These General Terms and Conditions of GOIMPEX BRATISLAVA, a.s., with its registered office at Prešovská 39, 821 02 Bratislava, registered in the Commercial Register of the Municipal Court Bratislava III, Section: Sa, Insert No. 1981/B, telephone: 048/4199 881, e-mail: info@parksnow.sk (hereinafter referred to as the "Operator"), for the "Online Ski Pass Purchase" online store available at www.parksnow.sk (hereinafter referred to as the "Terms and Conditions") govern the provision of services – transportation by cableways and ski lifts and the use of ski slopes at the PARK SNOW Donovaly ski resort, as well as the purchase of ski passes (transport tickets). These Terms and Conditions form an integral part of transport contracts concluded in accordance with these Terms and Conditions.

1. INTRODUCTORY PROVISIONS

1.1. These Terms and Conditions govern the mutual rights and obligations of the contracting parties arising in connection with the conclusion of transport contracts through the "Online Ski Pass Purchase" online store (hereinafter referred to as the "Online Store") for the purpose of transporting persons by cableways and ski lifts and using the ski slopes at the PARK SNOW Donovaly ski resort, operated by the Operator via www.parksnow.sk (hereinafter referred to as the "Website").

1.2. Customers may purchase online ski passes (transport tickets) through the Operator's Website. The price of the online ski pass (transport ticket) is paid via the bank's payment gateway.

1.3. By purchasing an online ski pass, the Customer undertakes to respect and comply with these Terms and Conditions as well as the valid and effective Operating Rules of the PARK SNOW Donovaly ski resort issued by the Operator, available at the PARK SNOW Donovaly resort management office and on www.parksnow.sk. Online ski pass sales are carried out in accordance with applicable legislation, in particular Act No. 108/2024 Coll. on Consumer Protection, as amended, Act No. 40/1964 Coll., the Civil Code, as amended, and Act No. 18/2018 Coll. on Personal Data Protection, as amended.

1.4. Based on the online purchase of a ski pass, the Customer is entitled, during the validity period of the ski pass and during the Operator's operating hours, to use the following transport facilities:

a) Telemix 6/8 Nová Hoľa combined cableway

b) Unifix 4 Záhradište chairlift

c) ski lifts LV F 12 Mišúty, LV H 130 Patočiny, LV Leitner Záhradište I, LV Leitner Záhradište II, LVH 130 Záhradište III, LV P 1, LV S 1, LV P 2, LV P 3, LV P 4, LV P 5, LV P 6 Encián and LV S 2, located within the PARK SNOW Donovaly resort.

2. ONLINE PURCHASE OF SKI PASSES

2.1. In accordance with these Terms and Conditions, all natural persons and legal entities may purchase ski passes through the Online Store subject to the conditions set out below.

2.2. The following types of online ski passes may be purchased through the Online Store:

a) 1-day ski passes,

b) 4-hour ski passes,

c) flexible 8-hour ski passes,

d) multi-day ski passes,

e) season ski passes,

f) night skiing passes,

g) Fresh Track ski passes.

All types of ski passes are available at adult, junior and child rates. Age categories applicable to the individual rates are specified in the notes accompanying the price list on www.parksnow.sk. The operation of individual cableways, ski lifts and ski slopes is determined by the Operator depending on weather and operating conditions at the PARK SNOW Donovaly ski resort.

2.3. The period of use of ski passes is time-limited:

a) A 1-day ski pass may only be used on the day for which it was purchased, throughout the operating hours of daytime skiing at PARK SNOW Donovaly. The ski pass is not valid for night skiing.

b) A 4-hour ski pass may only be used on the day for which it was purchased. It is valid for four consecutive hours from the first passage through a turnstile, and its validity may extend into night skiing. In such a case, the ski pass remains valid until the four-hour period has been used, but no later than the end of the operating hours of night skiing at PARK SNOW Donovaly.

c) A flexible 8-hour ski pass may be used throughout the entire winter season at PARK SNOW Donovaly. Its validity starts with the first passage through a turnstile, with the system deducting each commenced hour from the total time credit. If the Customer stops using the ski pass for a period of time (does not pass through a turnstile), the remaining unused hours are retained and may be used at any time during the current season, including for night skiing. The flexible 8-hour ski pass is transferable. However, each commenced hour of use is assigned to one person. If another person uses the ski pass during the same commenced hour, a new hour of use automatically begins and another commenced hour is deducted from the available time credit, regardless of how much of the previous commenced hour was used by the original user.

d) A multi-day ski pass may be used for the consecutive number of days for which it was purchased, from the start of daytime skiing operating hours on the first day of validity until the end of daytime or night skiing operating hours on the last day of validity.

e) A season ski pass may be used from the first day to the last day of the winter season at PARK SNOW Donovaly. The exact opening and closing dates of the season are determined by the Operator.

f) A night skiing pass may only be used on the day for which it was purchased and is valid only during the operating hours of night skiing at PARK SNOW Donovaly.

g) A Fresh Track ski pass may be used exclusively for morning skiing from 7:00 a.m. to 9:30 a.m. at PARK SNOW Donovaly. After this time, the ski pass expires and cannot be used for daytime or night skiing.

2.4. The purchase of discounted student ski passes is conditional upon a valid international ISIC student card, which may be used to purchase only one ski pass per day. The purchase of ski passes with an ITIC or EURO26 discount is conditional upon a valid ITIC or EURO26 card, each of which may be used to purchase only one ski pass per day. The purchase of child ski passes is subject to the child's age on the first day of use of the ski pass. A child means a person aged 6 through 12 inclusive. The purchase of a ski pass using a voucher is conditional upon a valid PARK SNOW Donovaly activation code. One code may be redeemed for the purchase of one ski pass only. Activation codes whose validity is restricted to weekdays cannot be redeemed on weekends or public holidays.

2.5. To purchase ski passes through the Online Store, the Customer completes the mandatory fields in the Online Store form, in particular: 1) selection of the ski pass type, 2) selected purchase option, 3) contact details, 4) start date of ski pass use, 5) confirmation of agreement with these Terms and Conditions, the price list and the Operator's valid Operating Rules, and acknowledgement of the processing of personal data, and 6) binding confirmation of the order. Binding confirmation of the order also constitutes conclusion of the transport contract. The total price is then displayed and must be paid through the payment gateway. The stated price is final, i.e. inclusive of all fees. By concluding the transport contract, the Customer confirms that they have read and agree to these Terms and Conditions.

2.6. A purchase may only be completed after registration, whereby an account is created for the Customer at www.parksnow.sk after a password has been entered.

2.7. Purchase of online ski passes does not require prior ownership of a ski-pass carrier – a SKIDATA chip card (hereinafter referred to as the "Chip Card"). When purchasing a ski pass in the Online Store using any SKIDATA Chip Card, the Customer enters the Chip Card number, usually printed on its reverse side, in the Online Store form.

2.8. A detailed description and illustrated guide explaining how to complete the transaction is available in the "Buy Ski Pass" section of the Operator's Website at www.parksnow.sk. When using this service, the Customer is required to follow the instructions provided on the Operator's Website.

2.9. Multiple online ski passes may be activated on one Chip Card, provided that they have different start dates.

2.10. Use of the Chip Card and online ski pass is governed by the Operator's current Operating Rules, available at the PARK SNOW Donovaly resort management office, the Záhradište Information Centre and on www.parksnow.sk.

2.11. An online ski pass is valid only for the period whose start date was selected by the Customer when purchasing the online ski pass – the specific day selected when purchasing adult day, junior/senior, child and hourly ski passes – and its validity ends upon expiry of the period specified in Section 2.3. If the online ski pass is not used on the specified date and the Customer has neither changed the validity date nor withdrawn from the transport contract pursuant to Article 5 of these Terms and Conditions, the online ski pass expires without entitlement to a refund. The Customer is likewise not entitled to a refund of the ski pass price or any part thereof if an hourly, 4-hour, 8-hour, night skiing, Fresh Track, multi-day or season ski pass is not fully used during its validity period.

2.12. Upon the first passage through a turnstile, the ticket is validated and assigned to its holder, making it non-transferable (unless these Terms and Conditions provide otherwise). Only the ticket (the ski pass encoded on the Chip Card), not the Chip Card itself as the ski-pass carrier, is non-transferable. Every ski pass holder must submit to an inspection upon request by an employee of the Operator or a person authorised by the Operator. The inspection may include verification of the ski pass holder's identity, comparison of the details provided at the time of purchase with the actual facts, and verification against the photograph in the customer account, a photograph taken when passing through the turnstile, or other technical means used to verify the authorised ski pass holder. The ski pass holder is required to cooperate with such inspection and present the requested identity document. In the case of children, age or identity may be proven by an appropriate document, in particular a health insurance card, passport or other travel document, birth certificate, rail pass, public transport pass or a similar document.

2.13. A ski pass holder claiming entitlement to a discounted ski pass price applicable to certain categories of persons (children, students, seniors, holders of disability cards, etc.) must, upon request by an employee of the Operator, prove such entitlement at any time by presenting a valid document demonstrating membership in the relevant price category (identity card, health insurance card, disability card, EURO<26, ISIC, ITIC, birth certificate, etc.).

2.14. If the ski pass holder fails to provide reasonable cooperation during an inspection or fails to prove entitlement to a discounted price, the Operator is entitled to temporarily block the ski pass until verification has been completed or entitlement to the discounted ski pass price has been demonstrated. If a ski pass is blocked, the Customer is entitled to request a review of the reasons for the blocking. The Operator shall communicate the result of the review without undue delay, generally no later than 10 business days from the date on which the Customer submits all necessary supporting documents.

2.15. A purchased online ski pass is activated upon the first passage through a turnstile at one of the Operator's cableways. Validation (loading) of the Chip Card takes a maximum of 20 minutes from payment of the ski pass price.

2.16. The Chip Card serves as a transport ticket only after activation of the online ski pass in accordance with Section 2.15 of these Terms and Conditions. Until that time, the Chip Card does not entitle its holder to use the lifts.

2.17. At its discretion, the Operator may offer ski passes for sale at discounted prices and/or as part of promotional offers for a period determined by the Operator. The Operator shall determine the terms of the transport contract and the validity and use of such ski passes as part of the offer published on www.parksnow.sk.

3. ONLINE SKI PASS PRICES AND PAYMENT TERMS

3.1. The price of ski passes purchased through the Online Store corresponds to the prices stated in the PARK SNOW Donovaly price list published on www.parksnow.sk.

3.2. The Customer shall always pay the price of online ski passes to the seller by cashless payment via the payment gateway to which the Customer is redirected after confirming the online ski pass order. After payment, the Customer is informed whether the transaction was successful and is redirected back to the Online Store. If payment is successful, the Customer receives a "Purchase Confirmation" by e-mail together with proof of payment, and an SMS containing the ski pass number. The proof of payment also serves as a tax document and must be retained by the Customer for the purposes of any complaint. If payment is unsuccessful, the Customer is informed of the error and redirected to the final step in the Online Store. The payment-gateway operator bears full responsibility for problems arising during payment through the payment gateway, and the Customer is required to resolve any payment complaints with the bank. If the Customer does not receive an

SMS containing the number of the purchased ski pass, the Customer should immediately contact technical support for online ski pass purchases at 048/4199881.

3.3. Purchases through the payment gateway may be made at any time; the system operates continuously except during technical maintenance. Customers shall be informed without undue delay on the Operator's Website of planned technical maintenance and the resulting unavailability of payments during the relevant period.

3.4. Loss, theft, damage or forgotten ski pass – In the event of loss, theft, damage or forgetting a ski pass, the Customer must report this at the customer centre or a ticket office at the resort. After the loss, theft, damage or forgetting of the ski pass has been reported and proof of payment presented, the ski pass may be blocked and, where necessary, a replacement ski pass issued. The handling fee for issuing a replacement ski pass is EUR 10. In addition to the handling fee, the Customer must also pay a EUR 4 deposit for a new Chip Card. If the Customer does not present proof of payment, the Customer is not entitled to a replacement ski pass or any other form of compensation for the loss, theft, damage or forgetting of the ski pass.

3.5. Misuse of a ski pass – With the exception of the 8-hour ski pass, all ski passes are non-transferable and may be used throughout their validity only by one person – the Customer or the holder designated by the Customer at the time of purchase. A ski pass may not be lent, exchanged or resold. If a ski pass is used by a person other than the Customer or the holder designated at the time of purchase, the ski pass will be blocked. To unblock a misused ski pass, the Customer must pay EUR 160, consisting of a EUR 150 penalty and a EUR 10 handling fee. To unblock a ski pass that has been accidentally swapped (the swapped ski pass must also be presented), the Customer must pay a handling fee of EUR 10.

4. SEASON SKI PASS AND ITS BENEFITS

4.1. Purchase of a season ski pass – The Customer may purchase a season ski pass through the Online Store (online) or at the Operator's points of sale (offline – ticket office), namely an adult season ski pass or a child season ski pass, in accordance with the Operator's price list.

4.2. Non-transferability of season ski passes – A season ski pass is issued exclusively to a specific person and is non-transferable. It may not be lent, sold, gifted or otherwise made available to a third party. The Operator is entitled to verify the authorised use of a season ski pass at any time in accordance with Sections 2.12 to 2.14 of these Terms and Conditions.

4.3. A misused season ski pass may be unblocked only once during the entire season, subject to payment of EUR 160, consisting of a EUR 150 penalty and a EUR 10 handling fee. In the event of repeated misuse, the season ski pass will not be unblocked again, will remain permanently invalid and the Customer shall lose any entitlement to reimbursement or compensation.

4.4. Validity of the season ski pass – A season ski pass is valid from the first day of the PARK SNOW Donovaly winter season until the last day of the winter season. The exact start and end dates of the winter season are determined exclusively by the Operator according to operating and weather conditions. The Customer acknowledges that the season ski pass is tied to these dates and that any restrictions or interruptions of operations due to adverse weather conditions, technical circumstances or other operating circumstances do not give rise to entitlement to financial or other compensation.

4.5. Adult season ski pass benefits – During the validity period, the holder of an adult season ski pass receives the following benefits:

a) 5× Buddy Ticket, each entitling the season ski pass holder to obtain a 50% discount on the price of a full-day ski pass for a third person. No more than one Buddy Ticket may be redeemed per day. Unused Buddy Tickets cannot be exchanged for cash compensation or carried over to the following season,

b) free parking in car parks designated by the Operator,

c) a 20% discount at the following food and beverage establishments during their operating hours:

- Chata pod Magurou 130, 97639 Donovaly,
- Donovaly 818 (Husky Bar), 97639 Donovaly,
- Donovaly 818 (Yety Bar), 97639 Donovaly,
- Donovaly 135 (Bistro & Bar Záhradište), 97639 Donovaly,
- Donovaly 818 (YETI Bar 2 - Food Track), 97639 Donovaly.

d) free skiing for up to two children up to the age of 12.99 years, subject to the conditions determined by the Operator,

e) free admission for two children up to the age of 12.99 years to SPA & AQUAPARK Turčianske Teplice,

f) a 20% discount on admission to SPA & AQUAPARK Turčianske Teplice for the season ski pass holder,

g) a EUR 50 discount on the purchase of a summer RIDERS PARK season pass.

4.6. Child season ski pass benefits – During the validity period, the holder of a child season ski pass receives the following benefits:

a) a 20% discount at the following food and beverage establishments during their operating hours:

- Chata pod Magurou 130, 97639 Donovaly,
- Donovaly 818 (Husky Bar), 97639 Donovaly,
- Donovaly 818 (Yety Bar), 97639 Donovaly,
- Donovaly 135 (Bistro & Bar Záhradište), 97639 Donovaly,
- Donovaly 818 (YETI Bar 2 - Food Track), 97639 Donovaly,

b) free admission to SPA & AQUAPARK Turčianske Teplice.

4.7. Common provisions applicable to benefits – To provide the individual benefits under Sections 4.5 and 4.6, the Operator or its contractual partner may require presentation of a valid season ski pass and the holder's identity document. Advantages and benefits provided with the season ski pass are non-transferable unless expressly stated otherwise for a particular benefit. The Operator reserves the right to determine detailed conditions for the use of individual benefits.

5. WITHDRAWAL FROM THE TRANSPORT CONTRACT

5.1. Withdrawal from the contract is governed by the relevant provisions of Act No. 40/1964 Coll., the Civil Code, and other generally binding legal regulations of the Slovak Republic.

5.2. The provisions of Act No. 108/2024 Coll. on Consumer Protection, as amended, concerning withdrawal from a contract do not apply to withdrawal from the contract (the passenger transport contract governing the relationship between the Customer and the Operator), because pursuant to Section 14(6)(m) of Act No. 108/2024 Coll., the application of those provisions is excluded for passenger transport contracts.

5.3. Adverse weather, illness or injury of the Customer do not in themselves give rise to a right to withdraw from the contract or to a refund of the ski pass price. If a public authority adopts a decision that prevents or substantially restricts the Operator from providing its services, the rights and obligations of the contracting parties shall be assessed in accordance with the applicable generally binding legal regulations.

5.4. Ski passes that were not used on the selected start date cannot subsequently be cancelled, nor can their validity be changed or extended, and the Customer is not entitled to a refund of the price of such ski passes.

5.5. If the Customer uses a voucher with an activation code to purchase a ski pass and gives binding confirmation of the purchase, the transport contract is concluded and the activation code is redeemed. Once redeemed, the activation code cannot subsequently be restored; therefore, such a ski pass cannot be cancelled.

5.6. The Customer is entitled to withdraw from the contract only in cases provided for by law. In the event of withdrawal from the contract where the ski pass was purchased online, the Customer is entitled to cancel the ski pass online. The time required to refund the price of the purchased ski pass depends on the bank through which the transport price was paid.

6. ASSERTION AND HANDLING OF CLAIMS, COMPLAINTS AND SUBMISSIONS

6.1. The Operator is liable for defects existing in the ski pass at the time of its purchase by the Customer, i.e. where it does not correspond to the details stated in the order, or where transportation is not provided because operation is interrupted for more than 3 hours due to a malfunction of cableway equipment. The Customer is required to check the requested details before bindingly confirming the order.

6.2. The Customer has the right to receive transportation services by cableways or ski lifts to the agreed or customary extent, quality, quantity and at the agreed time. If transportation is not used for subjective reasons attributable to the Customer before transportation begins, the ski pass price will not be refunded.

6.3. The Customer is required to assert claims arising from defects in the services (a complaint) without undue delay after discovering grounds for such a claim (a defect or defects in the transportation services – failure to provide transportation on time), generally no later than the calendar day following the day on which transportation was to take place or on which it was not provided to the agreed extent. The procedure and the Customer's entitlements to discounts from the ski pass price are governed by the Transport Rules available on www.parksnow.sk.

6.4. On the basis of a justified notification by the Customer of defects in the ski pass and presentation of proof of payment for the ski pass, the Customer may exercise rights arising from defects for which the Operator is responsible. The contracting parties agree that the Operator shall remedy defects in the ski pass by supplying a ski pass corresponding to the details stated in the binding order or, as applicable, in the e-mail confirming a change to the start date of use of the ski pass pursuant to Section 2.11 of these Terms and Conditions. If the defect cannot be remedied by supplying a ski pass corresponding to the order, the Customer is entitled to request a discount from the ski pass price or withdraw from the contract.

6.5. The Customer may also send the Operator a submission or complaint concerning the services provided by e-mail. The Operator shall deal with such submissions and complaints on an ongoing basis and reply by e-mail no later than within 30 days.

7. PROVISION OF PERSONAL DATA

7.1. The Customer is required to provide the Operator with the personal data requested by the system, namely first name, surname, permanent residence address, telephone number and e-mail address, or, in the case of a business customer, business name, registered office address, Company ID No. (IČO), Tax ID No. (DIČ), VAT ID No. (IČ DPH), telephone number and e-mail address. In the case of the purchase of child season ski passes, the Customer is also required to provide the child's first name, surname, date of birth, permanent residence address and photograph.

7.2. The Customer acknowledges that the Operator processes the Customer's personal data for the purpose of fulfilling the Operator's obligations under the transport contract concluded on the basis of the ski pass order and processing such data in an information system constituting the Operator's electronic customer records.

7.3. The Operator may process the Customer's contact details for direct marketing purposes on the basis of its legitimate interest in informing customers about its own products, services, discounts and marketing promotions. The Customer has the right to object, at any time and free of charge, to the processing of personal data for direct marketing purposes. Upon receipt of such objection, the Operator shall immediately cease processing the data for this purpose.

7.4. Provision of information pursuant to Section 19 of Act No. 18/2018 Coll., as amended:

a) Operator: GOIMPEX BRATISLAVA, a.s., registered office at Prešovská 39, 821 02 Bratislava, telephone: 048/4199881, e-mail: skipas@parksnow.sk

b) purpose and legal basis of personal data processing:

- performance of the Operator's obligations under the transport contract concluded on the basis of these Terms and Conditions and processing of such data in an information system constituting the Operator's electronic customer records,

- the Operator's legitimate interest in informing the Customer about current discounts and promotions,

c) the Operator may provide personal data to persons providing accounting services, legal services and technical support, and to entities authorised under specific legislation,

d) the Operator does not intend to transfer personal data to a third country or an international organisation,

e) personal data shall be retained for the duration of the contractual relationship and for four years after its termination. With respect to data that the Operator is required to retain for a longer period (for accounting, tax compliance and archiving purposes), the Operator shall retain such data for the period prescribed by generally binding legislation. Personal data processed by the Operator on the basis of legitimate interest shall be

retained for four (4) years from the date of conclusion of the contract or granting of consent. After this period, the data shall be destroyed.

g) on the basis of a written request or in person at the Operator, you have the right to:

- request access to your personal data and request rectification, erasure or restriction of processing of your personal data;

- object to the processing of your personal data;

- data portability;

- withdraw at any time your consent to inclusion in the database of recipients of messages concerning current discounts and promotions;

- submit a motion to initiate proceedings before the Office for Personal Data Protection of the Slovak Republic.

h) provision of personal data is voluntary; however, without providing such data it is not possible to conclude the contract, and failure to provide the required data will result in the contract not being concluded,

i) the personal data obtained are not subject to profiling or automated decision-making.

7.5. If the Customer has registered and created a username and password, the Customer is required to keep them secure and not disclose them to any third party. The Operator shall not be liable for consequences or damage caused by forgetting such details, disclosing them to a third party, or failing to protect them on the Customer's part.

8. FINAL PROVISIONS

8.1. If any provision of these Terms and Conditions is or becomes invalid or ineffective, it shall be replaced by a provision under the applicable legislation that most closely corresponds to the invalid or ineffective provision. The validity and effectiveness of the remaining provisions shall not be affected.

8.2. In matters not regulated by these Terms and Conditions, the rights and obligations of the parties are governed by the relevant provisions of Act No. 108/2024 Coll. on Consumer Protection, as amended, and the Civil Code, as amended.

8.3. The Operator is entitled to amend or supplement these Terms and Conditions. This provision does not affect rights and obligations arising while a previous version of the Terms and Conditions was in force.

8.4. If the Customer is dissatisfied with the manner in which the Operator handled a claim arising from a defect in the service provided, or believes that the Operator has violated the Customer's rights, the Customer may contact the Operator with a request for remedy. If the Operator rejects the request for remedy or fails to respond within 30 days from the date it was sent, the Customer has the right to submit a proposal for the initiation of alternative dispute resolution to an alternative dispute resolution entity pursuant to Section 12 of Act No. 391/2015 Coll. on Alternative Resolution of Consumer Disputes and on amendments to certain acts (hereinafter referred to as "ADR"). The competent entity for alternative resolution of consumer disputes with the Operator is the Slovak Trade Inspection (also the supervisory authority authorised to receive submissions in the event of infringement of consumer rights or interests), Bajkalská 21/A, P.O. Box No. 29, 827 99 Bratislava, www.soi.sk, or another competent authorised legal entity entered in the list of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic (the list is available at http://www.mhsr.sk). The Customer has the right to choose which of the above alternative dispute resolution entities to contact.

8.5. The Customer may also exercise their rights and claims through the European Online Dispute Resolution platform available online at http://ec.europa.eu/consumers/odr/index_en.htm.

8.6. By purchasing an online ski pass, the Customer accepts without reservation all provisions of these Terms and Conditions, by which the Customer is bound when concluding the transport contract, and by ticking the "I agree to the Terms and Conditions" box in the online ski pass order form in the Operator's Online Store, the Customer expressly agrees to these Terms and Conditions.

8.7. The version of the Terms and Conditions available on the Operator's Website on the date of conclusion of the relevant transport contract through the Online Store shall be deemed valid and effective.

8.8. Supervisory authority: Inspectorate of the Slovak Trade Inspection for the Banská Bystrica Region, Dolná 46, 974 00 Banská Bystrica.

Donovaly, 22 September 2026