

Operating and Complaints Rules

Unguarded paid terraced car park P1 and P2 – Riders Park Donovanly

The operator of the unguarded paid car park P1 and P2 is GOIMPEX BRATISLAVA, a.s., registered office Prešovská 39, 821 02 Bratislava, Company ID: 35 758 015, VAT ID: SK2020253752, registered in the Commercial Register of the Bratislava III City Court, section: Sa, file no. 1981/B. These rules govern the conditions for using the car park and the procedure for handling complaints.

EFFECTIVE FROM	OPERATOR	LOCATION
16 June 2026	GOIMPEX BRATISLAVA a.s.	Donovaly 801, Nová Hoľa

I BASIC PROVISIONS

- Operator of the unguarded paid car park P1 and P2: GOIMPEX BRATISLAVA, a.s., registered office Prešovská 39, 821 02 Bratislava, Company ID: 35 758 015, VAT ID: SK2020253752, registered in the Commercial Register of the Bratislava III City Court, section: Sa, file no. 1981/B (hereinafter also „GOIMPEX BRATISLAVA, a.s.“ and/or „operator“).
- Place of operation: Donovaly 801, 976 39 Donovaly, Nová Hoľa area (Riders Park Donovaly / PARK SNOW Donovaly resort).
- Operating hours: Monday – Sunday, 06:00 – 24:00.
- Method of payment: by inserting the parking ticket taken by the client from the entry terminal into the automatic payment station and paying the parking fee in cash or by payment card.
- Customer: a natural person who has rented an unguarded parking space and parked a road motor vehicle in an unguarded parking space and who is authorised to use that road motor vehicle.
- Parking fee (rent) price list per one motor vehicle and one parking space. The same price list applies to car park P1 and P2:

Item	Price
First 15 minutes (entry and exit)	free
With a season pass or valid cable car ticket *	0 €
1 hour (per hour, 1 – 5 hours)	3 €
5 hours (total for the first 5 hours)	15 €
6 or more hours (fee per 12 hours)	15 € / 12 h
Parking during electric vehicle charging	0 €
Loss or damage of the parking ticket	60 €

* Donovaly season pass or a valid cable car ticket (Telenix Nová Hoľa or Záhradčité). The 100 % discount can be applied only on the day the relevant ticket is used, at the payment station.

- All parking fee prices listed in the price list include VAT. The price is stated per each commenced hour, or per the stated time period.
- The area of the unguarded paid car park (hereinafter the „car park“) is monitored by a camera system to ensure the smooth flow of parking and to protect the operator's property (the entry and exit barriers and the parking machine). The camera system does not serve to guard the car park and/or parked motor vehicles.
- Exit from the car park is possible only after the parking fee has been paid. After paying the fee at the payment station, 15 minutes are available to leave the car park.
- Vehicles exempt from the parking fee are determined by the car park operator GOIMPEX BRATISLAVA, a.s.

II PARKING CONDITIONS

- These operating rules govern the rules for the customers' use of an unguarded parking space in the car park, intended for parking passenger vehicles, between the car park operator and the customer.
- An unguarded parking space may be used only by a customer who accepts these operating rules, the price list and the fact that the area and the vehicle itself will be monitored by security cameras, thereby concluding an agreement on the temporary lease of an unguarded parking space. The agreement arises when the customer takes the parking ticket from the entry terminal. The operator of the paid car park reserves the right to direct the customer to an unguarded parking space designated by the operator.
- Parking system:
 - Vehicle entry:**
 - the customer stops in front of the barrier, which they open by pressing the button to issue a parking ticket at the entry terminal or by tapping the Donovaly season pass, whereupon the barrier opens,
 - the customer parks the vehicle in the selected unguarded parking space, or one designated by the car park operator,
 - the customer leaves the parking area, whereby the customer is obliged to take the parking ticket with them,
 - parking of electric vehicles is possible only at designated and marked parking spaces. The driver of an electric vehicle is obliged to take into account possible temperature fluctuations and their effect on battery discharge.
 - Procedure at the end of parking:**
 - at the payment station the customer pays the parking fee in the amount determined by the price list for the parking time read from the parking ticket according to the length of parking,
 - the customer makes the payment by placing the barcode on the parking ticket to the scanner at the payment station and then follows the instructions on the payment station display,
 - if the customer wishes to apply a discount on the grounds that they hold a Donovaly season pass or a valid cable car ticket, they must press the „Apply discount“ button or button C below the touch panel of the payment station,
 - if the customer wishes to apply a discount for the duration of electric vehicle charging, they must press the „Apply discount“ button or button C below the touch panel and tap the charging card used at the charging station,
 - after the parking fee is paid, a payment receipt will be printed for the customer unless the customer decides they do not need it,
 - the customer keeps the parking ticket for the exit from the car park,
 - the customer is obliged to leave the car park within 15 minutes of paying the parking fee,
 - when moving in the car park, every person has the duty to look after their own safety, as governed by Act No. 8/2009 Coll. on road traffic, as amended (hereinafter also the „Road Traffic Act“).
 - Vehicle exit:**
 - within 15 minutes of paying the parking fee the customer stops in front of the barrier, places the parking ticket from the entry terminal (after payment of the parking price) to the reader, opens the barrier and leaves the car park by vehicle,
 - a customer who forgot to pay the parking fee and discovers this only at the exit terminal must not leave the vehicle standing at the exit.
- Traffic at the car park is regulated by traffic signs and the customer is obliged to fully observe the provisions of the Road Traffic Act.
- The driving speed in the car park is max. 20 km/h. The customer is obliged to adapt driving in the car park to weather conditions.
- Misuse of an adjacent unguarded parking space by the customer's incorrect parking will be assessed as parking in two (or more) unguarded parking spaces and the customer is obliged to pay compensation for all occupied and partially occupied unguarded parking spaces in the amount of the parking fee under the valid price list.
- If a vehicle left outside the marked parking spaces forms an obstacle to road or pedestrian traffic, the car park operator may have it towed away at the customer's cost and risk.
- If the customer breaches these operating rules in a material manner, the operator has the right to tow the vehicle away at the customer's cost.
- Vehicles parked in the car park must be in proper technical condition and approved for use in road traffic.
- On the car park premises, driving vehicles is prohibited for persons under the influence of alcohol or another addictive substance, without a driving licence, as well as for the purpose of driving instruction.
- The customer (including all persons present on the car park premises) is obliged to ensure that no damage is caused to the property of the operator or a third party, and is liable for all damage caused by them or their vehicle to the property of the car park operator or a third party.
- A customer who holds a Donovaly season pass or a valid cable car ticket (Telenix Nová Hoľa or Záhradčité) may apply a 100 % discount on the parking fee. The customer must claim this entitlement via the payment station by tapping, before validating the parking ticket, the season pass or cable car ticket used that day, whereby a 100 % discount on the parking fee arises. The discount can be applied only on the day the relevant ticket is used.
- A customer who holds a Donovaly season pass or a cable car ticket is also obliged to carefully keep the parking ticket, which must be used at the payment station according to the procedure set out in Art. II par. 3 letter b).
- The customer is not authorised to provide their season pass or cable car ticket to another person for the purpose of obtaining a discount on the parking fee.

III CUSTOMER'S OBLIGATIONS

- When parking the vehicle, always properly close and lock the vehicle, secure it against spontaneous movement and park it in a single parking space.
- Observe and follow all warning signs, including signs warning of a slippery surface and uneven terrain, traffic signs and these operating rules.
- Observe all safety and fire regulations.
- Use the parking space only for a vehicle in technically operable condition and park only in a marked unguarded parking space.
- Maintain cleanliness and order in the car park and its surroundings.
- Carefully keep the parking ticket. The customer is responsible for the loss, damage and destruction (impaired legibility) of the parking ticket. In the event of loss of the parking ticket, a fee of 60 € will be charged for its loss, paid at the payment station.
- If a fault of the payment station, damage to traffic signs or traffic equipment, or another fact preventing proper use of the paid car park is detected, report this without undue delay in person at the information centre or on the telephone numbers +421 48 419 9881 (08:30 to 15:30) and +421 917 836 208 (16:30 to 08:30).
- Always make the parking fee payment before leaving the car park.

IV AT THE PROVIDED PARKING SPACE, IN THE PARKED VEHICLE, IT IS PROHIBITED TO

- Leave children and live animals in a parked, locked vehicle.
- Leave valuables in a parked vehicle.
- Store and stockpile objects of any kind, especially objects made of flammable materials.
- Smoke and use open flame, as well as handle flammable substances.
- Refuel fuel into the vehicle tank, carry out repairs, change oil, charge batteries and drain coolant or wash the vehicle.
- Leave the engine running for a longer time, test the engine.
- Park a vehicle with a leaking tank or other damage endangering the operation of the car park, park a vehicle that is not in proper technical condition or a vehicle not meeting technical regulations.
- Repair the vehicle except for removing a fault in order to put the vehicle into operation.
- Park a vehicle in the traffic lanes in front of the car park exits, due to possible disruption of the smooth flow of traffic.

V COMPLAINTS RULES

- To ensure a uniform, fast and correct procedure for handling complaints about services provided at the car park, these complaints rules are issued:
 - If the customer finds that a service provided to them has a defect, they exercise their right with the car park operator without undue delay. Their right expires if not exercised within 7 days of provision of the service.
 - The operator has the right not to accept a complaint if not all conditions of the complaint have been met.
 - When making a complaint, the customer must submit to the operator the document of the services provided (parking ticket) and the proof of payment of the services whose defect is being claimed. A description of the events that are the cause of the complaint, a contact person, correspondence address, telephone contact and what claim the customer is seeking must also be attached. In the case of claiming a refund, the account number in IBAN format must also be stated. If it is not possible to provide the operator with all the particulars of the complaint, the customer states the reason for this. A complaint may be sent by post to the operator's address – GOIMPEX BRATISLAVA, a.s., Prešovská 39, 821 02 Bratislava, or by e-mail to info@goimpeksk.sk. Without undue delay after the customer points out the defect, the operator will provide the customer with written confirmation of the notice of the service defect and of the period within which the defect will be remedied.
 - The operator will settle the complaint without undue delay, no later than 30 days from its filing. The period for settling the complaint begins on the day following the day on which the complaint was filed. After the period expires, the consumer is entitled to a refund for the claimed service. The operator is obliged to notify the customer in writing of the reasons for refusing liability for the service defect if the operator refuses liability for the service defect.
 - In a complex case or in case of damage to a motor vehicle caused by the operator's activity or as a result of incorrect operation of the car park technology during the parking time, a „record of damage incurred at the car park“ must be drawn up on the spot in three copies, whereby the customer delivers one copy directly to the relevant police authority, keeps 1 copy and 1 copy remains with the car park operator. It is necessary to contact the car park operator without delay, in person at the information centre or on the telephone numbers +421 48 419 9881 (08:30 to 15:30) and +421 917 836 208 (15:30 to 08:30), as well as the insurance company.
- The operator does not recognise monetary differences identified outside the paid car park.
- If the customer is not satisfied with the manner in which the operator handled their complaint, or believes that the operator violated their rights, they may turn to the operator with a request for redress. If the operator responds to the request for redress negatively or does not respond within 30 days from the day it was sent, the customer has the right to file a motion to initiate alternative resolution of their dispute under § 12 of Act No. 391/2015 Coll. on alternative resolution of consumer disputes.
- The competent body for the alternative resolution of consumer disputes with the operator is the Slovak Trade Inspection (Bajkalská 21/A, P.O. Box No. 29, 827 99 Bratislava, www.soi.sk) or another competent authorised legal entity listed in the register of alternative dispute resolution bodies maintained by the Ministry of Economy of the Slovak Republic (www.mhsrc.sk); the consumer has the right to choose which of these bodies to address.

VI CAMERA SYSTEM

- The car park premises are monitored by a camera system. However, the operator uses the camera system solely to protect the operator's property and to comply with the obligations under these Operating and Complaints Rules. The camera system is operated in accordance with legal regulations.
- The operation of the camera system does not serve to guard the car park or the motor vehicles located in the car park. The existence of the camera system does not establish the operator's liability for the loss, damage or theft of a motor vehicle or of items located in a motor vehicle or elsewhere in the car park.
- The customer is not entitled to request from the operator the recordings made by the camera system. However, the operator is entitled to provide these recordings to the relevant authorities upon their request or where such an obligation arises from the law.

VII PERSONAL DATA PROTECTION

- In relation to customers, the operator processes the personal data specified below for the following purposes:
 - for the performance of contractual obligations arising from the concluded contract, in particular payment of the parking fee, handling of complaints and refunds, where the processed personal data are: title, first name, surname, permanent residence address, telephone number, e-mail, vehicle registration number, park details (account number) or payment card number. Provision of this personal data is necessary for the performance of the contract under Art. 6(1)(b) of Regulation (EU) 2016/679 (hereinafter the „Regulation“). The data are necessary for the performance of the contractual relationship and will be retained for its duration and three years after its termination; data the operator is obliged to retain longer (accounting, tax obligations, archiving) are retained for the period stipulated by law. After this period they will be destroyed,
 - for the protection of the operator's property, employees' health and the protection of public order and safety, where the processed personal data are images of the car park captured by the camera system. The provision is carried out for the purposes of the operator's legitimate interest under Art. 6(1)(f) of the Regulation. The retention period of the recordings is a maximum of 15 days; the recordings are then destroyed in such a way that the oldest recording is overwritten by a new one once the storage capacity is full.
- The personal data obtained are not subject to profiling or automated decision-making. The operator does not intend to transfer personal data to a third country or an international organisation.
- Upon written request or in person at the operator, the customer has the right to (i) request access to their personal data and the rectification, erasure or restriction of processing; (ii) object to the processing of their personal data; (iii) data portability; (iv) file a motion to initiate proceedings with the Personal Data Protection Office of the Slovak Republic.

VIII FINAL PROVISIONS

- The car park operating rules must be observed by all customers and users of the parking spaces at the terraced car park P1 and P2 at the Riders Park Donovaly / PARK SNOW Donovaly resort.
- Relations not governed by these Operating and Complaints Rules are governed by the law of the Slovak Republic, in particular Act No. 40/1994 Coll. the Civil Code, as amended, Act No. 108/2024 Coll. on consumer protection and other generally binding legal regulations.
- The car park operating rules take effect on 16 June 2026.
- The car park operating rules will be placed at the payment station and also published on the website www.riderspark.sk, whereby by scanning the QR code placed at the car park entrance and at the payment station the customer will be redirected to the website with the necessary information about the operation of the car park.

Contact for faults, damage or complaints

Information centre +421 48 419 9881 (08:30 – 15:30)
On-call line +421 917 836 208 (16:30 – 08:30)
E-mail: info@goimpeksk.sk / www.riderspark.sk