

EXPERIENCE EVENTS: CANCELLATION TERMS AND CONDITIONS

1. Introductory provisions

- 1.1. Experience events are events such as “**Dining Full Of Emotions**”, “**Picnic Tour**”, “**Snow Camp**”, “**Snowcat adventure trip**” etc. (hereafter referred to as “**Event**”), organised by the operator of Skiareál Špindlerův Mlýn – trading company MELIDA, a.s., IČ: 241 66 511, based in Špindlerův Mlýn 281, PSČ: 543 51 on behalf of their customers.
- 1.2. These cancellation terms govern the cancellation of participation in the Event/cancellation of the Event as agreed between the customer and the provider.

2. Event terms and conditions

- 2.1. A condition of each Event is that the minimum capacity for each Event on the relevant date is met; i.e. Dining Experience - minimum requirement 20 persons
Picnic Tour – minimum requirement 10 persons
Snow Camp - minimum 4 persons over 18 years of age
Snowcat adventure trip – minimum 1 person over 18 years of age
- 2.2. A condition of each Event is that weather conditions must be such that they permit the safe provision of each Event

3. Cancellation of Events by the customer, cancellation fees

- 3.1. The customer can cancel participation in the Event without penalty from the provider from the moment of the contractual agreement to 3 days before the commencement of the Event for any reason or without reason. In the event of a request to cancel the Event, the customer should email infocentrum@skiareal.cz. Should the customer have an inquiry or wish to discuss the Event, they should telephone +420 499 467 101.
- 3.2. In the event of cancellation of an Event by the customer less than 3 days prior to the date of the commencement of the Event, the provider will charge a cancellation fee. The cancellation fee will be determined by the total sum of the order.
- 3.3. The provider’s cancellation fees are as follows:
 - a) in cases of cancellation of the Event by the customer more than 3 days prior to the date of commencement of the Event - no cancellation fee;
 - b) in cases of cancellation of the Event by the customer between 3 days to 1 day prior to the date of commencement of the Event, and at no later than 18:00 hrs. - the cancellation fee is 50% of the total sum of the order;
 - c) in cases of cancellation of the Event by the customer later than 18:00 of the day prior to the date of commencement of the Event - the cancellation fee is 100% of the total sum of the order.

4. Cancellation of Events by the provider

- 4.1. Cancellation of Events by the provider can be applied for any legitimate reason (including should the minimum capacity for the Event not be met or force majeure, especially unsuitable climatic conditions). In such instances, the customer will be notified by the provider's Information Centre, usually no later than 18:00 on the day prior to commencement of the Event, to the email address provided by the customer in the order form. In such an event, the customer will be offered a replacement date by the provider (subject to availability) or be able to claim a refund of monies paid according to the terms of the provider's operating conditions.