers who buy their Gopass SKI FLEXI Season Passes at [www.gopass.travel](http://www.gopass.travel) through the Mölltaler Gletscher resort must pass through the first turnstile of the season in any resort operated by the TMR company in the Slovak Republic or in Szczyrkowski Ośrodek Narciarski or in Mölltaler Gletscher.

**5.** Discounted Gopass SKI FLEXI Season Passes:

**5.1** “Senior” Gopass SKI FLEXI Season Passes can be purchased by seniors aged 60 and older. To use the reduced rate offer in the Gopass selling system, every customer must enter the correct date of birth when registering at [www.gopass.travel](http://www.gopass.travel).

**5.2** “Junior” Gopass SKI FLEXI Season Passes can be purchased by/for children and youth aged 12 to 17.99 years and by/for holders of ISIC, ITIC, EURO26, GO26 cards (EURO 26 and GO 26 do not apply to the Czech Republic). To use the reduced rate offer in the Gopass selling system, every customer must enter the correct date of birth and/or the correct number of the ISIC, ITIC, EURO26, GO26 card (EURO 26 and GO 26 do not apply to the Czech Republic).

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**5.3** “Kids” Gopass SKI FLEXI Season Passes can be purchased for children aged 6 – 11.99 years. To use the reduced rate offer in the Gopass programme, every customer must enter the correct date of birth of the child when registering at [www.gopass.travel](http://www.gopass.travel).

**5.4** Reduced rates of Gopass SKI FLEXI Season Passes are specified in the price list at [www.gopass.travel](http://www.gopass.travel).

**5.5** Discounts cannot be combined. It is always the lowest price that the customer can choose.

**5.6** In order to assess the right to reduced rates of Gopass SKI FLEXI Season Passes in accordance with point 5 of these Terms and Conditions, the decisive day shall be the day the respective Gopass SKI FLEXI Season Pass is purchased (not the day when services are used based on the Gopass SKI FLEXI Season Pass).

**5.7** The right to reduced rates for handicapped customers (with or without companions) is assessed based on customers’ requests. Every customer shall be informed about the terms of the discount in such a case.

**5.8** If any customer fails to claim a discount when purchasing their Gopass SKI FLEXI Season Pass, the discount CANNOT BE OFFERED later!

## **6. Gopass SKI FLEXI Season Pass:**

**6.1** If any Gopass SKI FLEXI Season Pass holder buys products or services in year-round gastronomy facilities operated by TMR or in Motion shops operated by TMR marked with the “GOPASS/GOX ACCEPTED HERE” stickers (except for gastronomy facilities in ZOOKONTAKT TATRALANDIA and the Rudolf Jelínek Grandhotel Starý Smokovec shop and bar) during the validity period of their Gopass SKI FLEXI Season Pass, they will earn **15% goX cashback** on each purchase based on the general terms and conditions of the Gopass programme. GoX cashback is a retrospective discount credited back on selected goods or services purchased via the Gopass selling system (“Gopass System”) or via contractual partners. This cashback can then be used as a payment method (goX) when purchasing selected services through the Gopass System or at partner locations (hereinafter referred to as “goX cashback”). The opening days and times of individual facilities are determined by individual operators.

**Holders of Gopass SKI FLEXI Season Passes** can use **car parks** in the **Tatranská Lomnica** resort (terraced central car park, car park below the orange 6-seater chairlift), in the **Ještěd** resort (central P1 car park) and in the **Szczyrkowski Ośrodek Narciarski** resort (P2 car park) to park their vehicles **free of charge** while using services in the resorts. The use of car parks, as mentioned in the previous sentence, **cannot** be claimed legally because the number of parking spaces is limited. If the designated parking spaces as specified above are occupied, holders of Gopass SKI FLEXI Season Passes can use car parks available for the public at a surcharge or free of charge depending on the terms and conditions defined by individual operators of the car parks or other parking areas. In such a case, individual holders of Gopass SKI FLEXI Season Passes are not entitled to be compensated financially or non-financially.

**6.2** The provision based on point 6.1 is in effect from the day following after purchasing the respective Gopass SKI FLEXI Season Pass if this happens during the 2026/2027 winter season to the end of the 2026/2027 winter season. If a Gopass SKI FLEXI Season Pass is purchased before

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the 2026/2027 winter season begins, the provision based on point 6.1 is in effect from the beginning of the 2026/2027 winter season to the end of the 2026/2027 winter season.

**6.3** The benefits based on point 6.1 cannot be **combined with other special offers** unless otherwise determined by individual operators. Operators of individual resorts reserve the right to change the benefits as well as to end offering any of the benefits without compensating customers financially or non-financially.

**7. Every Gopass SKI FLEXI Season Pass is non-transferable from the moment it is purchased.**

**8. Operation and opening times:**

**8.1** The operation of individual transport facilities (cableways and ski lifts) in individual resorts depends on the weather and the decision of the operator in individual resorts.

**8.2** The opening times of cableways and ski lifts in individual resorts where Gopass SKI FLEXI Season Passes are valid are defined by the operator of individual resorts based on weather and other operational conditions in individual resorts.

**8.3** Unless otherwise specified by the operator in individual resorts, the opening times of cableways, ski lifts and ski pistes in individual resorts are as follows: from the beginning of the 2026/2027 winter season to 31/01/2027 – between 8:30 a.m. and 3:30 p.m., from 01/02/2027 to the end of the 2026/2027 winter season between 8:30 a.m. and 4:00 p.m.

**8.4** The opening times apply to morning and afternoon times as specified in point 8.3 unless otherwise decided by the operator of individual resorts.

**8.5 All SKI PISTES ARE CLOSED from the beginning of the 2026/2027 winter season to 31/01/2027 between 4:00 p.m. and 8:30 a.m., and from 01/02/2026 to the end of the 2026/2027 winter season between 4:30 p.m. and 8:30 a.m.! There is a high risk of injury due to (winch) cables of snowmakers and snow groomers on the slopes!**

**8.6** The operators of individual resorts are entitled to change the opening times of individual transport facilities and ski pistes in individual ski resorts. Details on snow conditions and open ski lifts, cableways, and ski pistes are available at individual resorts and online every day: [www.jasna.sk](http://www.jasna.sk), [www.vt.sk](http://www.vt.sk), [www.skiareal.cz](http://www.skiareal.cz), [www.skijested.cz](http://www.skijested.cz), [www.szczyrkowski.pl](http://www.szczyrkowski.pl), [www.szczyrk.cos.pl](http://www.szczyrk.cos.pl), [www.moelltaler-glentscher.at](http://www.moelltaler-glentscher.at), [www.muttereralm.at](http://www.muttereralm.at).

**9. Lost, stolen or damaged key cards:**

**9.1** Lost or stolen key cards:

**9.1.1** If a Gopass SKI FLEXI Season Pass gets lost or stolen, the client centre or ticket office in the respective resort must be notified immediately. To do so, the holder of the Gopass SKI FLEXI Season Pass is obliged to show the ID (or any other identification document) of the person that the lost or stolen Gopass SKI FLEXI Season Pass was issued for (or of their legal representative). The operator is entitled to ask the holder of the Gopass SKI FLEXI Season Pass to present the respective email with the season pass purchase confirmation. Any lost or stolen Gopass SKI FLEXI Season Pass can be blocked, and all necessary data can be checked only after the loss or theft has been

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reported and the documents required have been presented. The holder of the lost or stolen Gopass SKI FLEXI Season Pass will get a substitute key card with their Gopass SKI FLEXI Season Pass loaded. The charge for issuing a substitute Gopass SKI FLEXI Season Pass is EUR 50 / PLN 210 in Poland / CZK 1,250 in the Czech Republic. If a substitute Gopass SKI FLEXI Season Pass is issued, a EUR 3 / PLN 15 (in Poland) / CZK 75 (in the Czech Republic) charge for a new contactless key card is required in addition to the issue surcharge as mentioned above. The holder of the Gopass SKI FLEXI Season Pass is not entitled to be paid the whole or an aliquot Gopass SKI FLEXI Season Pass price back, or to receive any other form of compensation for the days they were late with the loss/theft report until the pass got blocked. Holders of Gopass SKI FLEXI Season Passes who fail to present documents specified above in this item are not entitled to receive substitute Gopass SKI FLEXI Season Passes or any other form of compensation for their lost or stolen passes/key cards.

## 9.2 Damaged key cards

**9.2.1** If a Gopass SKI FLEXI Season Pass gets damaged, the client centre or ticket office in the respective resort must be notified immediately. To do so, the holder is obliged to present the damaged Gopass SKI FLEXI Season Pass and to show the ID (or any other identification document) of the person that the damaged Gopass SKI FLEXI Season Pass was issued for (or of their legal representative). The operator is entitled to ask the holder of the Gopass SKI FLEXI Season Pass to present the respective email with the season pass purchase confirmation. If the damaged Gopass SKI FLEXI Season Pass cannot be re-encoded, the holder of the Gopass SKI FLEXI Season Pass will receive a substitute Gopass SKI FLEXI Season Pass. In the case of manual damage, a EUR 3 (EUR 5 in the Muttereralp and Mölltaler Gletscher resorts) / PLN 12 (in Poland) / CZK 100 (in the Czech Republic) charge is required for issuing a new Gopass SKI FLEXI Season Pass. If a substitute Gopass SKI FLEXI Season Pass is issued, a EUR 3 / PLN 15 (in Poland) / CZK 75 (in the Czech Republic) charge for a new contactless key card is required in addition to the issued surcharge as mentioned above.

## 9.3 Forgotten key cards

**9.3.1** If any client arrives in any ski resort and discovers that they have forgotten to take their season pass (KEY CARD), a EUR 3 (EUR 5 in the Muttereralp and Mölltaler Gletscher resorts) / PLN 12 (in Poland) / CZK 100 (in the Czech Republic) charge for a substitute Gopass SKI FLEXI Season Pass and a EUR 3 / PLN 15 (in Poland) / CZK 75 (in the Czech Republic) deposit for a new contactless key card are required (the latter applies if a new contactless key card is issued). Both fees are to be paid to the operator when the substitute key card is issued.

**9.4** If a Gopass SKI FLEXI Season Pass key card purchased at [www.gopass.travel](http://www.gopass.travel) through the Vysoké Tatry resort or the Jasná resort gets lost, **neither a substitute Gopass SKI FLEXI Season Pass nor** any financial or non-financial compensation or a substitute key card **can be offered in** Skiareal Špindlerův Mlýn, Ještěd or Centralny Ośrodek Sportu. **Damaged season passes cannot be re-encoded in the resorts above, either.** This can be done only in the resorts operated by TMR in Slovakia.

**9.5** If a Gopass SKI FLEXI Season Pass purchased at [www.gopass.travel](http://www.gopass.travel) through the Špindlerův Mlýn resort or the Ještěd resort gets lost, damaged or stolen in resorts operated by TMR in Slovakia, or in Centralny Ośrodek Sportu, Ośrodek narciarski w Szczyrku, Mölltaler Gletscher

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or Muttereralm, **neither a substitute Gopass SKI FLEXI Season Pass nor** any financial or non-financial compensation or a substitute key card **can be offered in these resorts. Damaged season passes cannot be re-encoded either.** This can be done only in Špindlerův Mlýn or in Ještěd.

## 10. Complaints and refunds:

**10.1** Services are provided in the resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso in accordance with the relevant provisions of Act No. 40/1964 Coll. of the Civil Code as amended, in conjunction with the relevant provisions of Act No. 108/2024 Coll. on Consumer Protection and on the Amendment and Supplementation of Certain Acts as currently in force, and other generally binding legal regulations. This applies in cases where the customer is a consumer, which is defined as a natural person who, in connection with their consumer contract, the obligations arising from it, or in a business practice, does not act within the scope of their business activities or profession. As far as services provided in Skiareal Špindlerův Mlýn and Ještěd are concerned, these are governed by generally binding regulations that are valid in the Czech Republic, mainly Act No. 89/2012 Coll. Civil Code as subsequently amended as well as relevant provisions of Act. No. 634/1992 Coll. on Consumer Protection. As far as services provided in Szczyrkowski Ośrodek Narciarski and in COS = Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku are concerned, these are governed mainly by provisions of the Polish Civil Code, the Act of 30/04/2014 on Consumers' Rights (consolidated version – Dz.U.2017.683 as amended) and other generally binding regulations that are valid in the Polish Republic. As far as services provided in Mölltaler Gletscher and Muttereralm are concerned, these are governed by generally binding regulations that are valid in the Republic of Austria, mainly Act No. 946/1811 General Civil Code (Allgemeines bürgerliches Gesetzbuch, JGS Nr. 946/1811) and Act No. 140/1979 on Consumer Protection (Konsumentenschutzgesetz – KSchG, BGBl. Nr. 140/1979).

**10.2** For the purposes of these general terms and conditions, the GOPASS SE company is considered a trader in relation to consumers within the meaning of §52, Sec. 3 of Act No. 40/1964 Coll. of the Civil Code as amended in the Slovak Republic.

**10.3** Any customer is entitled to be transported by cableways and/or ski lifts in the regular extent, quality, amount and date or otherwise agreed extent, quality, amount and date.

**10.4** In the case of any defects in services, every customer is entitled to make a complaint in any client centre located in any of the resorts or by e-mail sent to [reklamacia@gopass.sk](mailto:reklamacia@gopass.sk) if complaining about services used in Slovakia, or to [info@gopass.at](mailto:info@gopass.at) if complaining about services used in Austria, or to [reklamace@gopass.cz](mailto:reklamace@gopass.cz) if complaining about services used in the Czech Republic, or to [reklamacje@gopass.pl](mailto:reklamacje@gopass.pl) if complaining about services used in Poland, or in writing if they contact the registered office of the GOPASS SE company within the period specified in these Terms and Conditions. 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) but no later than one calendar day after the transport services have failed. Any later complaints shall not be accepted. In the case of written complaints, the period is considered to be met if the written

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complaint is delivered to the GOPASS SE company on the first working day after the customer becomes entitled to set up a complaint.

**10.5** To set up a complaint, every customer is obliged to present their ID and receipt. The trader shall investigate the complaint and decide on further steps that are to be taken immediately. If immediate resolution is not possible due to the nature of the complaint, the trader shall inform the customer of the time frame for handling the complaint, as stated in the complaint certificate. The time frame for handling the complaint shall not exceed 30 days from the date it is filed unless it is objectively impossible to meet this deadline. In such a case, the trader shall inform the customer of the time frame for handling the complaint. For the purpose of the complaint procedure, every customer is obliged to make their contact data available so that they can be notified about the complaint procedure if the complaint cannot be resolved after being filed. To make a complaint, every customer is obliged to cooperate with the trader in all respects required. The trader is obliged to give a written complaint certificate to every customer who makes a complaint. If the trader recognises the legitimacy of the customer's complaint, the matter shall be handled in accordance with these terms and conditions and the relevant provisions of generally binding legal regulations. If the trader does not acknowledge (rejects the grounds of) the customer's complaint, they shall inform the customer of the reasons for not acknowledging the complaint in writing. Every customer has the right to reimbursement of necessary costs incurred in connection with making a complaint. This right must be exercised with the trader no later than 2 months after the resolution of a justified complaint; otherwise, it will expire.

**10.6** Customers who passed through a turnstile but could not use transport due to a technical malfunction for a period longer than 60 minutes are **not entitled** to be refunded for transport costs on the respective day of skiing if the transport capacity in the resort where the respective Gopass SKI FLEXI Season Pass holder passed through a turnstile was reduced due to the above-mentioned malfunction or if transport in the resort was cancelled completely.

**10.7** Every Gopass SKI FLEXI Season Pass holder who presents a medical certificate proving a **long-term illness, an injury, pregnancy or any other credible document that proves any other serious circumstance (death, work or study abroad)** can ask the operator for a **100% refund of the paid Gopass SKI FLEXI Season Pass in the form of goX credit added to the account of the Gopass SKI FLEXI Season Pass holder in the Gopass programme if the holder has not used their Gopass SKI FLEXI Season Pass at all (not even once, i.e. they have not passed through a turnstile with their pass).** In the case of a 100% refund of the price paid by the customer for a Gopass SKI FLEXI Season Pass, as mentioned in the previous sentence, the trader is entitled to deduct the goX cashback credited to the customer at the time of purchasing the Gopass SKI FLEXI Season Pass, as determined in the general terms and conditions of the Gopass programme. If a Gopass SKI FLEXI Season Pass has been used by its holder one or more times, the holder will be refunded a proportional amount of the price of their Gopass SKI FLEXI Season Pass in the form of goX credit (after deducting the value corresponding to the number of completed skiing days) at the end of the 2026/2027 winter season, in accordance with these Terms and Conditions. In the case of a refund of the price paid by the customer for a Gopass SKI FLEXI Season Pass, as mentioned in the

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**previous sentence, the trader is entitled to deduct the proportional goX cashback credited to the customer at the time of purchase, as determined in the general terms and conditions of the Gopass programme.**

Every holder of a Gopass SKI FLEXI Season Pass is obliged to send their medical certificate proving their injury or any other document proving any other serious circumstance within 10 days after the injury or after they learn about their long-term incapacity for work or about any other serious circumstance that entitles them to a refund of the Gopass SKI FLEXI Season Pass. They must also present their ID (or the ID of the legal representative). Both documents must be sent to the Gopass programme contact centre that serves for holders of Gopass SKI FLEXI Season Passes purchased via the Gopass selling system and **the Jasná resort or the Vysoké Tatry resort**, i.e. to the email address: [reklamacia@gopass.sk](mailto:reklamacia@gopass.sk), to the Gopass programme contact centre that serves for holders of Gopass SKI FLEXI Season Passes purchased via the Gopass selling system and **the Mölltaler Gletscher resort**, i.e. to the email address: [info@gopass.at](mailto:info@gopass.at), to the Gopass programme contact centre that serves for holders of Gopass SKI FLEXI Season Passes purchased via the Gopass selling system and **the Špindlerův Mlýn resort or the Ještěd resort**, i.e. to the email address: [reklamace@gopass.cz](mailto:reklamace@gopass.cz), to the Gopass programme contact centre that serves for holders of Gopass SKI FLEXI Season Passes purchased via the Gopass selling system and the **Szczyrkowski Ósrodek Narciarski resort**, i.e. to the email address: [reklamacje@gopass.pl](mailto:reklamacje@gopass.pl).

The operators reserve the right to assess each case individually and decide if the respective request regarding the 100% refund or the Gopass SKI FLEXI Season Pass transfer is justified. In the case of serious circumstances (long-term illness, injury etc.) that prevent holders of Gopass SKI FLEXI Season Passes from using the services that Gopass SKI FLEXI Season Passes entitle them to, **only** point 10.7 of these Terms and Conditions applies, and the respective holders of Gopass SKI FLEXI Season Passes are **not entitled** to receive any financial or non-financial compensation.

**10.8** If ski resorts cannot open or the ski season is interrupted during the validity period of Gopass SKI FLEXI Season Passes and this happens due to force majeure (i.e. due to regulations of public authorities in order to prevent spreading of a contagious disease, or due to other restrictions ordered by public authorities, or due to a natural catastrophe such as earthquake, flood, fall of meteorites, hurricane, epidemic, or due to war or terrorism, which will have long-term (longer than the 2025/2026 winter season period) or permanent consequences, the right to be compensated or reimbursed and the form of compensation or reimbursement shall be assessed after the validity period of the Gopass SKI FLEXI Season Passes expires.

**10.9** By buying a Gopass SKI FLEXI Season Pass and using services that the Gopass SKI FLEXI Season Pass entitles them to, every client declares that they have been aware of the current epidemiological situation and all related epidemiological precautions which are determined by relevant public authorities and in force when they buy the Gopass SKI FLEXI Season Pass and while they use the services that the Gopass SKI FLEXI Season Pass entitles them to and that they undertake to respect them. By buying a Gopass SKI FLEXI Season Pass and using the related services, every client confirms that on the day of the service use, they will meet all conditions

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required to use the services in accordance with currently valid public health protection measures that are in force.

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

**10.11 Slovak Republic** – Every customer is entitled to submit a request for redress to the trader in accordance with Sec. 11(1) of Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on Amendments and Supplements to Certain Acts, as amended, if a dispute arises between the customer as a consumer and the trader regarding the exercise of rights as for the liability for defects (if the customer is not satisfied with the way the trader handled their complaint) or if the customer as a consumer believes that the trader has violated their other rights. The trader shall review the request and inform the customer of how it will be handled within 30 days from the date the request is submitted. If the trader rejects the request or does not respond to it within 30 days from the day it has been sent by the respective customer, when asked by the customer as mentioned above, the customer 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 trader shall be a) the Slovak Trade Inspection, which can be contacted for the above-mentioned purpose at the following address: Ústredný inšpektorát SOI, Odbor medzinárodných vzťahov a ARS (Department of International Relations and ARS), Bajkalská 21/A, P.O.BOX, 827 99 Bratislava or electronically to [ars@soi.sk](mailto:ars@soi.sk) or [adr@soi.sk](mailto: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: <https://www.mhsr.sk/obchod/ochrana-spotrebiteľa/alternativne-riesenie-spotrebiteľských-sporov-1/zoznam-subjektov-alternatívneho-riesenia-spotrebiteľských-sporov-1>). Every customer 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 customer can use an online platform for alternative dispute resolution, available at [https://consumer-redress.ec.europa.eu/index\\_sk](https://consumer-redress.ec.europa.eu/index_sk). For more information about alternative dispute resolution, please visit the website of the Slovak Trade Inspection: <https://www.soi.sk/sk/alternativne-riesenie-spotrebiteľských-sporov.soi>.

**Czech Republic** – The body authorised to deal with alternative dispute resolutions of the operator, i.e. the seller shall be a) the Czech Trade Inspection, which can be contacted for the above-mentioned purpose at the following address: Česká obchodní inspekce (Czech Trade Inspection), Ústřední inspektorát (Central Inspectorate), Gorazdova 1969/24, 120 00, Prague 2, or electronically to [podatelna@coi.cz](mailto:podatelna@coi.cz) or b) any other authorised legal entity registered in the list of bodies for alternative dispute resolution of the Ministry of Industry and Trade of the Czech Republic (the list of authorised bodies is available on the website: <https://www.mpo.cz/cz/ochrana-spotrebitele/mimosoudni-reseni-spotrebiteľských-sporu-adr/>). Every customer 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 customer can use an online platform for alternative dispute resolution, available at [https://consumer-redress.ec.europa.eu/index\\_cs](https://consumer-redress.ec.europa.eu/index_cs). For more information

about alternative dispute resolution, please visit the website of the Czech Trade Inspection <https://www.coi.cz/informace-o-adr/>.

**Republic of Austria** – Information obligations of Mölltaler Gletscherbahnen Gesellschaft mbH & Co KG as the operator of the Mölltaler Gletscher resort and of Muttereralm Bergbahnen Errichtungs GmbH as the operator of the Muttereralm resort:

**Information obligation in accordance with § 19 Sec. 3 (Austrian) Act on Alternative Dispute Resolution (Alternative-Streitbeilegung-Gesetz, AStG):**

If there is a dispute between any of the operators of Austrian resorts and a user and the parties fail to reach an agreement, the respective body responsible for alternative dispute resolution shall be the following in accordance with the Act on Alternative Dispute Resolution:

Schlichtung für Verbrauchergeschäfte, Mariahilfer Straße 103/1/18, 1060 Wien, Tel.: +43 1 890 63 11, Fax: +43 1 890 63 11 99, E-mail: [office@verbraucherschlichtung.at](mailto:office@verbraucherschlichtung.at), Web: <https://www.verbraucherschlichtung.at>.

The above-mentioned operators of Austrian resorts point out that, in relation to consumers, they don't follow the alternative dispute resolution procedure in accordance with the Act on Alternative Dispute Resolution.

**Information obligation in accordance with 14 Sec. 1 Regulation (EU) No. 524/2013 of the European Parliament and the Council of 21<sup>st</sup> May 2013 on dispute resolution for consumer disputes online:**

Any consumer can file a complaint against any of the above-mentioned operators of Austrian resorts to the European dispute resolution platform online: [https://consumer-redress.ec.europa.eu/index\\_de](https://consumer-redress.ec.europa.eu/index_de).

**Polish Republic** – If any customer who bought a Gopass SKI FLEXI Season Pass and is considered a user in accordance with Act of 23/04/1964 – Civil Code (Dz. U. of 2016, items 380, 585, 1579 and 2255) is not satisfied with the way how the business entity providing services has dealt with their complaint or they think that the operator has violated their rights, they are entitled to ask the business entity to have the respective problem i.e. the violation of the law caused when handling the complaint rectified. If the business entity rejects the request or does not respond to it within 30 days from the day it has been sent by the respective customer or if the business entity agrees with an out-of-court dispute resolution, the customer is entitled to make an out-of-court complaint and to have the problem rectified in accordance with Act of 30/05/2014 on Consumer Rights (consolidated version: 2017, 683), Act of 23/09/2016 on out-of-court consumer dispute resolution Dz. U. 2016.1823) and Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21/05/2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR). The respective body responsible for out-of-court consumer dispute resolution shall be the following (ODR disputes):

a) Trade Inspection - Inspectorate in Warsaw, ul. Sienkiewicza 3, 00-015 Warsaw, address: [ih\\_warszawa@wiih.org.pl](mailto:ih_warszawa@wiih.org.pl); and for the Silesian Voivodeship: Trade Inspection Inspectorate in Katowice, ul. Brata Alberta 4, 40-020 Katowice, address: [sekretariat@katowice.wiih.gov.pl](mailto:sekretariat@katowice.wiih.gov.pl);

b) any other authorised legal entity registered in the list of bodies for out-of-court dispute resolution of the Office of Competition and Consumer Protection (UOKiK). The full list of authorised bodies is available on the website: [https://uokik.gov.pl/pozasadowe\\_rozwiazywanie\\_sporow\\_konsumenckich.php](https://uokik.gov.pl/pozasadowe_rozwiazywanie_sporow_konsumenckich.php).

Every customer can ask to have their problem solved out of court and handle their complaint online via: [https://consumer-redress.ec.europa.eu/index\\_pl](https://consumer-redress.ec.europa.eu/index_pl).

## 11. Processing of personal data:

Details related to the protection of personal data are included in the Data Protection and Privacy Policy of GOPASS SE and are published on the website: [www.gopass.travel](http://www.gopass.travel) in the “General Terms and Privacy” section ([General Terms and Privacy | Gopass](#)).

12. By purchasing a Gopass SKI FLEXI Season Pass and using services in the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, Skiareal Špindlerův Mlýn, Ještěd, Szczyrkowski Ośrodek Narciarski, COS = Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscher and Muttereralm, as well as in other facilities operated by TMR, TMR Ještěd, a.s., MELIDA, a.s., SZCZYRKOWSKI OŚRODEK NARCIARSKI SPÓŁKA AKCYJNA, Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscherbahnen Gesellschaft mbH & Co KG and Muttereralm Bergbahnen Errichtungs GmbH, every customer undertakes to respect all instructions of authorised staff members of the operators, transportation rules, these Terms and Conditions, general terms and conditions that are effective in individual resorts, individual operating rules and rules on the pistes which are published on the websites of companies that operate individual resorts and available at all ticket offices and client centres in individual resorts. Every customer undertakes to follow all safety rules and instructions of authorised staff members of the operators or other individuals authorised by them

13. The trader is entitled to block any key card and prevent the respective holder from using services in the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, Szczyrkowski Ośrodek Narciarski, Skiareal Špindlerův Mlýn, Ještěd, COS = Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscher and Muttereralm as well as in other facilities operated by **TMR, SZCZYRKOWSKI OŚRODEK NARCIARSKI SPÓŁKA AKCYJNA, MELIDA, a.s., TMR Ještěd, a.s., Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscherbahnen Gesellschaft mbH & Co KG and Muttereralm Bergbahnen Errichtungs GmbH anytime during the validity period of the Gopass SKI FLEXI Season Pass if the season pass is not used by the person who is entitled to do so**, i.e. the holder of the Gopass SKI FLEXI Season Pass. Gopass SKI FLEXI Season Passes are valid only if used along with valid IDs of their holders (children under 15 years – with health insurance cards or other documents proving the age of the children), reduced-rate Gopass SKI FLEXI Season Passes must be used along with respective cards or IDs enabling the discounts. The trader or operators of individual resorts or

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facilities are entitled to block any Gopass SKI FLEXI Season Pass anytime during the validity period of the Gopass SKI FLEXI Season Pass and to prevent the respective holder from using services in individual resorts if the client or any other person who is using the Gopass SKI FLEXI Season Pass prevents the operator from checking the non-transferability of the Gopass SKI FLEXI Season Pass intentionally or deliberately, especially by misleading the operator about the identity of the person that is using the Gopass SKI FLEXI Season Pass, i.e. by changing clothes within short intervals (e.g. during one day) or by covering the face (with a ski mask, a scarf etc.), or by covering the reading device when passing through a turnstile. Shall a Gopass SKI FLEXI Season Pass be revoked or blocked due to any of the above-mentioned reasons, all services purchased by the customer in accordance with these Terms and Conditions shall be blocked. **Shall any season pass be blocked due to any breach of these Terms and Conditions or general terms and conditions** (unauthorised use of the Gopass SKI FLEXI Season Pass and related unauthorised use of services offered by operators in individual ski resorts; or if points 12, 13 or 14 of these Terms and Conditions are violated), **the respective customer is not entitled either to receive any form of financial or non-financial compensation for not being able to use services in individual resorts, and/or to be refunded for the whole or an aliquot ticket price.**

**14.** Gopass SKI FLEXI Season Passes do not entitle their holders to carry out any business or other gainful activities (including ski schools, ski and snowboard lessons) on ski pistes and in finish areas of ski pistes or in other facilities operated by **TMR, MELIDA, a.s., TMR Ještěd, a.s., SZCZYRKOWSKI OŚRODEK NARCIARSKI SPÓŁKA AKCYJNA, Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscherbahnen Gesellschaft mbH & Co KG, Muttereralp Bergbahnen Errichtungs GmbH** or in any other way (e.g. through Internet) without the permission of the operator and/or without relevant licences pursuant to the generally binding legal regulations. Unless otherwise allowed by the operator, the ski pistes and finish areas of ski pistes cannot be used for advertising purposes either (this includes various stalls, advertisements etc.).

**15.** These Terms and Conditions become effective on 24/03/2026 and are in force from 24/03/2026 to 30/04/2027, or to the end of the 2026/2027 winter season depending on weather and snow conditions and the decision of the operator if this happens sooner than on 30/04/2027, or during the validity period of Gopass SKI FLEXI Season Passes in individual resorts.

**16.** If these Terms and Conditions differ from general terms and conditions related to the provision of services – use of ski lifts, cableways and ski pistes in individual resorts (hereinafter referred to as “**general terms and conditions**”), these Terms and Conditions shall be considered decisive and give priority to general terms and conditions in every point where they are different. If the operators of individual resorts define the terms of service provision differently when compared to these Terms and Conditions, the terms and conditions of individual operators are in force in individual resorts.

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## Supervisory bodies

- Slovak Republic** – Central Inspectorate of the Slovak Trade Inspection, Bajkalská 21/A, 827 99 Bratislava  
Inspectorate of the Slovak Trade Inspection for the Žilina region with the registered office, Predmestská 71, 011 79 Žilina
- Czech Republic** – Czech Trade Inspection, Central Inspectorate, Gorazdova 1969/24, 120 00, Prague 2
- Republic of Austria** – Work Inspectorate Tirol, Arzler Straße 43a, 6020 Innsbruck  
Work Inspectorate Kärnten, Dr.-Herrmann-Gasse 3, 9020 Klagenfurt
- Polish Republic** – Trade Inspection Inspectorate in Warsaw, ul. Sienkiewicza 3, 00-015 Warszawa, [ih\\_warszawa@wiih.org.pl](mailto:ih_warszawa@wiih.org.pl), Trade Inspection Inspectorate in Katowice, ul. Brata Alberta 4, 40-020 Katowice, sekretariat@katowice.wiih.gov.pl.

## GOPASS SE



Komořanská 326/63  
Modřany, 143 00 Praha  
Česká republika



IČO: 171 07 148

Spoločnosť je zapísaná v Obchodnom registri Mestského súdu v Prahe, sp. zn. H 2546