



## TERMS AND CONDITIONS

### Gopass SKI Season Pass and Gopass SKI Season Pass + Fast Pass

#### Wave 1

#### 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 “**GOPASS SE**”), 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 Season Pass 1* and the *Gopass SKI Season Pass 1 + Fast Pass*. These Terms and Conditions apply in connection with the *Gopass SKI Season Pass 1* and the *Gopass SKI Season Pass 1 + Fast Pass* 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 **MELIDA, a. s.** 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 Regional 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 SPÓŁKA 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, Sad 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.

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2. Any client can buy a *Gopass SKI Season Pass Wave 1* (hereinafter referred to as “**Gopass SKI Season Pass 1**”) based on a special offer of the operator for the 2026/2027 winter season.

Every **Gopass SKI Season Pass 1** 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 Muttereralm from the beginning of the 2026/2027 winter season depending on weather and 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 on 30/04/2027; and from 24/03/2026, or from the day of purchase, depending on which day occurs later, to 30/04/2026, or to the end of the 2025/2026 winter season, depending on weather and snow conditions and the decision of the operator, as long as this date occurs 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 weather and snow conditions and the decision of the operator of the Mölltaler Gletscher resort.** Every **Gopass SKI Season Pass 1** is valid in the following resorts during the summer season: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, Skiareal Špindlerův Mlýn, Ještěd, Szczyrkowski Ośrodek Narciarski, Mölltaler Gletscher and Muttereralm from 01/05/2026, or from the beginning of the 2026 summer season depending on the weather and the decision of the operator if this happens sooner or later than 01/05/2026, to 31/10/2026, or to the end of the summer season, based on the weather and the decision of the operator if this happens sooner or later than 31/10/2026, during the opening times of individual resorts as decided by the operator (details about the opening days and times are included in the general terms and conditions of individual resorts and information available in individual resorts and online).

**The validity period of Gopass SKI Season Passes 1 in individual resorts where the Gopass SKI Season Passes 1 can be used is different and depends on weather and snow conditions and the decision of the operator(s) of individual resorts.**

Gopass SKI Season Passes 1 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 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 Season Pass 1 **entitles** its holder to use night skiing services in the following resorts: Jasná, Skiareal Špindlerův Mlýn, Ještěd and Szczyrkowski Ośrodek Narciarski based on the conditions specified by the resort operator if night skiing is offered in the resort by the operator.

Any client can buy a *Gopass SKI Season Pass Wave 1 + Fast Pass* for the 2026/2027 winter season (hereinafter referred to as “**Gopass SKI Season Pass 1 + Fast Pass**”) based on a special offer of the operator for the 2026/2027 winter season, 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 Muttereralm from the beginning of the 2026/2027 winter season depending on weather and 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 from the day of purchase, depending on which day occurs later, to 30/04/2026, or to the end of the 2025/2026 winter season, depending on weather and snow conditions and the decision of the operator, as long as this date occurs 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 weather and snow conditions and the decision of the operator of the Mölltaler Gletscher resort.** The **Gopass SKI Season Pass 1 + Fast Pass** entitles its holder to use **priority (skip-the-line) access** at selected cableways determined by the operator in individual resorts where the Gopass SKI Season Pass 1 Fast Passes are valid (i.e.: **in the Jasná resort:** at cableways “A1” Priehyba – Chopok (North), “A2” Kosodrevina – Chopok (South), “A3” Grand – Brhliská (North), “A5” Krupová – Kosodrevina (South), “B1” Záhradky - Rovná hoľa (North), “B8” Lúčky – Vyhlíadka (North); “A6” Biela Púť - Priehyba (North); “B2” Záhradky – Priehyba; **in the Tatranská Lomnica resort:** at cableways “B” Štart – Skalnaté pleso, “F” Tatranská Lomnica – Štart, “I” Tatranská Lomnica – Buková Hora, “D” Štart – Čučoriedky, “C” Skalnaté pleso – Lomnické sedlo; **in the Štrbské Pleso resort:** at cableways “A” Solisko Expres, “C” Furkota, “B” Medvedia kopa); **in the Szczyrkowski Ośrodek Narciarski resort:** at cableways “A1” Gondola, “B1” Kanapa, “B2” Kanapa, “B5” Kanapa, “C3” Małe Skrzyczne). Individual operators reserve the right to change the transport facilities designated for priority access. In such cases, individual customers are not entitled to a refund of the paid price or its proportional part, nor to any other financial or non-financial compensation. Every **Gopass SKI Season Pass 1 + Fast Pass** is valid in the following resorts during the summer season: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, Skiareal Špindlerův Mlýn, Ještěd, Szczyrkowski Ośrodek Narciarski, Mölltaler Gletscher and Muttereralm from 01/05/2026, or from the beginning of the 2026 summer season depending on the weather and the decision of the operator if this happens sooner or later than 01/05/2026 to 31/10/2026, or to the end of the summer season, based on the weather and the decision of the operator if this happens sooner or later than 31/10/2026, during the opening times of individual resorts as decided by the operator (details about the opening days and times are included in the general terms and conditions of individual resorts and information available in individual resorts and online).

**The validity period of every Gopass SKI Season Pass 1 + Fast Pass in individual resorts where the Gopass SKI Season Passes 1 + Fast Passes can be used is different and depends on weather and snow conditions and the decision of the operator(s) of individual resorts.**

Gopass SKI Season Passes 1 + Fast 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.

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Every Gopass SKI Season Pass 1 + Fast 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.

**As for the terms specified in these Terms and Conditions that apply to Gopass SKI Season Passes 1 and Gopass SKI Season Passes 1 + Fast Passes, the name “Gopass SKI Season Pass 1” shall be used for both.**

**3. Gopass SKI Season Passes 1** are issued by GOPASS SE as contactless KEY CARDS. Every contactless KEY CARD entitles its user (the person that the Gopass SKI Season Pass 1 is issued for based on their identification data) to use services offered 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 Muttereralp. The respective scope of services is published online at [www.gopass.travel](http://www.gopass.travel).

**4. Customers can buy Gopass SKI Season Passes 1 or Gopass SKI Season Passes 1 + Fast Passes** from 24/03/2026 to 31/05/2026 – only online via the GOPASS selling system at [www.gopass.travel](http://www.gopass.travel). When concluding a purchase contract regarding the Gopass SKI Season Pass 1, every customer is obliged to pay the price of **EUR 589** (base price). When concluding a purchase contract regarding the Gopass SKI Season Pass 1 + Fast Pass, every customer is obliged to pay the price of **EUR 1,059** (base price). Any customer who purchased a Gopass SKI Season Pass or a Gopass SKI Season Pass + Fast Pass in the 2025/2026 winter season can purchase a Gopass SKI Season Pass 1 exclusively online through the Gopass system at [www.gopass.travel](http://www.gopass.travel) in the period from 24/03/2026 to 31/05/2026 at the price of **EUR 559** (base price) or a Gopass SKI Season Pass 1 + Fast Pass at the price of **EUR 1,029** (base price). Before buying a Gopass SKI Season Pass 1 or a Gopass SKI Season Pass 1 + Fast Pass, every customer can select the resort where they want to buy their Gopass SKI Season Pass 1 or Gopass SKI Season Pass 1 + Fast Pass after logging in to their GOPASS account. If any customer chooses the Skiareal Špindlerův Mlýn resort or the Ještěd resort, the purchase price currency of the Gopass SKI Season Pass 1 is Czech koruna (crown), i.e. the price is **CZK 14,690** (base price), in the case of a customer who purchased a Gopass SKI Season Pass in the winter season 2025/2026, the price is **CZK 13,990** (base price). If any customer chooses the Szczyrkowski Ośrodek Narciarski resort, the purchase price currency of the Gopass SKI Season Pass 1 or the Gopass SKI Season Pass 1 + Fast Pass is Polish zloty, i.e. the price of a Gopass SKI Season Pass 1 is **PLN 2,516** (base price); and for customers who purchased Gopass SKI Season Passes in the 2025/2026 winter season, the price is **PLN 2,390** (base price); the price of a Gopass SKI Season Pass 1 + Fast Pass is **PLN 4,490** (base price) and for customers who purchased Gopass SKI Season Passes in the 2025/2026 winter season, the price of a Gopass SKI Season Pass 1 + Fast Pass is **PLN 4,364** (base price). If any customer chooses the Mölltaler Gletscher resort or the

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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

Muttereralm resort, they can buy their Gopass SKI Season Pass 1 only in EUR and the Gopass SKI Season Pass 1 + Fast Pass version is not available in this case.

Customers can buy **Gopass SKI Season Passes 1** only online via the Gopass sales system at [www.gopass.travel](http://www.gopass.travel) **from 24/03/2026 to 31/05/2026**. If any customer chooses to pay for their Gopass SKI Season Pass 1 **in two (2) instalments**, they must pay the 1<sup>st</sup> part of the price when concluding their purchase contract. This initial payment amounts to **EUR 280** (in the case of the standard price). If any customer chooses to purchase through the Skiareal Špindlerův Mlýn or Ještěd resorts, the initial payment is **CZK 6,700** (in the case of the standard price). If any customer chooses to purchase through the Szczyrkowski Ośrodek Narciarski resort, the initial payment is **PLN 1,150** (in the case of the standard price). Or they have to pay the amount based on the Gopass SKI Season Pass 1 price list if they are entitled to a discounted Gopass SKI Season Pass 1 under these Terms and Conditions. Once the initial payment has been made, the customer is entitled to use the services covered by their Gopass SKI Season Pass 1 from the date of purchase, in accordance with these Terms and Conditions and the information provided by the operators. Every Gopass SKI Season Pass holder must pay the outstanding sum (the second instalment) of their Gopass SKI Season Pass 1 price by 30/09/2026. The second instalment amounts to **EUR 309 (in the case of the standard price)**. If any customer initially purchased through the Skiareal Špindlerův Mlýn or Ještěd resorts, the second instalment is **CZK 7,990** (in the case of the standard price). If they initially purchased through the Szczyrkowski Ośrodek Narciarski resort, the second instalment is **PLN 1,366** (in the case of the standard price).

**If any customer fails to pay the second instalment of the Gopass SKI Season Pass 1 price by 30/09/2026, their contract will automatically terminate at 12:00 midnight on 30/09/2026. In the event of contract termination for non-payment of the second instalment of the Gopass SKI Season Pass 1 price, the customer is not entitled to a refund of the amount already paid or any proportionate part thereof.**

If a customer is entitled to purchase a Gopass SKI Season Pass 1 as a so-called loyal customer (i.e. a holder of a Gopass SKI Season Pass in the 2025/2026 winter season) at a price designated for loyal customers under these terms and conditions and the price list, and chooses to pay for their Gopass SKI Season Pass 1 in two (2) instalments, their entitlement to the loyal customer price will be forfeited. In this case, they must pay the standard price of the Gopass SKI Season Pass 1 as specified in the price list.

**4.1** Every **Gopass SKI Season Pass 1** 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 and from 24/03/2026, or from the date of purchase of the Gopass SKI Season Pass 1, depending on which day occurs later, to 30/04/2026, or to the end of the 2025/2026 winter season depending on the weather and snow conditions and

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the operator's decision, as long as this date occurs sooner than 30/04/2026. In addition, every **Gopass SKI Season Pass 1** entitles its holder to use services in the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, Skiareal Špindlerův Mlýn, Ještěd, Szczyrkowski Ośrodek Narciarski, Mölltaler Gletscher and Muttereralp from 01/05/2026, or from the beginning of the 2026 summer season, depending on the weather and the decision of the operator if this happens sooner or later than 01/05/2026, to 31/10/2026, or to the end of the summer season, depending on the weather and the decision of the operator if this happens sooner or later than 31/10/2026, **during the opening days and times of individual resorts as decided by the operator** (details about the opening days and times are included in the general terms and conditions of individual resorts and information available in individual resorts and online.

**4.2 Skiers who buy their Gopass SKI Season Passes 1 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 Season Passes 1 at [www.gopass.travel](http://www.gopass.travel) through the Špindlerův Mlýn resort or the Ještěd resort must pass through the first turnstile of the season in the Špindlerův Mlýn resort or the Ještěd resort. Skiers who buy their Gopass SKI Season Passes 1 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 Season Passes 1:**

**5.1 “Senior” Gopass SKI Season Passes 1** can be purchased by seniors aged 60 and older. To use the reduced rate offer in the online Gopass programme, every customer must enter the correct date of birth when registering at [www.gopass.travel](http://www.gopass.travel).

**5.2 “Junior” Gopass SKI Season Passes 1** 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 online Gopass programme, 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).

**5.3 “Kids” Gopass SKI Season Passes 1** can be purchased for children aged 6 – 11.99 years. To use the reduced rate offer in the online 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 Season Passes 1 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 Season Passes 1 in accordance with point 5 of these Terms and Conditions, the decisive day shall be the day the respective Gopass SKI Season Pass 1 is purchased (not the day when services are used based on the Gopass SKI Season Pass 1).**

**5.7 The right to reduced rates for handicapped customers (with or without companions) is assessed based on customers' requests. In such cases, every customer shall be informed of the terms of the discount.**

**5.8 If any customer fails to claim a discount when purchasing their Gopass SKI Season Pass 1, the discount CANNOT BE OFFERED later!**

## **6. Gopass SKI Season Pass 1:**

**6.1** If any **Gopass SKI Season Pass 1 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 Jelinek Grandhotel Starý Smokovec shop and bar) **during the validity period of their Gopass SKI Season Pass 1**, 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 Season Passes 1** 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 in the **winter 2026/2027 season** (in periods specified in point 2 of these Terms and Conditions). 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 specified above are occupied, holders of Gopass SKI Season Passes 1 may use public car parks, at a charge or free of charge, depending on the terms and conditions set by the individual operators of the car parks or other parking areas. In such a case, individual holders of Gopass SKI Season Passes 1 are not entitled to be compensated financially or non-financially. The use of car parks does not apply to parking caravans and campervans.

**Holders of Gopass SKI Season Passes 1** can use the **car parks** in the **Jasná** resort available from 8:00 am until 31/10/2026 (Otopné car park, Krupová car park), in the **Tatranská Lomnica** resort (terraced central car park), in the **Ještěd** resort (central P1 car park) and in the **Szczyrkowski Ośrodek Narciarski** resort (P1 and P2 car parks) to park their vehicles **free of charge** while using services in the resorts in the **summer season** (in periods specified in point 2 of these Terms and Conditions). 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 or **if they are closed or made available to another person based on the operator's decision**, holders of Gopass SKI Season Passes 1 can use car parks available for the public at a charge 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 Season Passes

1 are not entitled to be compensated financially or non-financially. The use of car parks does not apply to parking caravans and campervans

**6.2** Benefits based on point 6.1 can be used from the day following the date of the Gopass SKI Season Pass purchase during the season pass validity period.

**6.3** Benefits based on point 6.1 cannot be **combined with each other or with other special offers**.

**6.4** The operators of individual resorts reserve the right to change the benefits as well as the period when benefits are offered without having to compensate individual clients financially or non-financially.

**6.5** From the day of their Gopass SKI Season Pass 1 purchase, every Gopass SKI Season Pass 1 holder can buy additional services offered in their Gopass account in the Gopass Vouchers/Discounts section and valid in the 2026 summer season or the 2026/2027 winter season based on the offer. The use of individual additional services is based on special terms and conditions of individual operators. The purchase of additional services **cannot** be claimed legally; their availability is determined by individual operators. The operators of individual resorts reserve the right to change their benefits as well as to stop offering any of them without having to compensate individual clients financially or non-financially.

**7. Every Gopass SKI Season Pass 1 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 Season Passes 1 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 of individual resorts, the opening times of cable cars, 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 am and 3:30 pm, from 01/02/2027 to the end of the 2026/2027 winter season between 8:30 am and 4:00 pm. The opening times in the 2026 summer season are specified by individual operators depending on the weather and daylight conditions and in accordance with generally binding regulations specifying the movement in alpine terrain.

**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 pm and 8:30 am, and from 01/02/2027 to the end of the 2026/2027 winter season between 4:30 pm and 8:30 am! 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, cable cars, and ski pistes are available at individual resorts and online every day:

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

### **9.1 Lost or stolen key cards:**

**9.1.1** If a Gopass SKI Season Pass 1 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 Season Pass 1 is obliged to show the ID (or any other identification document) of the person that the lost or stolen Gopass SKI Season Pass 1 was issued for (or of their legal representative). The operator is entitled to ask the holder of the Gopass SKI Season Pass 1 to present the respective email with the season pass purchase confirmation. Any lost or stolen Gopass SKI Season Pass 1 can be blocked, and all necessary data can be checked only after the loss or theft has been reported, and the documents required have been presented. The holder of the lost or stolen Gopass SKI Season Pass 1 will get a substitute key card with their Gopass SKI Season Pass 1 loaded. The charge for issuing a substitute Gopass SKI Season Pass 1 is EUR 50 / PLN 210 / CZK 1,250. If a substitute Gopass SKI Season Pass 1 is issued, a EUR 3 / PLN 15 / CZK 75 charge for a new contactless key card is required in addition to the issue surcharge. The holder of the Gopass SKI Season Pass 1 is not entitled to be paid the whole or an aliquot Gopass SKI Season Pass 1 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 Season Pass 1 who fail to present the documents specified above in this point are not entitled to receive substitute Gopass SKI Season Pass 1 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 Season Pass 1 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 Season Pass 1 and to show the ID (or any other identification document) of the person that the damaged Gopass SKI Season Pass 1 was issued for (or of their legal representative). The operator is entitled to ask the holder of the Gopass SKI Season Pass 1 to present the respective email with the season pass purchase confirmation. If the damaged Season Pass 1 cannot be re-encoded, the holder of the Gopass SKI Season Pass 1 will receive a substitute Gopass SKI Season Pass 1. In the case of manual damage, a EUR 3 (EUR 5 in the Muttereralm, Mölltaler Gletscher resorts) / PLN 12 / CZK 100 charge is required for issuing a new Gopass SKI Season Pass 1. If a substitute Gopass SKI Season Pass 1 is issued, a EUR 3 / PLN 15 / CZK 75 charge for a new contactless key card is required in addition to the issue surcharge.

### **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), point 9.1 of the Terms and Conditions shall apply mutatis mutandis, i.e. a EUR 3 (EUR 5 in the Muttereralm and Mölltaler Gletscher resorts) / PLN 12 / CZK 100 charge for a substitute Gopass SKI Season Pass 1 and a EUR 3 / PLN 15 / CZK 75 charge 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.

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**9.4** If a Gopass SKI Season Pass 1 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 Season Pass 1 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 Season Pass 1 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 or Muttereralm, **neither a substitute Gopass SKI Season Pass 1 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 and 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 when the customer is a consumer, 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, in COS = Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku is 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 in 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,

## **GOPASS SE**



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 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 complaint-handling timeframe 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.

**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 Season Pass 1 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 Season Pass 1 holder can ask the operator for the following if they show a medical certificate proving a **long-term illness, an injury, pregnancy or if they show any other credible document that proves any other serious circumstance (death, work or study abroad):**  
**10.7.1 if the holder has not used their Gopass SKI Season Pass 1 at all (not even once, i.e. they have not passed through a turnstile with their pass), they can ask for a 100% refund of the paid Gopass SKI Season Pass 1 price in the form of goX credit added to the account of the Gopass SKI Season Pass 1 holder in the GOPASS programme or to have the Gopass SKI Season Pass 1 holder changed, i.e. the season pass transferred to another person; in the event of the 100% refund of the price paid by the customer for their Gopass SKI Season Pass 1 as referred to above, the trader reserves the right to deduct any goX cashback that was credited to the customer after purchasing their Gopass SKI Season Pass 1, in accordance with the terms specified in the General Terms and Conditions of the Gopass programme;**

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

**10.7.2 if they have used their Gopass SKI Season Pass 1 one or more times (i.e. they have passed through at least through 1 turnstile in any resort with it), they can ask to have the Gopass SKI Season Pass 1 holder changed, i.e. the season pass transferred to another person.**

Every holder of a Gopass SKI Season Pass 1 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 transfer their Gopass SKI Season Pass 1 to another person. 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 Season Passes 1 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 Season Passes 1 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 Season Passes 1 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 Season Passes 1 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 Season Pass 1 transfer is justified. In the case of serious circumstances (long-term illness, injury etc.) that prevent holders of Gopass SKI Season Passes 1 from using the services that their Gopass SKI Season Passes 1 entitle them to, **only** points 10.7.1 and 10.7.2 of these Terms and Conditions apply, and the respective holders of Gopass SKI Season Passes 1 are **not entitled** to receive any financial or non-financial compensation.

**A Gopass SKI Season Pass 1 can be transferred only to a person that would be entitled to buy a Gopass SKI Season Pass 1 at the same price as the original holder of the Gopass SKI Season Pass 1 or to a person of an age group that can buy a Gopass SKI Season Pass 1 at a lower price than the original holder of the Gopass SKI Season Pass 1. But in such a case, the holder of the Gopass SKI Season Pass 1 is not entitled to be paid the price difference.**

**The holder of every Gopass SKI Season Pass 1 can be changed only once (1x) during the 2026/2027 winter season.**

**10.8** If ski resorts cannot open or the ski season is interrupted during the validity period of Gopass SKI Season Passes 1 and this happens due to force majeure (i.e. due to regulations of public authorities in order to prevent the 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 2026/2027 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 Season Passes 1 expires.

**10.9** By buying a Gopass SKI Season Pass 1 and using services that the Gopass SKI Season Pass 1 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 Season Pass 1 and while they use the services that the Gopass SKI Season Pass 1 entitles them to and that they undertake to respect them. By buying a Gopass SKI Season Pass 1 and using the related services, every client confirms that on the day of the service use, they will meet all conditions required to use the services in accordance with currently valid public health protection measures that are in force.

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

**10.1 Slovak Republic** – If any customer – a user is not satisfied with the way how the operator, i.e. the trader has dealt with their complaint or they think that the trader has violated their rights, they are entitled to ask the trader to have the respective problem rectified. 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 on the following address: Ústřední inspektorát SOI, Odbor medzinárodných vzťahov a ARS (Central Inspectorate of the Slovak Trade Inspection, Department of International Relations and ADR), Prievozská 32, P.O.BOX 29, 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: <http://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 on the following address: Česká obchodní inspekce (Czech trade inspection), Ústřední inspektorát, 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 [## GOPASS SE](https://consumer-</a></p></div><div data-bbox=)

[redress.ec.europa.eu/index\\_cs](https://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: dostupná [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 Season Pass 1 and is considered a user in accordance with Act of 23/04/1964 – Civil Code (Dz. U. of 2016, points 380, 585, 1579 and 2255) is not satisfied with the way how the operator offering services has dealt with their complaint or they think that the operator has violated their rights, they are entitled to ask the operator to have the respective problem i.e. the violation of the law caused when handling the complaint 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 customer or if the operator 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 Season Pass 1 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 of conduct 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 GOPASS SE company 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 Season Pass 1 if the season pass is not used by the person who is entitled to do so**, i.e. the holder of the Gopass SKI Season Pass 1. Gopass SKI Season Passes 1 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 Season Passes 1 must be used along with respective cards or IDs enabling the discounts. The GOPASS SE company or the operators of individual resorts or facilities are entitled to block any Gopass SKI Season Pass 1 anytime during the validity period of the Gopass SKI Season Pass 1 and to prevent the respective holder from using services in individual

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resorts if the client or any other person who is using the Gopass SKI Season Pass 1 prevents the operator from checking the non-transferability of the Gopass SKI Season Pass 1 intentionally or deliberately, especially by misleading the operator about the identity of the person that is using the Gopass SKI Season Pass 1, 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 Season Pass 1 be revoked or blocked due to any 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 Season Pass 1 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 Season Passes 1 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 30/04/2027, or during the validity period of Gopass SKI Season Passes 1 in individual resorts.

**16.** These Terms and Conditions apply to the provision of services – use of ski pistes in the following resorts: Vysoké Tatry – Tatranská Lomnica, Vysoké Tatry – Starý Smokovec, Jasná, Štrbské Pleso, Skiareal Špindlerův Mlýn, Ještěd, Szczyrkowski Ósrodek Narciarski, COS = Centralny Ośrodek Sportu - Ośrodek Przygotowań Olimpijskich w Szczyrku, Mölltaler Gletscher and Muttereralp. If these Terms and Conditions differ from general terms and conditions related to the provision of services – use of ski lifts, cable cars 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

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compared to these Terms and Conditions, the terms and conditions of individual operators are in force in individual resorts.

## 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](mailto:sekretariat@katowice.wiih.gov.pl).

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