RIDERS PARK DONOVALY

General Terms and Conditions

Riders Park Donovaly – summer operation 2026

These general terms and conditions of the joint-stock company GOIMPEX BRATISLAVA, a.s., registered office Prešovská 39, 821 02 Bratislava, company reg. no. 35 758 015, VAT no. SK2020253752, registered in the Commercial Register of the Municipal Court Bratislava III, section: Sa, file no. 1981/B, telephone +421 48 4199 881, e-mail: (hereinafter the "operator") for the online sale of tickets and season passes, located at the web address www.riderspark.sk (hereinafter the "terms and conditions"), govern the provision of services – transport by cable cars and lifts and use of the bike park trails and other areas of the Riders Park Donovaly resort (summer operation of the PARK SNOW Donovaly resort) and the purchase of tickets (travel tickets). The terms and conditions are an integral part of the transport contracts concluded in accordance with these terms and conditions.

EFFECTIVE	OPERATOR	WEB
16 June 2026	GOIMPEX BRATISLAVA a.s.	www.riderspark.sk

1 INTRODUCTORY PROVISIONS

1.1 These terms and conditions govern the mutual rights and obligations of the contracting parties arising in connection with the conclusion of transport contracts via the online sale of tickets (hereinafter the "online shop") for the purpose of transporting persons on cable cars and lifts and using the bike park trails and other areas of the Riders Park Donovaly resort, which the operator runs at the website www.riderspark.sk (hereinafter the "website").

1.2 The customer may purchase online tickets in the online shop via the operator's website, paying the purchase price of the online ticket using the TATRABANKA, a.s. payment gateway.

1.3 By purchasing a ticket online, the customer undertakes to respect and comply with these terms and conditions, as well as the valid and effective operating rules of the Riders Park Donovaly resort issued by the operator, the wording of which is available at the resort management office and also on the website www.riderspark.sk. The online sale of tickets is carried out in accordance with the provisions of applicable legislation, in particular Act No. 108/2024 Coll. on consumer protection as amended, Act No. 40/1964 Coll. the Civil Code as amended, and Act No. 18/2018 Coll. on personal data protection as amended.

1.4 On the basis of purchasing a ticket online, the customer is entitled, during the ticket's validity and during the operator's operating hours, to use the transport facilities in summer operation, in particular:

- the Telemix 6/8 Nová hoľa combined cable car,
- the Záhradište cable car,
- the Lomená poma lift,

The customer is also entitled to use the bike park trails, pump track, mini bike park and other areas of the Riders Park Donovaly resort to the extent corresponding to the type of ticket purchased and the valid operating rules.

2 PURCHASING TICKETS ONLINE

2.1 In accordance with these terms and conditions, all natural and legal persons may purchase tickets online via the online shop under the conditions set out below.

2.2 The following types of online tickets may be purchased in the online shop:

- 1-day tickets,
- half-day tickets (morning – valid until 13:00, or afternoon – valid from 13:00),
- 8-hour transferable tickets,
- multi-day tickets (2 to 6 days),
- Riders Park Entry / Pedal road tickets,
- Mini Bike Park tickets (2 hours),
- season passes,
- pedestrian cable car tickets (one-way and return, including family tickets).

Tickets may be purchased in the Adult, Senior, Junior and Child tariffs. The division into tariffs by age is given in the instructions next to the price list on the website www.riderspark.sk. The operation of individual cable cars and bike park trails is determined by the operator depending on the weather and operating conditions at the Riders Park Donovaly resort.

2.3 The period of use of tickets is time-limited:

- a 1-day ticket may be used by the customer only on the day for which it was purchased, during the entire opening hours of the Riders Park Donovaly resort,
- a half-day ticket (morning) may be used by the customer only on the day for which it was purchased, until 13:00; a half-day ticket (afternoon) may be used by the customer only on the day for which it was purchased, from 13:00 until the end of the resort's opening hours,
- an 8-hour transferable ticket may be used by the customer throughout the entire summer season at the Riders Park Donovaly resort. The ticket's validity starts from the first pass through the turnstile, with the system deducting each commenced hour from the total time limit. Unused hours remain with the customer and may be used at any time during the current summer season. This ticket is transferable and may be used in turn by several riders,
- a multi-day ticket may be used by the customer for the consecutive number of days for which the ticket is purchased, starting from the first day on which the customer passes through the turnstile and ending with the expiry of the resort's opening hours on the last day of the ticket's validity,
- a Riders Park Entry / Pedal road ticket entitles the customer to enter the area to the extent stated in the valid price list,
- a Mini Bike Park ticket may be used by the customer for two (2) hours from first entry, within the mini bike park area,
- a season pass entitles the customer to unlimited rides throughout the entire summer season of the Riders Park Donovaly resort on all cable cars in operation, and to use all trails, the pump track and the mini bike park. The exact dates of the start and end of the summer season are determined by the operator,
- a pedestrian cable car ticket is always valid for only one cable car of the customer's choice at purchase (Telemix Nová hoľa or Záhradište), not for both at once, and is intended solely for pedestrian visitors and paragliders. A separate park price list applies for entry with a bike,

- the purchase of discounted tickets in the Senior, Junior and Child tariffs is subject to the age of the eligible person on the day the ticket starts being used; the customer must, on request, prove eligibility with a valid identity document. Children under 5.99 years enter free of charge (except the Mini Bike Park).

2.4 The customer purchases tickets via the online shop after completing the mandatory fields in the online shop form. This concerns in particular (1) selecting the ticket type, (2) the chosen form of purchase, (3) entering contact details, (4) entering the ticket start date, (5) ticking consent with these terms and conditions, the price list, the operator's valid operating rules and acknowledgement of the processing of personal data, and (6) binding confirmation of the order. Binding confirmation of the order is also deemed to be the conclusion of the transport contract. The customer is then shown the total price, which they are obliged to pay via the TATRABANKA, a.s. payment gateway. The stated price is the final price, i.e. including all fees. By concluding the transport contract, the customer confirms that they have read these terms and conditions and that they agree to them.

2.5 Two forms of purchase are available: (a) without registration, where no account is created for the customer on the website; (b) with registration, where, after entering a password, an account is created for the customer on the website and they have the option of purchasing tickets under advantageous conditions.

2.6 The purchase of online tickets is not conditional on owning a ticket carrier – a SKIDATA chip card (hereinafter the "chip card"). When purchasing a ticket in the online shop with any SKIDATA chip card, the customer enters the chip card number, usually shown on its back, into the online shop form.

2.7 A detailed description and guide on how to carry out the transaction and how to proceed is available on the operator's website. The customer is obliged to follow the instructions given on the operator's website.

2.8 Several online tickets may be activated on one chip card, but they must have different start dates.

2.9 The use of the chip card and the online ticket is governed by the operator's current operating rules, available at the resort management office and also on the website www.riderspark.sk.

2.10 An online ticket is valid only for the period whose start the customer chose at purchase, with its validity ending upon expiry of the validity period specified in para. 2.3. If the online ticket is not used within this period – without the customer changing the validity date or withdrawing from the transport contract pursuant to Art. 5 of these terms and conditions – the online ticket expires without any right to a refund of its price. The customer is not entitled to a refund of the ticket price or part thereof even if they do not use a half-day, 8-hour or multi-day ticket for the whole of its validity period.

2.11 Upon the first pass through the turnstile, the ticket is rendered used and bound to the holder, thereby becoming non-transferable (except for the 8-hour transferable ticket). Only the ticket coded on the chip card is non-transferable, not the chip card as a ticket carrier. The customer must, at any time upon request of the operator's staff, prove eligibility for discounted ticket prices for certain persons (children, junior, senior) by presenting a valid document clearly showing classification in the given price category (identity card, insurance card, birth certificate, etc.). If the customer is unable to prove eligibility for the discounted price, the operator is entitled to exclude such a person from transport without any right to a refund of the ticket price.

2.12 The start date of an unused online ticket may be changed before its first use, on the basis of a request sent by e-mail to . After the first pass through the turnstile, the date can no longer be changed.

2.13 A purchased online ticket is activated upon the first pass through the turnstile on one of the operator's cable cars. Validation (loading) of the chip card takes a maximum of 20 minutes from payment of the ticket value. After the online ticket is activated, it is no longer possible to withdraw from the purchase contract.

2.14 The chip card serves as a travel ticket only after the online ticket is activated in the manner under para. 2.13 of these terms and conditions. Until that moment, the chip card does not entitle its holder to ride.

2.15 Tickets are non-transferable unless these terms and conditions provide otherwise (the exception being the 8-hour transferable ticket). A ticket that is non-transferable and is used by a person other than the customer or the holder designated by them at purchase will be blocked without any right to a refund.

3 PRICE AND PAYMENT TERMS

3.1 The price of online tickets purchased in the online shop corresponds to the prices stated in the valid price list of the Riders Park Donovaly resort, available at all ticket offices in the resort and also on the website www.riderspark.sk in the price list section. The prices of tickets purchased online may be lower than the prices at the ticket office; the prices stated in the valid price list are always decisive.

3.2 The customer always pays the price of the service to the operator cashlessly via the TATRABANKA, a.s. payment gateway, to which they are redirected after confirming the online ticket order. After the payment is made, the customer is informed of its successful or unsuccessful completion and redirected back to the online shop page. If the payment was successful, the customer receives a "Purchase confirmation" by e-mail with proof of payment, and then an SMS with the ticket number. The proof of payment is also a tax document, which the customer must keep for any complaint. The operator of the TATRABANKA, a.s. payment gateway, TATRABANKA, a.s., bears full responsibility for problems arising during payment via the gateway, and the customer must resolve any payment complaints directly with TATRABANKA, a.s. If the customer does not receive an SMS with the number of the purchased ticket, they should immediately contact online purchase technical support at tel. +421 48 4199 881.

3.3 Purchase via the TATRABANKA, a.s. payment gateway can be carried out at any time; the system is operational around the clock except for technological breaks. Customers will be informed of planned technological system breaks without undue delay on the operator's website.

3.4 Loss, theft, damage or forgetting of the ticket – in the event of loss, theft, damage or forgetting of the ticket, the customer must report this fact at the client centre or ticket office in the resort. After reporting and presenting proof of payment, the ticket can be blocked and, if necessary, a replacement ticket issued. The handling fee for issuing a replacement ticket is €10. In addition to the handling fee, the customer must also pay a deposit of €4 for a new chip card. If the customer does not present proof of payment, they are not entitled to a replacement ticket or any other form of compensation.

3.5 Misuse of the ticket – all tickets except the 8-hour transferable ticket are non-transferable and, throughout their validity, may be used by only one person – the customer or the holder designated by them at purchase. The ticket may not be lent, exchanged or resold. If the ticket is used by a person other than the customer or the holder designated by them, the ticket will be blocked. To unblock a misused ticket, the customer must pay a penalty of €110, of which a fine of €100 and a handling fee of €10. To unblock a swapped ticket (the swapped ticket must also be presented), the customer must pay a handling fee of €10.

4 SEASON PASS – SEASON 2026

4.1 Purchase of the season pass – the customer is entitled to purchase a season pass via the online shop (online) or at the operator's points of sale (ticket office). The price of the season pass is €350 and is the same for all categories (Child, Junior, Adult, Senior), regardless of age. The conditions of purchase, the method of payment and the obligation to provide the necessary personal data are governed by the provisions of these terms and conditions and the valid price list.

4.2 The season pass entitles the holder to unlimited rides throughout the entire summer season of the Riders Park Donovaly resort on all cable cars in operation, as well as to use all trails, the pump track and the mini bike park, including priority access to the cable cars.

4.3 Collecting the pass – on the first visit, the customer collects the season pass (chip card) at the ticket office. Without activating and collecting the pass, the holder is not entitled to ride.

4.4 Proof of identity – the season pass is deemed valid only if its holder can, when checked, prove their identity with a valid identity document whose data match the data provided when purchasing the pass. If the holder cannot present the relevant document or if a discrepancy in the data is found, the season pass is deemed invalid and the operator is entitled to block it without any right to compensation.

4.5 Non-transferability – the season pass is bound exclusively to the specific person for whom it was issued and is non-transferable. It may not be lent, sold, given away or otherwise provided to a third party. If the season pass is used by a person other than the eligible holder, it is deemed misused and will be immediately blocked without any right to compensation. A misused pass can be unblocked only once during the entire season, upon payment of a fee of €110 (a fine of €100 and a handling fee of €10). After repeated misuse, the pass will not be unblocked again and remains permanently invalid.

4.6 Checking use – the operator is entitled to verify the eligibility of the use of the season pass at any time through authorised employees or other authorised persons. The pass holder is obliged to allow such a check to be carried out and to present the required identity document. Refusal of the check is deemed unauthorised use of the pass and may lead to its immediate blocking without any right to compensation.

4.7 Validity – the season pass is valid from the first to the last day of the summer season of the Riders Park Donovaly resort; the exact start and end of the summer season is determined exclusively by the operator according to operating and weather conditions. The customer acknowledges that any restrictions or interruptions of operation due to adverse weather conditions, technical or other operational circumstances do not give rise to any right to financial or other compensation.

4.8 Group and corporate season passes are arranged directly at the operator's ticket office.

5 WITHDRAWAL FROM THE CONTRACT FOR THE PURCHASE OF AN ONLINE TICKET

5.1 Withdrawal from the contract is governed by the relevant provisions of Act No. 40/1964 Coll. the Civil Code and other generally binding legal regulations of the Slovak Republic.

5.2 The provisions of Act No. 108/2024 Coll. on consumer protection as amended concerning the right of withdrawal do not apply to withdrawal from the contract (the contract for the transport of persons governing the relationship between the customer and the operator), since the application of this Act in the part concerning withdrawal from the contract is, pursuant to Section 14(6)(m) of Act No. 108/2024 Coll., excluded for the contract for the transport of persons.

5.3 The customer acknowledges that adverse weather, illness or the declaration of an extraordinary situation are not grounds for withdrawal from the transport contract or for a refund.

5.4 Tickets that were not used by the selected start date cannot be cancelled retroactively, nor can their validity be changed or extended, and the customer is not entitled to a refund of the price for these tickets.

5.5 During an extraordinary situation declared in connection with a threat to public health in the territory of the Slovak Republic, the customer is obliged to comply with all valid measures declared by the Public Health Authority of the Slovak Republic or another competent authority.

6 ASSERTING AND HANDLING COMPLAINTS, GRIEVANCES AND SUGGESTIONS

6.1 The operator is liable for defects that the ticket has when purchased by the customer, i.e. if it does not correspond to the data stated in the order, or if the transport does not take place where it is interrupted for more than 3 hours due to a fault in the cable car equipment. The customer must check the required data before binding confirmation of the order.

6.2 The customer has the right to the provision of cable car transport services in the agreed or usual scope, quality, quantity and timing. If transport is not carried out for subjective reasons on the customer's side before transport begins, the ticket price is not refunded.

6.3 The customer must assert claims arising from defects in services (a complaint) without undue delay after discovering the grounds for the complaint, but no later than the following calendar day after the day on which the transport was to take place or on which it did not take place in the agreed scope. The procedure and the customer's entitlements to claim discounts from the ticket price are set out in the operating rules on the website www.riderspark.sk.

6.4 On the basis of a justified notice from the customer regarding defects in the ticket and presentation of proof of payment, the customer may assert claims arising from defects for which the operator is liable. The contracting parties have agreed that the operator is obliged to remove defects in the ticket by supplying a ticket that corresponds to the data stated in the binding order, or in the e-mail confirming the change of the ticket start date pursuant to para. 2.12. If the defect cannot be removed by supplying a ticket corresponding to the order, the customer is entitled to demand a discount from the purchase price from the operator or to withdraw from the contract. The customer may also send the operator a suggestion or complaint about the services provided by e-mail; the operator will deal with them on an ongoing basis and will respond to the suggestions or complaints sent no later than within 30 days.

6.5 The operator reserves the right to handle all requests for cancellation or complaints about tickets exclusively on an individual basis. A request for cancellation may be submitted only in writing via the e-mail address . The operator undertakes to handle the request and inform the customer of the outcome no later than within 30 days from the date of its delivery. The mere submission of a cancellation request does not give rise to a right to its approval, and the operator reserves the right to reject the request. If the cancellation is approved, the customer may be provided with compensation in the form of a financial refund, a

replacement ticket, a voucher or other appropriate compensation at the operator's discretion, even only partially, taking into account the extent of use of the ticket or other circumstances.

7 PROVISION OF PERSONAL DATA

7.1 The customer is obliged to provide the operator with the personal data requested by the system, namely name, surname, permanent address, telephone number and e-mail address, or business name, registered office address, company reg. no., tax ID, VAT no., telephone number and e-mail address.

7.2 The customer acknowledges that the operator processes their personal data for the purpose of fulfilling the operator's obligations under the contract concluded on the basis of the ticket order and processing this data in an information system that takes the form of the operator's electronic records of customers.

7.3 The operator has a legitimate interest in sending the customer messages about its activities for the purpose of providing information about current discounts and promotions.

7.4 Provision of information pursuant to Section 19 of Act No. 18/2018 Coll. as amended:

- operator: GOIMPEX BRATISLAVA, a.s., registered office Prešovská 39, 821 02 Bratislava, telephone +421 48 4199 881, e-mail: ,
- purpose of processing personal data and its legal basis: fulfilment of the operator's obligations under the contract concluded on the basis of these terms and conditions and processing of data in the operator's information system; the operator's legitimate interest in informing the customer about current discounts and promotions,
- the operator may provide personal data to a person providing accounting services, legal services, technical support and to entities authorised under special regulations,
- the operator does not intend to transfer personal data to a third country or international organisation,
- personal data will be retained for the duration of the contractual relationship and four years after its termination. In relation to data that the operator is obliged to retain longer (for accounting, tax compliance and archiving purposes), the operator retains it for the period set by a generally binding legal regulation. Personal data processed on the basis of legitimate interest will be retained for four (4) years; after this period it will be destroyed,
- on the basis of a written request or in person at the operator, the customer has the right to request access to their personal data, its correction, erasure or restriction of processing, to object to processing, to data portability, to withdraw at any time their consent to inclusion in the database of recipients of messages about current discounts and promotions, and to file a motion to initiate proceedings with the Personal Data Protection Office of the Slovak Republic,
- the provision of personal data is voluntary, however, without providing it the contract cannot be concluded; if the required data is not provided, the contract will not be concluded,
- the personal data obtained is not subject to profiling or automated decision-making.

7.5 If the customer has registered and created a username and password, they are obliged to keep them safe and not provide them to a third party. The operator bears no responsibility for consequences or damage caused by forgetting the data, providing it to a third party, or failing to secure its protection on the customer's part.

8 FINAL PROVISIONS

8.1 If any provision of these terms and conditions is or becomes invalid or ineffective, it shall be replaced by a provision under the relevant legal regulations that is closest to this invalid or ineffective provision. The other provisions are not affected by the invalidity or ineffectiveness of such a provision.

8.2 In matters not governed by these terms and conditions, the rights and obligations of the parties are governed by the relevant provisions of Act No. 108/2024 Coll. on consumer protection as amended and the Civil Code as amended.

8.3 The operator is entitled to change or supplement the wording of these terms and conditions. This provision does not affect the rights and obligations arising during the effectiveness of the previous wording of the terms and conditions.

8.4 If the customer is not satisfied with the way in which the operator handled the assertion of a claim arising from a defect in the service provided, or if they believe that the operator has infringed their rights, they have the option of contacting the operator with a request for remedy. If the operator responds to the request for remedy in the negative or does not respond to it within 30 days from the date of its dispatch, the customer has the right to file a motion to initiate alternative dispute resolution with an alternative dispute resolution entity pursuant to Section 12 of Act No. 391/2015 Coll. on the alternative resolution of consumer disputes (hereinafter "ADR"). The competent entity 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 person listed in the list of alternative dispute resolution entities kept by the Ministry of Economy of the Slovak Republic (www.mhsr.sk); the customer has the right to choose which of these entities to approach.

8.5 By purchasing an online ticket, the customer unreservedly accepts all provisions of these terms and conditions by which they are bound when concluding the purchase contract, and by ticking the box "I agree with the terms and conditions" in the order form in the operator's online shop, they express their explicit consent to these terms and conditions.

8.6 The wording of the terms and conditions deemed valid and effective is the one available on the operator's website on the day of conclusion of the specific purchase contract in the online shop.

8.7 Supervisory authority: SOI Inspectorate (Slovak Trade Inspection) for the Banská Bystrica Region, Dolná 46, 974 00 Banská Bystrica.

Donovaly, 16 June 2026