

TRANSPORTATION REGULATIONS FOR MOUNTAIN FACILITIES

(excerpt)

MELIDA, a.s. on the basis of Act No. 266/1994 Coll., on railways, as amended, and pursuant to decree no. 175/2000 Coll., governing the transportation code, publishes:

TERMS AND CONDITIONS OF CARRIAGE

for public passenger transportation on chairlifts and other ski lifts operated by MELIDA, a.s.

- 1) These contractual transport conditions concern the periodic transportation of persons, luggage and live animals by mountain transport facilities in SKIAREAL Špindlerův Mlýn and regulate the conditions for such transportation.
- 2) Only persons with skis or snowboard attached to their feet may travel on transportation facilities, chairlifts and other ski lifts. For safety reasons, all other sporting equipment is not permitted. Transportation of pedestrians and luggage is only permitted on the innogy line Svatý Petr and Špindlerův Mlýn-Medvědí.
- 3) The carrier's authorised operator, identified by uniform and carrier's licence, is authorised to give passengers instructions and orders to ensure personal safety and to facilitate the safe and unhindered operation of the transport facility. All instructions must be obeyed.
- 4) By purchasing a ticket from MELIDA, a.s., the user confirms that they are familiar with the terms and conditions of the transportation, timetable, price list, downhill slope regulations and business terms and conditions, and undertake to respect them.
- 5) MELIDA, a.s., and its authorised personnel are the exclusive and sole authorised ticket vendors.
- 6) Passengers must have in their possession a valid travel pass when using the transportation system for the entire validity of the transportation contract. This must be presented on request.
- 7) Registered users of the GOPASS chip card are governed by these contractual conditions of carriage and the GOPASS General Business Terms at www.gopass.cz and www.skiareal.cz.
- 8) Tickets are non-transferable and must be shown upon request to MELIDA, a.s.
- 9) Individual tickets are valid only for the day of purchase.
- 10) Timed ticket sales commence not earlier than 5 minutes before the marked validity.
- 11) Refunds of unused portions of tickets can be made only after deduction of the proportional amount calculated from the time of its use, and only in the case of:

- a) Injury suffered by travellers on downhill runs in SKIAREAL Špindlerův Mlýn. The claimant will be required to provide a certificate of treatment at the site of the accident.
- b) In instances of the simultaneous cessation of all chairlifts and other lifts operated by MELIDA, a.s. lasting for more than three hours due to adverse weather conditions, excessive wind speeds, storms, technical failures or power failure, the refund will be provided in the form of a Weather voucher. This voucher will be issued at Hromovka, Svatý Petr, Medvědíň, Horní Mísečky and Labská. To use the voucher, holders must register at the GOPASS online store and enter the unique coupon code in the section My Coupons. After making the payment of 50 CZK, claimants will receive a one-day ski pass.
- 12)** Ski passes purchased at the ticket office are issued on Axess contactless chip cards. There is a 50CZK deposit for the card. In instances of lost or theft of a pass purchased from the ticket office, no refund is possible. In instances of damage to the card caused by the user, there is a handling fee of 50CZK and an additional 50CZK for the issue of the backup Axess chip card.
- 13)** For tickets purchased from the GOPASS internet shop, the buyer must pay a postage fee of 50 CZK/package.
- 14)** Tickets purchased from the automated self-service sales system (GOPASS Tickets) are issued as contactless GOPASS smart cards. If a ticket is reported as lost, stolen or damaged, the information centre representative will request email confirmation of the purchase. Upon receipt, a replacement card will issued. There is a handling fee of 50CZK and an additional 50CZK for the issue of the backup Axess chip card.
- 15)** In instances of a season pass card being lost, the holder must present themselves in person at a ticket office to provide evidence of identity and data confirming purchase. The card is blocked and a replacement card issued. For the issue of a replacement card, the maximum charge is 2,000CZK. In cases of a claim arising from long-term incapacity due to accident, illness or serious circumstance, the season card holder and/or legal guardian is obliged to submit a medical report within 10 days of the accident or from the moment of discovery of long-term incapacity. Proof of identity is required. In exceptional circumstances, the operator may agree to transfer the card to another holder. The operator reserves the right to individually assess each case and determine the eligibility of the change of season card holder.
- 16)** Operating hours, timetables, prices, night skiing information, exceptional circumstances and sporting events that may affect the operation of transport facilities are displayed at points of sale and in the integrated information system.
- 17)** Passengers are advised that information concerning climatic conditions, especially snow and weather conditions, is essential information during the winter season for downhill and cross-country skiers. This information is listed in the integrated information system.
- 18)** Persons using downhill ski slopes must obey all regulations and instructions for their use. Failure to do so may result in the person being prohibited from further use of the ski lift system.

- 19)** Commercial ski and snowboard instruction is expressly forbidden without the consent of MELIDA, a.s.
- 20)** MELIDA, a.s. management reserves the right to close slopes for authorised ski, snowboard and snowracer training and competitions.
- 21)** Downhill ski slopes are groomed after the ending of the daily operation of the transportation facilities. Downhill runs are closed to the public from 16:15 to 08:30 (excluding night skiing, Fresh Track and authorised early morning training).
- 22)** When snow and weather conditions make it necessary, slope grooming and technical snow making may be carried out during operating hours. Affected slopes will be marked with warning signs.
- 23)** Snowmobile and snowcat drivers must ensure that they travel according to prevalent conditions with hazard lights on. All obstacles on the slopes (snow cannons, hoses, danger areas) must be clearly marked at a safe distance with fences, signs and/or safety netting.
- 24)** During periods when snow cannons are in operation, skiers and snowboarders must adapt their speed accordingly and not endanger others. Do not cross hoses or cables and do not attempt to interfere with the snow cannons.

Valid from 7.12.2018

Ing. René Hroneš
director a.s.