

Transport rules of mountain transport facilities

Contractual transport conditions

(Aerial lifts and surface lifts)

MELIDA, a.s.

543 51 Špindlerův Mlýn 281

Company ID no.: 241 66 511

(hereafter "MELIDA, a.s.")

On the basis of Act no. 266/1994 Coll., on rail systems, as amended, and pursuant to Decree of the Ministry of Transport and Communications no. 175/2000 Coll., on transport rules, MELIDA a.s. issues:

Contractual transport conditions

for public rail passenger transport on aerial lifts and surface lifts operated by MELIDA, a.s. in the Špindlerův Mlýn Ski Resort.

Valid from: *May 1, 2026*



Art. 1

General provisions

- 1) The Contractual transport conditions apply to the regular transport of persons, luggage and live animals on mountain transport facilities in the Špindlerův Mlýn Ski Resort, and they stipulate the conditions for this transport.
- 2) Based on the concluded transport contract, passengers are obliged to comply with the conditions of the Transport rules, these Contractual transport conditions and the Price list.
- 3) Registered users of the GOPASS chip card must adhere to these Contractual transport conditions, as well as the General Terms and Conditions of the GOPASS program and the Terms and Conditions of Gopass SKI season pass listed at www.gopass.travel and at www.skiareal.cz .
- 4) An authorized person in official attire and equipped with a transporter's license is entitled to check tickets and give passengers instructions and orders to ensure their safety, and to ensure the safety and smoothness of traffic.
- 5) Only persons with skis or snowboards attached to their feet may be transported on all transport facilities, aerial lifts and surface lifts. The use of other sports equipment is prohibited for safety reasons. The transport of pedestrians and luggage is only possible on the chairlift innogy line Svatý Petr - Pláň, Špindlerův Mlýn - Medvědíň and Orlen line Horní Mísečky - Medvědíň. On the Orlen line Horní Mísečky - Medvědíň chairlift, we only transport pedestrians in one direction, upwards.
- 6) On chairlifts innogy line Svatý Petr - Pláň and Špindlerův Mlýn - Medvědíň, it is possible to transport pedestrians, luggage, prams and goods, and bicycles and scooters in the summer season.

Art. 2

Conclusion and fulfillment of the contract on passenger transport

- 1) A transport contract is concluded if the passenger exercises his right to transport arising from his ticket by boarding the chairlift seat or entering the marked

boarding or alighting area, accessible only with a valid ticket (hereinafter referred to as "boarding area or alighting area").

- 2) By purchasing a ticket from MELIDA, a.s., participants in the transport confirm that they are acquainted with these Contractual transport conditions, the Transport timetable and the Price list issued by MELIDA, a.s., as well as the 10 FIS rules for downhill behavior, and they undertake to respect them.
- 3) MELIDA, a.s., and persons authorized by it, is the sole and only authorized ticket seller.

Art. 3

Ticket

Passengers are obliged to have a valid ticket with them throughout the performance of the transport contract, which they must submit during ticket inspection.

- 1) A valid ticket is:
 - a. a one-way or two-way ticket,
 - b. a time-limited ticket entitling its holder to several rides for the period of its validity to a limited extent on all transport facilities operated by Melida, a.s.
- 2) The following tickets are invalid and can be confiscated or blocked in the check-in system by the transporter's authorized person:
 - a. tickets damaged in such a way that the data necessary for checking the correctness of its use are not apparent,
 - b. tickets with data that are not factual or have been unduly altered,
 - c. tickets used by an unauthorized person,
 - d. tickets that have expired or are being used in an invalid region,
 - e. tickets that are not the original,
 - f. tickets for commercial training on the company's downhill tracks without the consent of the operator MELIDA, a.s.
- 3) Tickets are non-transferable and must be submitted to the inspection authority MELIDA, a.s. upon request.

Art. 4

Fare payment

- 1) Passengers pay for tickets for an individual ride or for time-limited tickets in the amount specified in the price list.
- 2) The types of tickets, fare prices and tariff conditions for their use are established by the operator.
- 3) Tickets are valid if they are an original issued by the transporter and they contain:
 - a. the trade name of the transporter concluding the transport contract,
 - b. the region in which they are valid,
 - c. the fare amount and type, and any potential discount,
 - d. information about their validity.
- 4) Tickets are non-transferrable.
- 5) A ticket for one one-way or round trip entitles its holder to travel on a given transport device and is valid only on the day of its purchase.
- 6) The sale of afternoon ski passes starts no earlier than 5 minutes before the marked validity.
- 7) A time-limited ticket entitles its holder to several rides for the period of its validity to a limited extent on all transport facilities operated by Melida, a.s.
- 8) Before boarding the seat, the passenger is obliged to go through the check-in facility, which checks and registers the ticket.
- 9) Reimbursement for time-limited tickets (excluding seasonal tickets) shall be granted after deduction of a pro rata amount calculated from the time of its use only in the event of injuries incurred on downhill tracks in the Špindlerův Mlýn Ski Resort. The passenger is obliged to prove this fact with a certificate of treatment at the site of the accident no later than thirty days from the incident. The right to compensation for the fare is only granted to the injured person, in the case of a child up to twelve years old, including one of the parents. In the case of ski passes purchased on Gopass.travel, the compensated amount is credited to the goX wallet.

- 10) Reimbursement for time-limited tickets (excluding seasonal tickets) is provided in the event of simultaneous suspension of all cableways operated by MELIDA, a.s. lasting more than 180 minutes due to bad weather, excessive wind speed, thunderstorm, technical failure or power failure. In this case, the fee will be reimbursed in the form of a Weather voucher. The voucher will be issued in client centers Hromovka, Svatý Petr and Medvědin. A necessary condition for use is registration in the online store of the GOPASS program. In the GOPASS coupons section, after entering a unique code, selecting the date of use and completing a purchase for 0 CZK, the passenger will receive a one-day ski pass. Registered Gopass chip card users can cancel the ski pass as per the General terms and conditions of the GOPASS program. A ski pass cannot be cancelled once the user has begun using it.
- 11) Tickets purchased at the cash desk are issued on the AXESS contactless chip card. The refundable deposit for the chip card is 50 CZK. The card can be returned to the automat at the resort. If a ticket purchased at the cash desk is lost or stolen, the fare will only be reimbursed at the place of purchase upon presentation of the receipt. A handling fee of 100 CZK and a 50 CZK refundable deposit for the chip card are charged for the issue of a replacement card.

In the case of issuing a replacement Gopass SKI season pass, the fee is up to 2000 CZK.

- 1) The fee for the first replacement card is 500 CZK
 - 2) the fee for the second replacement card is 1250 CZK
 - 3) the fee for each additional replacement card is 2000 CZK
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Art. 5

Transportation of children and other age categories

- 1) Children under the age of six or less than 125 cm tall may only be transported accompanied by a person over the age of 15. The accompanying person must be able to provide the child being transported with assistance during transport, or, if necessary, to ensure co-operation with the chairlift operators. In disputable cases, the chairlift operator may, at his discretion, decide whether a child is eligible for independent transport, or whether the accompanying person is suitable.
- 2) Those interested in children's, junior and senior tickets must prove their age with an identity card (small children with an insurance card).
- 3) Further conditions for the transport of children and persons of other age categories (e.g. discounted fares) are set out in the price list.

Art. 6

Transportation of prams and bicycles

- 1) Only a folding pram can be transported, which can be taken by a passenger with a child as hand luggage, i.e. free of charge.
- 2) Passengers can take a bicycle with them as hand luggage free of charge. Bicycles are transported on a seat holder designed for this purpose. When transporting a bicycle, passengers are obliged to hand over the bicycle to the chairlift operator to place the bicycle on the seat and to take over the bicycle after the ascent.
- 3) The transporter's authorized person is entitled to refuse the transport of a pram or bicycle if it is not possible to place them on the seat.
- 4) **WARNING!** Holders of a year-round Gopass SKI season pass are only allowed to transport sports equipment (bicycle, paraglide, etc.) once a day during the summer season.
- 5) Due to the differences in check-in systems used in ski resorts, some types of Gopass cards may be rejected at the turnstile; you can resolve this situation by visiting the info center.

Art. 7

Transportation of persons with reduced mobility and orientation abilities, and transportation of persons in wheelchairs

- 1) People with limited mobility and orientation abilities can be transported on the chairlift seats under the following conditions:
 - a) The transportation of persons with reduced mobility is only possible if they accompanied by at least one person over the age of 18.
 - b) The person accompanying this person must inform the chairlift operator about the transport requirement before boarding the seat and follow the operator's instructions.
 - c) On the basis of a request by the person accompanying the person with limited mobility and orientation abilities, the chairlift operator shall arrange boarding and notify the opposite station of the seat on which the passengers are seated and agree on their alighting.
- 2) Persons on a special wheelchair that allows skiing under the conditions specified in

paragraph 1 may be transported in a chairlift seat. A wheelchair can only be transported if it can be placed on the seat and upon agreement with the chairlift operator.

Art. 8

Relations between the transporter and passengers

1) Obligations of the transporter

In the interest of proper care for passengers when providing transport services, the carrier is obliged to:

- a) provide information on timetables, prices and announced transport conditions at designated places (client centers, boarding areas, websites), all information system equipment,
- b) mark places where tickets are sold,
- c) mark places used for check-in and ticket inspection,
- d) mark the places used for passenger queuing and for boarding or alighting seats,
- e) provide information on the operation of transport facilities and weather conditions in places designated for this purpose (client centers, boarding areas, all information system equipment),
- f) ensure cleanliness and order, or lighting of entry and exit areas, or provide information about other facts during the operation of transport facilities, e.g. during rain and melting snow,
- g) handle service complaints immediately, in more complex cases within three working days. This period does not include the time appropriate to the type of service required for a professional assessment of the fault. Complaints, including the remedy of faults, must be settled without undue delay, no later than 30 days from the date of the complaint. The transporter's authorized employee handles complaints in accordance with Act no. 634/1992 Coll., on consumer protection (see the complaints procedure).

2) Obligations of passengers

Passengers are obligated to:

- a) buy a ticket, pass through the check-in facility before boarding the means of transport, which checks and registers the ticket,
- b) carry a valid ticket and present it at the request of the transporter's authorized person,
- c) follow the instructions of the transporter's authorized person and the pictograms on the chairlift runway,
- d) keep places of boarding and alighting clean, and to keep the chairlift runway clean during transportation, to not endanger the health and safety of other passengers or the safety and continuity of public passenger

transport by their conduct,

- e) secure the chairlift with a barrier to prevent a fall and open this barrier before alighting,
- f) not foul other passengers or seats, or passenger areas and facilities, with their clothing or their actions.

3) Passengers are not allowed to:

- a) open the safety barrier during transport,
- b) throw objects from the seat or let them protrude,
- c) lean out of the seat or swing while driving,
- d) prevent the use of operating devices, alighting, passage or access to seats,
- e) smoke in seats or passenger areas where smoking is not allowed,
- f) damage the seats as well as passenger areas and facilities,
- g) take items that must not be part of luggage on the chairlift.

Art. 9

Use of safety, communication and control devices

- 1) Passengers may only use safety and control devices located in places accessible to the public if these devices are intended to be operated by passengers and if there is an imminent danger to life or health.

Art. 10

Conditions of the transport of luggage

- 1) Passengers can carry hand luggage with them free of charge, ensuring its loading, placement on the seat, unloading and supervision during transport.
- 2) Hand luggage includes bicycles. Passengers hand them over for loading to the chairlift operator, who unloads them again at the opposite station. The bicycle is placed on a special chairlift holder.

- 3) The transport of live animals is limited to small animals on a leash, which passengers must hold their lap and are fully responsible for their safety. The animal's behavior must not endanger the passenger or the authorized person of the transporter, or be a nuisance to other passengers.
- 4) Luggage or its contents must not include items whose properties can damage the chairlift, or threaten the life and health of persons or their property, or bulky things that would interfere with the chairlift runway's profile. The chairlift operator decides what luggage cannot be transported.
- 5) Items that must not be luggage or contents of luggage particularly include a loaded weapon, an explosive, poisonous, radioactive, volatile and corrosive substances, or an item that cannot be placed on the seat due to its dimensions. The chairlift operator decides what luggage cannot be transported.

Art. 11

Other provisions

These provisions are based primarily on the valid Regulations of the International Ski Federation FIS and ČSN 01 8027 ed. 2 Marking and security in a winter resort, valid from August 2009.

- 1) Other specific conditions, particularly:
 - a) operating hours, timetables, prices, information on night skiing, special rides and sporting events that may affect the operation of transport facilities are listed at points of sale and in the uniform information system,
 - b) for passengers, especially in the winter season, information on weather conditions, especially snow, the condition of downhill and cross-country trails is crucial, and this information is also listed in the unified information system,
 - c) passengers who use downhill runs must follow the established instructions for their use and, if they do not follow them, they may be excluded from further transport on the runway.
 - d) MELIDA, a.s. reserves the right to allow training, races and other competitions in enclosed spaces or tracks within the premises after prior arrangement,
 - e) without the prior consent of MELIDA, a.s. commercial skiing and snowboarding lessons are forbidden,

- f) grooming of downhill courses is primarily performed after the end of operation of transport facilities. Downhill tracks are closed to the public due to grooming from 4.15 pm to 8.30 am (except for night skiing, Fresh Track and permitted morning training),
- g) depending on the snow and weather conditions, grooming and snowmaking are also carried out during operation; a warning sign must be placed on the track,
- h) drivers of snowmobiles must have a warning light switched on during grooming and normal driving, obstacles on the track (especially snow cannons, hoses, dangerous places) must be marked at a sufficient distance, or fenced off with a fence or net,
- i) when operating snow cannons, it is necessary to adjust the driving speed to a safe passage and not endanger other skiers, not run over hoses and cables and not tamper with the snow cannons.

2) 10 FIS rules for behavior on downhill tracks

1. **Respect for other skiers**

A skier or snowboarder must behave in a way that does not endanger or harm anyone else.

2. **Control of speed and skiing or snowboarding style**

A skier or snowboarder must ride at a reasonable distance and with regard to how far he can see. He must adapt his speed and riding style to his skills, the terrain, snow and weather conditions and traffic density.

3. **Choice of route**

A skier or snowboarder coming from behind must choose his route in such a way that he does not endanger skiers or snowboarders ahead.

4. **Overtaking**

A skier or snowboarder may overtake another skier or snowboarder above or below and to the right or to the left provided that he leaves enough space for the overtaken skier or snowboarder to make any voluntary or involuntary movement.

5. **Entering and starting**

A skier or snowboarder entering a marked run, starting again after stopping or moving upwards on the slopes must look up and down the slopes that he can do so without endangering himself or others.

6. **Stopping**

Unless absolutely necessary, a skier or snowboarder must avoid stopping on the slope in narrow places or where visibility is restricted. After a fall in such a place, a skier or snowboarder must move and clear of the slope as soon as possible.

7. **Climbing and descending on foot**

A skier or snowboarder either climbing or descending on foot must keep to the side of the slope.

8. Respect for signs and markings

A skier or snowboarder must respect all signs and markings.

9. Assistance

At accidents, every skier or snowboarder is duty-bound to assist.

10. Identification

Every skier or snowboarder and witness, whether a responsible party or not, must exchange names and addresses following an accident.

Art. 12

Please find the emergency measures of the Ministry of Health issued to protect the population against further spread of covid-19 caused by the SARS-CoV-2 coronavirus.

Customers must monitor and comply with all anti-epidemic measures and regulations of the Ministry of Health of the Czech Republic, the Government of the Czech Republic and other state administrative bodies.

Art. 13

Final provisions

- 1) These Contractual transport conditions are valid for the transport of passengers and luggage by the transporter MELIDA, a.s. , from *May 1, 2026*
- 2) An excerpt of an important part of the Contractual transport conditions is published at chairlift boarding stations and on the website at www.skiareal.cz.
- 3) The complete Contractual transport conditions are available to passengers at the transporter's workplace, i.e. at bottom chairlift stations and all client centers.

In Špindlerův Mlýn, May 1, 2026