

REGULATIONS FOR USING THE TATRY SUPER SKI PASS

I. DEFINITIONS

- 1) Customer – a person registered and using the online pass sales system to purchase a Pass, either for themselves or for a third party. With the proviso that, in accordance with Article 22(1) of the Polish Civil Code, the Consumer is a natural person performing with the entrepreneur (Seller) a legal act which is not directly related to its business or professional activities.
- 2) Ski Resort – an entity belonging to the joint system TATRY SUPER SKI, i.e.:
 - (1) Kotelnica Białczańska (Ośrodek Narciarski Kotelnica Białczańska sp. z o.o., registered office address: ul. Środkowa 181 b, 34-405 Białka Tatrzańska, KRS number: 0000067900);
 - (2) Czarna Góra – Koziniec ('CZARNA GÓRA – KOZINIEC' sp. z o.o., registered office address: ul. Nadwodnia 170, 34-532 Czarna Góra, KRS number: 0000239680);
 - (3) Hawrań – Jurgów ('Centrum Wypoczynku i Rekreacji "HAWRAŃ"' sp. z o.o., registered office address: ul. Podokólne 1, 34-532 Jurgów, KRS number: 000021509);
 - (4) Czorsztyn – Ski (CZORSZTYN-SKI sp. z o.o., registered office address: ul. Kamieniarska 30A, 34-440 Kluszkowce, KRS number: 0000038512);
 - (5) Kaniówka (Stacja Narciarska Kaniówka sp. z o.o., registered office address: ul. Kaniówka 19E, 34-405 Białka Tatrzańska, KRS number: 00001024735);
 - (6) Bania (BANIA spółka z ograniczoną odpowiedzialnością sp. k., registered office address: ul. Środkowa 181, 34-405 Białka Tatrzańska, KRS number: 0000565410);
 - (7) Polana Szymoszkowa (Dorado Sp. z o.o., registered office address: Polana Szymoszkowa 2, 34-500 Zakopane, KRS number: 0000180393);
 - (8) Harenda – Wyciągi ('Harenda – Wyciągi' sp. z o.o., registered office address: ul. Harenda 21A, 34-500 Zakopane, KRS number: 0000214080);
 - (9) Witów – Ski ('WITÓW-SKI' sp. z o.o., registered office address: Witów 205c, 34-512 Witów, KRS number: 0000253245);
 - (10) Stacja Narciarska Suche (Stacja Narciarska SUCHE sp. z o.o., registered office address: Suche 103 b, 34-520 Poronin, KRS number: 0000302489);
 - (11) Grapaski ('GRAPASKI' sp. z o.o., registered office address: ul. Zagóra 200, Czarna Góra, 34-532 Jurgów, KRS number: 0000216144);
 - (12) Bachledka Ski & Sun s.r.o. (registered office address: Bachledová dolina 702, 059 55 Ždiar, Slovakia, DIC DPH SK 2021681618)
 - (13) Rusiń-Ski (RUSIŃSKI – SKI sp. z o.o., registered office address: Bukowina Tatrzańska ul. Wierch Rusiński 70, KRS number: 0000231704)
 - (14) Meander Invest s.r.o. (registered office address: ul. M.R. Štefánika 1821, 026 01 Dolný Kubín, Slovakia IČO: 44820313)
 - (15) Długa Polana (Długa Polana sp. z o.o., registered office address: ul. Oleksówki 6a 34 – 400 Nowy Targ, KRS number: 0000480107)
 - (16) Strachan Ski Centrum, ZORLAND, s.r.o. (registered office address: Ždiar 530, 05955 Ždiar Slovakia, IČO: 47 591 323, DIČ:202 409 7240)
 - (17) Horników Wierch (Wyciąg Narciarski 'Horników Wierch' s.c., registered office address: ul. Kaniówka 15, 34-405 Białka Tatrzańska, NIP 736 10 25 930)
 - (18) 'Ski Centrum Ždiar', s.r.o based in Ždiar, 530, 059 55 Ždiar, Slovakia, DIC DPH SK 2024097284
- 3) TATRY SUPER SKI PASS (PASS) – an entitlement recorded within the access control system, stored on a carrier, allowing the holder to use the services provided at all Ski Resorts (listed above: I Definitions item 2).
- 4) CARRIER – the medium used to convey the PASS, in the form of an RFID Skidata KeyCard (the Card) or a mobile phone with the "key2ski" application installed. Only Cards marked TATRY SUPER SKI or those of Partners belonging to the TATRY SUPER SKI programme are permitted for use (it is not possible to record the PASS on any other carrier). The Card is reusable and enables the recording and storage of information relating to the PASS. A deposit is charged for the issue of the Card. The prerequisite for using the PASS using the "key 2 ski" application is to turn on the Bluetooth function and leave the app on/working in the background.
- 5) RECORDED TATRY SUPER SKI PASS (RECORDED PASS) – a PASS recorded on the CARRIER, which requires activation or initiation (depending on the date and method of purchase), and which, during its period of validity, entitles the holder to unlimited use of gondola lifts, chairlifts, ski lifts, and conveyor belts at the Ski Resorts

that are available and operational at the time of using the ACTIVE PASS, in accordance with the terms set out in these Regulations.

- 6) **TATRY SUPER SKI PASS with access to Kasprowy Wierch for the 2025/2026 season – a PASS** – valid for at least 2 days, entitling the holder to use the two chairlifts in the Kasprowy Wierch area: in the Gąsienicowa Valley and the Goryczkowa Valley.

NOTE: The PASS does not include the Kuźnice – Kasprowy Wierch cable car travel. In order to effectively use the PASS, it is necessary to purchase an additional ticket for the Kuźnice – Kasprowy Wierch cable car or to reach the lower stations of the chairlifts in the Goryczkowa Valley or the Gąsienicowa Valley on foot or by ski touring, in the manner prescribed for tourist traffic applicable in the Tatra National Park. A PASS purchased online and added to an existing carrier cannot be activated or initiated on the lifts in the Kasprowy Wierch area. These activities must be carried out in other Ski Resorts belonging to the Tatra Super Ski system. (Before using the chairlifts in the Gąsienicowa Valley and the Goryczkowa Valley, it is necessary to pass through a gate at any Ski Resort listed in item I.2 above. Without such use, the RECORDED PASS will remain inactive – it will not function in the Kasprowy Wierch area.)

PKL S.A. does not sell TATRY SUPER SKI PASSES this season, nor does it handle their returns or complaints. However, it provides the skiing infrastructure described above to holders of the TATRY SUPER SKI PASS.

- 7) Activation – the commencement of the validity of the RECORDED PASS, beginning depending on the type of PASS and the date and method of its purchase, as defined in the table below.
- 8) Initiation – the action of assigning the PASS to a specific User and beginning its use, occurring as described in the table below.
- 9) During the winter season, the following PASSES are available:
- 4-hour Pass – valid for 4 hours within the period of the Season selected by the user, counted from the moment of Activation and Initiation of the PASS, only on the day on which this occurred, but no later than the closing time of the Ski Resort on that day.
 - After 4 PM Pass – a discounted hourly pass entitling the holder to use the Ski Resorts from 4:00 PM until the end of their operating hours, only on the day on which it was Initiated.
 - Daily Pass – valid for the number of consecutive days specified by the PASS, counted from the moment of PASS Activation, regardless of the time at which it occurred, but no later than the closing time of the Ski Resort on the final day of PASS validity.
 - Bundle Pass – a CARRIER with a PASS recorded on it, additionally granting the right to use the Thermal Baths listed in item I.14).
 - Pass for any 14 days in the season – valid for any (not necessarily consecutive) 14 days during the ski season. The PASS expires upon its use on the 14th day or closing of the last Ski Centre upon the conclusion of the ski season.

Table of Activation and Initiation of PASSES ACCORDING TO THE METHOD OF PURCHASE:

TICKET OFFICE SALES

Pass type, sale type		PASS purchased by 24 December 2025	PASS purchased from 25 December 2025
TICKET OFFICE AT A SKI RESORT	Hourly	Activation and Initiation of the PASS take place when passing through the gate, but no later than 24 December 2025. It is possible to purchase a PASS for the Christmas Season, in which case its Activation and Initiation take place upon passing through the gate on any day of the season starting from 25 December 2025.	Activation and Initiation of the PASS take place when passing through the gate on any day of the season.
	Daily and multi-day	Activation takes place at the moment the PASS is issued, or the User may indicate the day of Activation. Initiation takes place when passing through the gate.	
	Pass for any 14 days in the season	Activation and Initiation of the PASS take place when passing through the gate on any day of the season.	
TICKET MACHINE SALES			
Pass type, sale type		PASS purchased by 24 December 2025	PASS purchased from 25 December 2025
SKI RESORT TICKET MACHINE	Hourly	Activation and Initiation of the PASS take place when passing through the gate, but no later than 24 December 2025. It is possible to purchase a PASS for the Christmas Season, in which case its Activation and Initiation take place upon passing through the gate on any day of the season starting from 25 December 2025.	Activation and Initiation of the PASS take place when passing through the gate on any day of the season.
	Daily and multi-day	Until 5:00 PM PASS Activation is completed upon the issuance of the pass (passing through the gate is not required). After 5:01 PM PASS Activation is completed on the following day. Initiation always takes place when passing through the gate.	
	Pass for any 14 days in the season	Activation and Initiation of the PASS take place when passing through the gate on any day of the season.	

ONLINE / MOBILE SALES		
Pass type	PASS purchased for the Pre-Christmas Season	PASS purchased for one of the following seasons: Christmas Season, High season, Low Season,
4-hour Pass	Activation and Initiation of the PASS take place when passing through the gate on any day of the season, but a PASS purchased for the Pre-Christmas Season may be Activated and Initiated no later than 24 December 2025.	Activation and Initiation take place when passing through the gate in the selected Season or in any subsequent Season.
Pass after 4:00 PM		
1 Day		
2 days		
3 days		
4 days		
5 days		
6 days		

7 days		
3 of 5 days		
5 of 7 days		
Pass for any 14 days in the season	Activation and Initiation of the PASS take place when passing through the gate on any day of the season.	

- 10) Price List – a list of PASS prices for individual groups and persons, according to the Seasons, available at all times in the online sales panel and specified at www.tatrysuperski.pl. The price of the PASS does not include the deposit for the Card used as the Carrier.
- 11) Insurance – valid only within the territory of Poland. Its purchase is recommended, but not mandatory. It is possible to purchase it with a PASS only. The insurance is available at the Ski Resorts' ticket offices: Bania Ski, Kotelnica Białczańska, Grapa Ski as well as when purchasing an ONLINE PASS. Detailed information on insurance coverage and terms and conditions is available at tatrysuperski.pl/insurance
- 12) Pre-sale – the opportunity to make online purchases of the PASS (for the periods indicated in item 14 sections a), b), c) below) available from 6 October 2025 until the day preceding the opening of the first Ski Resort.
- 13) The Ski Season is divided into the following season periods:
 - a) Pre-Christmas Season (Pre-Christmas Period) - a period from the start of the ski season (from the opening of the first Ski Resort) until 24 December 2025.
 - b) Christmas Season (Christmas Period) – a period from 25 December 2025 to 7 January 2026.
 - c) High Season – a period from 8 January 2026 to 8 March 2026.
 - d) Low Season – a period from 9 March 2026 until the end of the winter season (closing of the last Ski Resort).
- 14) THERMAL BATH – an entity operating thermal baths, affiliated with TATRY SUPER SKI, i.e.:
 - a) BANIA spółka z o.o. sp. k. with its seat in Białka Tatrzańska (KRS number: 0000565410, NIP [Tax Identification Number]: 7361719638, REGON: 361149082)
 - b) Meander invest s.r.o. with its seat in: Dolny Kubin, ul. M.R. Stefanika 1821 NIP (ICO DPH) SK2022842404, REGON (ICO) 44 820 313
- 15) Rules for the use of the Carrier in the form of a phone:
 - a) Please download the "key2ski" application on your phone. The application is supported by iOS phones (Apple iPhone 6s/6s plus and above) and Android (version 8 and above). The application is not supported by Huawei, Oppo, Xiaomi brand phones. Mobile Flow technology, which allows passing through with the use of a phone that features the latest version of the 'key2ski' application installed and running. The 'key2ski' application additionally requires the following:
 - Bluetooth access and enabling the function,
 - access to the location service with the exact location function and enabling this feature,
 - access to a working camera (required to scan ticket code),
 - Internet access (required only for the time of ticket activation).
 - b) This Carrier is serviced only at the specially marked gates of the following Ski Centre:
 - Kotelnica Białczańska,
 - JurgówSki,
 - SkiSuche,
 - Kaniówka,
 - Horników Wierch,
 - Szymoszkowa
 - Bania Ski
 - Bachledka Ski & Sun
 - Strachan Ski Centrum
 - Ski Centrum Żdziar.
 - c) To use the same PASS at the remaining Ski Resorts, it must be transferred to a Card. Existing PASSES may be transferred at the ticket offices of the Ski Resorts, with the exception of the PKL Kasprowy Wierch station. It is not possible to transfer the Pass back from the Card to a Carrier in the form of a mobile phone with the "key2ski" application. The provisions pertaining to the deposit and the rules for the return of such Card shall apply accordingly (among other things, a replacement Carrier in the form of a Card requires the payment of the deposit).
 - d) In the event of technical issues, you must report to a resort ticket office in order to have the PASS transferred to a Card Carrier. The provisions pertaining to the deposit and the rules for the return of such Card shall apply accordingly (among other things, a replacement Carrier in the form of a Card requires the payment of the deposit)

- e) Instructions for installing the 'key2ski' application that supports the pass on the phone:
<https://tatrysuperski.pl/assets/public/Instrukcja%20-%20instalacja%20aplikacji%20key2ski.pdf>
- f) more details on 'Buy a pass online and test it in the version available for your phone'
<https://tatrysuperski.pl/karnet-na-telefon>

II. GENERAL PROVISIONS

- 1) All individuals entering the premises of the Ski Resort are obliged to acquaint themselves with these Regulations, as well as the internal regulations of the Ski Resorts (e.g. use of additional attractions or order rules) and comply with their provisions.
- 2) The Regulations define the rules of using the PASS at the Ski Resorts. Possession of a Carrier on which the PASS is recorded is a condition for using the PASS.
- 3) Under the terms set out in these Regulations, an Initiated PASS entitles the holder to use the available and operational cable cars and ski lifts during the opening hours of the respective Ski Resorts. The opening times of individual cable cars and ski lifts vary and may change during the season. The start and end dates of the winter season may vary for each Ski Resort i.a. due to weather conditions. Information about the current opening hours of individual Ski Resorts can be found, among others, on the website of the selected Ski Resort.
- 4) The information about cable cars and ski lifts available and running at the Ski Resorts on a given day can be found on an information board located in the area of each Ski Resort or on its website.
- 5) In case of a change in the place of use of the PASS (relative to purchase place at a ticket office), the Entitled individual should first check the information about the availability and opening hours of the ski lifts and cable cars of the Ski Resort to which they are going, and it is recommended that such a person takes into account the period of validity of the PASS, the time of travel to the Ski Resort and preparation for the entrance to the slope. The Ski Resorts reserve that the availability of individual ski slopes or cable cars and ski lifts located within the Ski Resorts may be temporarily limited or excluded from use in case of bad conditions, organisation of ski competitions, events or trainings for organised ski groups. Temporary limitation of availability – in this case, participants of competitions or organised ski groups shall be entitled to priority use of cable transport.
- 6) The Regulations shall apply to all types of PASSES.

III. TICKET OFFICES

- 1) PASSES may be purchased only at the ticket offices of the Ski Resorts listed above: I Definitions item 2.
- 2) If you wish to obtain a VAT invoice, please inform the cashier prior to proceeding with the purchase, providing NIP [tax ID number] at the same time. A VAT invoice for the purchased PASS can be obtained only on the basis of the proof of purchase (receipt) in the Ski Resort where the PASS was purchased, according to the provisions of law. The collected refundable deposit for the Card is not documented by the VAT invoice.
- 3) The ticket offices of Ski Resorts located in Poland accept credit cards or cash in Polish zloty. In Slovakia, credit cards or cash in EUR are accepted.
- 4) In a justified case, to the extent provided for by law and for the safety of persons using the infrastructure of the Ski Resort, the sales assistant may refuse to sell the PASS, and the Ski Resort may refuse to provide the service (e.g.: if the purchaser is in a state of intoxication).
- 5) PASSES are sold at the price valid on the day of purchase.
- 6) A PASS purchased for the Pre-Christmas Season cannot be used during the Christmas Period, High Season or Low Season. Day passes purchased in the Pre-Christmas Season are activated as of the date of purchase, unless the Customer indicates a different activation date.

IV. TICKET MACHINES

- 7) PASS sales may also be conducted via a ticket machine available at each of the Ski Resorts listed above: I Definitions item 2 and in Białka Tatrzańska, ul. Środkowa 179.
- 1) In ticket machines, the purchase of a PASS is made only with payment cards.
- 2) If you want to receive a VAT invoice, please visit the customer service office of the ski resort where the sale was completed. Bring purchase confirmation document issued by the ticket machine of that Resort.
- 3) All Daily Passes purchased from ticket machines before 5:00 PM are **Activated** at the moment the pass is issued (no gate passage required). After 5:01 PM, **Activation** of the PASS occurs on the following day. **Initiation** always takes place when passing through the gate.

V. ONLINE PURCHASE

- 1) PASSES can also be purchased in the ONLINE shop at <https://sklep.tatrysuperski.pl>.

- 2) The regulations for purchasing PASSES online are available at https://tatrysuperski.pl/assets/public/dokumenty/regulaminy/regulamin_sprzedazy_internetowej_PL.pdf.

VI. PASS

- 1) The only person entitled to use the PASS during its validity period is the person who has Initiated it.
- 2) Information about the validity period of a PASS recorded on a Carrier is displayed each time on the screen of the gate reader at the cable car or ski lift of the Ski Resort. Information about the type of PASS encoded is printed on the Card when it is issued at the ticket offices of the Ski Resorts. This information is also displayed on the phone when using it as an Entitlement Carrier.
- 3) It is not possible to exchange, extend, or change the validity period of a PASS after purchase.
- 4) A PASS purchased online can be returned using the online form if not activated, but no later than 14 days after the purchase.
- 5) A PASS that has not been Initiated can be returned at the ticket office of a chosen Ski Resort no later than the closing day of the last operational Ski Resort in the winter season in which the PASS was purchased.
- 6) A refundable deposit of PLN 10 per Card is charged each time the Card is issued. The deposit is not refundable in the event of mechanical or other damage that renders the Card unreadable.
- 7) The transfer (under any legal title) of the PASS is prohibited. If there is a discrepancy between the original holder of an Initiated PASS and the person subsequently using it, the PASS will be blocked.

VII. PRICE REDUCTIONS AND DISCOUNTS

- 1) A discount PASS is available to children and youth who are under 16 years of age (the 16th birthday is the first day the discount no longer applies) and to seniors who are over 65 years of age (the 65th birthday is the first day the discount applies), according to the price list available at www.tatrysuperski.pl. The discount PASSES are issued on presentation of a document confirming the age and enabling identification of the entitled person, which is verified on the day of purchase of the pass. The beneficiary of the pass has the burden of proving that they meet the conditions for claiming the particular discount.
- 2) "CWA" (Child with Adult) PASS is an inseparable package comprising two PASSES, one granted to an adult supervising the child and the other to the child (rule: one guardian – one child). The price of this package includes the price of the Normal PASS plus PLN 10 for each day covered by this PASS. Upon reaching the age of 5 (the 5th birthday is the first day the discount is no longer available), the child is no longer entitled to use the 'CWA' pass.
- 3) Seniors over 75 years of age on the basis of a valid identification document can purchase a PASS for PLN 20 for each day covered by such PASS.
- 4) Groups of 20 people or more are entitled to a 10% discount for the purchase of PASSES. When purchasing discounted PASSES for groups: one out of 21 persons receives a PASS at the price of PLN 10 for each day covered by the PASS, while the remaining members of the group receive a 10% discount on the standard price. The group shall elect from among themselves a group leader, i.e. a person who represents all the members of the group on an exclusive basis. Only the group leader is entitled to make declarations of will for the purchase of group passes or their possible return. When purchasing such group PASSES, the leader is required to specify the start date of the PASS.
- 5) In the 2025/2026 season, until 14 December 2025, groups of 20 or more persons are entitled to a 15% discount on PASS purchases for the pre-Christmas period. When purchasing discounted PASSES for groups: one out of 21 persons receives a PASS at the price of PLN 10 for each day covered by the PASS, while the remaining members of the group receive a 15% discount on the standard price. The group shall elect from among themselves a group leader, i.e. a person who represents all the members of the group on an exclusive basis. Only the group leader is entitled to make declarations of will for the purchase of group passes or their possible returns. When purchasing such group PASSES, the leader is required to specify the start date of the PASS.
- 6) After 4:00 PM PASS – a discount hourly PASS that entitles you to use the Ski Resort from 4:00 PM until the closing of each Ski Resort.
- 7) The determination of the age required to obtain a discount for Senior PASSES, CWA PASSES, and Discount PASSES is made on the day of purchase in accordance with the principle set out in Article 112, second sentence of the Polish Civil Code.
- 8) Senior PASSES, CWA PASSES, and Group PASSES as mentioned above can only be purchased at the ticket office of each Ski Resort.
- 9) The regulations for temporary discounts and promotions are available at www.tatrysuperski.pl and at all times at the ticket offices of the Ski Resorts.

VIII. USE OF SKIDATA GATES

- 1) The Carrier should be put into a pocket located on the left side of the outfit – in a pocket on the left breast or on the left arm.
- 2) Items that may interfere with reading the Carrier (e.g. a mobile phone not used as the Carrier for the “key2ski” application, car keys, debit or credit cards, etc.) should be placed on the right side of the clothing.
- 3) When using the gates, only one Carrier should be held on your person (failure to comply may result in the Activation/Initiation of a PASS recorded on a different Carrier). The Ski Resorts shall not bear liability for consequences resulting from non-compliance with the obligation described in the preceding sentence.
- 4) A minimum distance of one meter should be maintained in the area of the gate antenna so that the gate does not read a given PASS twice, i.e. so that the next person in the queue can exercise their PASS without interference.
- 5) Confirmation of the right to pass through the gate and read the Carrier is indicated by a message on the reader display and the illumination of a green light on the gate casing.
- 6) The red signal light on the gate housing means that it is not allowed to pass through the gate.
- 7) After passing through the gate, a temporary lock of the PASS is automatically activated, preventing further individuals from using the same PASS – in order to prevent an unauthorised person from using such a PASS.
- 8) The person using the PASS is obliged to pay attention to sound signals and messages displayed on the gate reader screen and to follow the resulting signals and command messages.
- 9) Use of the PASS by an unauthorised person (e.g. a person not entitled to a discount) may result in the PASS being blocked.

IX. COMPLAINTS AND RETURNS

- 1) A proof of purchase in the form of the receipt or confirmation printout from a ticket machine is required to make a complaint.
- 2) Complaints related to the PASS should be filed at the Customer Service Office of the Ski Resort belonging to the TATRY SUPER SKI system.
- 3) Complaints shall be handled in accordance with legal provisions. The Ski Resort shall respond to the complaint at the latest within 30 days from the date of receiving it.
- 4) In order to receive a refund due to an accident for which the Ski Resort is not responsible, a copy of the accident report from TOPR/GOPR or a licensed Ski Rescuer must be submitted.
- 5) If a complaint is justified under applicable law, refunds for unused PASSES are provided proportionally to the remaining validity period of the PASS. The amount of the refund can be converted, with the user's content, into a time-limited entitlement corresponding to the period not used due to circumstances for which the Ski Resort is liable, to be used in the ongoing winter season only in the area of that Ski Resort (Failure Entitlement). Ski Resorts are not responsible for disruptions in the use of lifts and slopes caused by force majeure or decisions of national and local authorities.
- 6) The refund of the deposit can be obtained at any ticket office and at the self-service return machines located in the Ski Resorts, as well as at authorised points of sale.
- 7) The Ski Resort shall not be liable for damage caused by force majeure, administrative decisions of state or local authorities, natural forces, weather conditions, the exclusive fault of the injured party or a third party, including resulting in an interruption in the supply of electricity to the Ski Resort for an uninterrupted period of less than one hour, as well as for any inconvenience that may arise as a result of this, which was not dependent on the action or omission of the Ski Resort.
- 8) Moreover, interruptions in operation of particular cable cars or ski lifts may be caused by the need to take actions to ensure proper and safe use of them or by factors independent from the Ski Resort (e.g. weather conditions in which the use of a particular type of equipment may be dangerous for users).
- 9) Under favourable conditions, the use of Ski Resort services is generally possible until 30 April 2026, i.e. until the opening of one of the Ski Resorts belonging to Tatry Super Ski, unless use of the PASS would be difficult, unsafe for the person's equipment, or hazardous to health due to insufficient snow cover or the condition of the snow caused by adverse weather conditions (rainfall or temperatures too high to allow snowmaking).
- 10) After purchasing a PASS but before its Initiation, the Consumer may withdraw from the PASS purchase agreement without giving reasons and without incurring any costs. The deadline for such withdrawal expires on the last day of the end of the ski season in which the purchase took place. The cancellation takes place at the cash register of any Ski Resort in the country where the purchase was made.
- 11) Return of group passes:
 - a) For a non-initiated PASS, the price paid at the time of purchase will be refunded, provided that returning the PASS does not result in the loss of a group discount as described in VII.4 of these Regulations.
 - b) In the event that the return of the PASS results in the loss of the group discount due to a reduction in the group size as specified in VII 4, the refunds of individual group passes are possible provided that the value of the discount is paid for each PASS purchased as part of the group.

- c) For an Initiated PASS returned due to a ski slope accident as described in XI.4 and after meeting the conditions specified there, the price paid will be refunded regardless of the number of remaining group members, but proportionally to the unused validity period of the PASS. In such a situation, the provisions of XI. 11. b. shall not apply.
 - d) The person authorised to purchase group passes and return them is the group leader only.
- 12) PASSES other than those specified in these Regulations, but recorded on a Carrier marked TATRY SUPER SKI, may only be claimed at the Ski Resort where they were purchased.

X. SUPERVISION AND CONSEQUENCES OF VIOLATING THE REGULATIONS

- 1) The electronic SKIDATA system operating at the Ski Resorts and Thermal Baths, used for fee collection and access control, allows for the verification of users holding a PASS. During gate passages, photographs of the user associated with the PASS are recorded solely for the purpose of PASS control, to prevent use by an unauthorised person, which constitutes a legally justified interest of the Ski Resort or Thermal Bath. These photographs are deleted within 31 days of the end of the Entitlement.
- 2) In the case of an attempt to use cable cars or ski lifts of the Ski Resorts or Thermal Baths that violates the Regulations, without proper entitlement, or in the case of using the PASS by a person who is not entitled to do so, the possibility of further use of the PASS shall be banned. The PASS should be presented at the request of staff or supervisory authorities to verify the entitlement. Refusal to comply will result in the blocking of further use of the PASS.
- 3) Individuals disturbing public order or violating the rules applicable at the Ski Resort or Thermal Baths or commonly accepted standards of behaviour shall be removed from the Ski Resort or Thermal Baths, or taken in, in accordance with applicable laws, by a security guard in order to hand them over immediately to the Police. In cases specified in statutory provisions, security guards have the right to use direct coercive means to ensure safety.

XI. PERSONAL DATA

In accordance with Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 ('GDPR'), the data collected in connection with the PASS are processed by the Ski Resorts described in the introductory provisions to these Regulations. The resorts are the co-controllers of these data. Personal data collected in connection with the concluded agreement and in the course of its implementation are processed on the basis of Article 6(1)(b), (c) and (f) of the GDPR for the purposes of implementing the agreement and fulfilling legal obligations (including handling complaints), ensuring safety and protection of life and health (including reporting accidents to emergency services), control and verification of entitlements – fraud prevention (including reporting such incidents to the police or public prosecutor). The data is kept for a period no longer than the period of limitation of claims. The data subject has the right to: demand access to their personal data from the co-controllers; to rectify, delete or restrict the processing; to object to the processing; to transfer the data – unless the provisions of GDPR limit these rights; and the right to lodge a complaint with the supervisory authority (President of the Office for Personal Data Protection). The provision of personal data is voluntary; however, in the case of a complaint/request for the return of unused entitlements, it is necessary for the proper consideration of the customer's request and verification of their entitlement. Data co-controllers shall not take decisions by automated means within the meaning of GDPR. Data co-controllers have established a common contact point for personal data protection issues related to the PASS at the following e-mail address: kontakt@tatrysuperski.pl.

We reserve the right to change prices and these Terms of Use with the proviso that the change of the Terms of Use (including prices) applies only to new customers and does not apply to persons who have already concluded an agreement (purchased a PASS).

These Regulations are effective from 21 November 2025.