

General Terms and Conditions – Summer Sports Equipment Rental

Basic Provisions

These General Terms and Conditions apply to online or telephone orders of services and products of the rental company operated by MELIDA, a.s. (hereinafter referred to as the “General Terms and Conditions”).

The operator of the rental services is MELIDA, a.s., Company ID No.: 241 66 511, with its registered office at Špindlerův Mlýn 281, 543 51 (hereinafter referred to as the “operator” or “MELIDA, a.s.”).

All services provided by the operator based on telephone or online orders, including those made via the Mates application using the internet or other online services, are subject to these General Terms and Conditions. These General Terms and Conditions also apply to purchases of rental services made at any physical branch of the operator. The provision of services means the temporary rental of summer or winter sports equipment owned by the operator, in particular e-bikes, scooters, and E-GranTour vehicles.

Unless explicitly agreed otherwise, these General Terms and Conditions apply to all legal acts and contractual relationships concluded online (including via the Mates application), by telephone, or at the operator’s premises between the operator as the service provider and its clients as contractual partners – service customers (hereinafter referred to as “clients”).

Orders for rental equipment and services may be made via the order forms at www.skolmax.skiareal.cz/rent, by email at rentalmedvedin@skiareal.cz, or by phone at +420 724 388 215. Services may also be purchased directly at any of the operator’s branches.

Offer of Services of MELIDA, a.s.

All offers of sports equipment presented in rental shops or online may have limited validity. Prices are stated in Czech crowns and include all taxes.

The rental service does not guarantee the timeliness, accuracy, completeness, or quality of the information provided. Any liability claims against MELIDA, a.s. relating to material or non-material damage caused by the use or non-use of the provided information, or by the use of incorrect or incomplete information, are excluded unless there is demonstrable fault on the part of the operator.

The operator reserves the right to modify, update, change, supplement, or discontinue all or part of its offers or service presentations at any time.

Conclusion of the Contract

a) Telephone and Online Reservations (including via the Mates application)

Only written confirmation of the order issued by the rental service is decisive for accepting a reservation and defining the scope of the service. The contract is concluded upon such written confirmation. Any additional verbal or telephone agreements are valid only if confirmed in writing by the operator.

The rental service undertakes to respond to written or electronic communication from clients without undue delay, no later than within two working days.

b) Conclusion of the Contract at the Premises

If services are purchased directly at the rental premises, a contract is concluded between the operator and the client on-site.

Payment Terms

a) Online and Telephone Purchases

Unless otherwise agreed in writing, the full price must be paid immediately after receiving the written order confirmation. A 100% advance payment is required.

In case of late payment, the operator is entitled to charge statutory default interest or withdraw from the contract. Withdrawal must be made in writing and becomes effective upon delivery to the client (including delivery by email).

The operator reserves the right to unilaterally change prices depending on quality or changes in the ordered items.

By paying for the service, the client agrees to these General Terms and Conditions.

b) Purchases at the Premises

Payment is made on-site and must be paid in full in advance. The operator issues a tax receipt immediately.

The same rules regarding late payment, withdrawal, and price changes apply as above.

Opening Hours

- Shop and Rental Medvědíň is open from 9:00 to 18:00.
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Reservations

- It is recommended to book at least one day in advance. Reservations can be made in person or online.
- Payment is made immediately after purchase.

- Reservations without immediate payment are not possible.
 - Clients are advised to respect the selected pick-up time. Pick-up location is Shop and Rental Medvědín.
 - In case of late arrival, the full rental period cannot be guaranteed.
 - Services are provided regardless of weather conditions.
 - Return location is Shop and Rental Medvědín.
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Scope of Services and Complaints

Rental is available during opening hours in all weather conditions.

Basic rental duration:

- E-bike: 1 day
- E-GranTour: 1 hour
- Scooter: 2 hours

Rental is at the client's own risk. The operator recommends accident insurance before use. Clients must follow all instructions given by staff. Failure to comply may result in immediate termination of the contract.

The operator reserves the right to terminate the contract immediately if the client is under the influence of alcohol or other substances, or behaves aggressively. In such cases, no refund or compensation is provided.

Services are provided at the agreed time and place. Changes require mutual agreement. Failure to arrive on time results in loss of entitlement to the service without compensation.

If services cannot be provided due to adverse weather conditions (e.g. strong wind, storm, rain), this is not considered a breach of contract and no refund is provided.

Cancellation Policy

Clients may withdraw from the contract at any time before the service is provided without stating a reason.

If the service cannot be provided due to force majeure, a new date will be agreed.

Cancellation fees:

- More than 10 days: 100% refund
- 10–7 days: 60% refund
- 6–3 days: 40% refund

- 2 days–24 hours: 20% refund
- Less than 24 hours: no refund

The start of the service is defined as the scheduled day, with the default start time being 9:00 unless agreed otherwise.

If services cannot be provided due to legal or governmental restrictions, this is not considered a breach. The operator may decide to refund or reschedule, but the client has no legal entitlement.

Personal Data Processing

Personal data processing is limited to the necessary extent for identification and record-keeping.

Details are available at www.tmr.sk.

Health and Safety

Clients must adapt their riding to their skills and ensure safety.

Helmets are mandatory for scooters and included in the price.

Clients are not insured; rental is at their own risk. Accident insurance is recommended.

Final Provisions

By purchasing services, the client agrees to these General Terms and Conditions.

These terms are valid from 20 April 2026 until further notice.

They are available at the premises and at www.skiareal.cz.

If a consumer is not satisfied with a complaint resolution, they may request remedy from the operator. If rejected or unanswered within 30 days, the client may initiate alternative dispute resolution under Act No. 634/1992 Coll.

The competent authority is the Czech Trade Inspection Authority or another authorized ADR body.

In Špindlerův Mlýn, 20 April 2026

MELIDA, a.s.

Jiří Matyáš – Rental Manager