

GENERAL TERMS AND CONDITIONS
TATRALANDIA and BEŠEŇOVÁ SAUNA SEASON PASS
WINTER 2023/2024

These terms and conditions defined by the **Tatry mountain resorts, a.s.** company with the registered office at Demänovská Dolina 72, 031 01 Liptovský Mikuláš, Company number: 31 560 636, registered in the Commercial Register of District Court Žilina, Section: Sa, Insertion No.: 62/L (hereinafter referred to as **“TMR company”** or **“operator”**), specify the provision of services in the year-round Tatralandia water park (hereinafter referred to as **“Tatralandia WP”**) operated by the TMR company and in the year-round BEŠEŇOVÁ water park, Bešeňová 136, 034 83 (hereinafter referred to as **“Bešeňová WP”**) operated by the **EUROCOM Investment, s.r.o.** company with the registered office at Bešeňová 136, 034 83 Bešeňová, IČO: 35 756 985, registered in the Commercial Register of District Court Žilina, Section: Sro, Insertion No.: 14588/L (hereinafter referred to as **“EI company”**).

1. TATRALANDIA WP and BEŠEŇOVÁ WP SAUNA SEASON PASS – WINTER 2023/2024

1.1. Any client can buy a season pass to use services of the Celtic sauna world (in the Tatralandia WP) and the Harmónia Wellness & Spa (in the Bešeňová WP) f (hereinafter referred to as **“SAUNA SEASON PASS”**) based on a special offer of the operator and the EI company.

1.2. Every **SAUNA SEASON PASS** entitles its holder to use the services of the Celtic sauna world in the Tatralandia WP and the Harmónia Wellness & Spa in the Bešeňová WP in the scope that the SAUNA SEASON PASS covers.

1.3. **SAUNA SEASON PASSES** are issued as contactless KEY CARDS – with the identification details of their holders included.

1.4. Every SAUNA SEASON PASS is valid from **2.10.2023** or from the date of purchase depending on which happens later to **30.4.2024**.

1.5. Every SAUNA SEASON PASS entitles its holder to use the following services:

1.5.1 in the Tatralandia WP – in the scope of a 3-hour ticket (per day) based on the terms and the price list of the Celtic sauna world, a locker for clothes and overclothes in changing rooms, parking;

1.5.2 in the Bešeňová WP – in the scope of a 3-hour *HARMÓNIA TICKET* (per day) based on the terms and the price list of the HARMÓNIA Wellness & Spa, a locker for clothes and overclothes in changing rooms, parking.

SAUNA SEASON PASSES don't entitle their holders to use chargeable sauna rituals. Every holder can join only free sauna rituals that are offered during the opening times of the HARMÓNIA Wellness & Spa. SAUNA SEASON PASSES **don't include** special events, i.e. *“Nights of sauna rituals”* or *“Saunas under the stars”* during the SAUNA SEASON PASS validity period and during the opening times of the sauna worlds in the Tatralandia WP and the Bešeňová WP. For the purpose of these general terms and conditions, 1 day is the day operation based on the conditions of the Celtic sauna world in the Tatralandia WP and the Harmónia Wellness & SPA in the Bešeňová WP.

1.6. Every client can buy a SAUNA SEASON PASS in the time periods and in the way determined by the operator, i.e. **online** via the GOPASS selling system, which is operated by the GOPASS SE company, with the registered office at Komořanská 326/63, 143 00, Modřany- Praha, Czech Republic, Company number: 17107148, registered in the Commercial Register of Municipal Court Prague, Section: H, Insertion no.: 2546 (hereinafter referred to as **“GOPASS company”**) on www.gopass.travel – at the prices specified in the price list which is published on the websites of the TMR company (www.tatralandia.sk and www.gopass.travel) and in the price list of the EI company which is published on www.besenova.com.



To buy a SAUNA SEASON PASS, every client must be actively registered in the GOPASS programme, which is operated by the GOPASS company, and they must have a GOPASS card.

1.7. SAUNA SEASON PASSES are sold *online* from **2.10.2023 to 31.3.2024**, i.e. from **2.10.2023 to 30.11.2023** – at prices specified in the TMR price list for the period of **2.10.2023 to 30.11.2023** and from **1.12.2023 to 31.3.2024** – at prices specified in the TMR price list for the period of **1.12.2023 to 31.3.2024** based on the terms specified in these general terms and conditions and also the terms specified in the general terms and conditions related to the GOPASS selling system (www.gopass.travel) if:

1.7.1 the future SAUNA SEASON PASS holder is a registered GOPASS programme member, but a GOPASS card has not been issued for them – in such case, they can have a GOPASS card issued in the Client centre of the Tatralandia water park or the Bešeňová WP and added to their registered GOPASS programme account; or

1.7.2 the future SAUNA SEASON PASS holder is not a registered GOPASS programme member – in such case, they can register for GOPASS and have a GOPASS card issued when buying their SAUNA SEASON PASS. The GOPASS registration can be done on the already mentioned website.

1.8. If any client is a holder of a SUMMER SAUNA SEASON PASS valid in the 2023 summer season, they can pay a SUMMER SAUNA SEASON PASS 2023 **surcharge in the value of EUR 149 online** (via the GOPASS selling system (www.gopass.travel) **between 2.10.2023 and 30.11.2023**, or a SUMMER SAUNA SEASON PASS 2023 **surcharge in the value of EUR 229 online** (via the GOPASS selling system (www.gopass.travel) **between 1.12.2023 and 31.3.2024**. **Once they do so, they will be considered a SAUNA SEASON PASS holder in accordance with these general terms and conditions and entitled to use the services based on these general terms and conditions.**

1.9. Discounted SAUNA SEASON PASSES:

1.9.1 Children aged 6 – 11.99 years are entitled to buy *6 – 11.99 year-old child* category SAUNA SEASON PASSES. To claim the discount, the correct date of birth of the child must be entered when registering on www.gopass.travel.

1.9.2 Juniors aged 12 – 17.99 years or holders of ISIC, ITIC, EURO26, GO26 cards are entitled to buy *Junior* category SAUNA SEASON PASSES. To claim the discount, the correct date of birth of the junior and the correct number of the ISIC, ITIC, EURO26, GO26 card must be entered when registering on www.gopass.travel.

1.9.3 Seniors aged 60 and more or holders of disability cards with or without companions are entitled to buy *Senior* category SAUNA SEASON PASSES. To claim the discount based on the age, every customer is obliged to enter the correct date of birth when registering on www.gopass.travel. To claim the discount based on a disability, every client must enter the number of their disability card when registering on www.gopass.travel. Discounts cannot be combined.

1.10. On one and the same day, every SAUNA SEASON PASS can be used only as a one (1) single-use Tatralandia WP ticket or a one (1) single-use Bešeňová WP ticket. **The Tatralandia WP and the Bešeňová WP cannot be combined on one and the same day.**

1.11. Every SAUNA SEASON PASS is **non-transferable** from the moment it is issued. Every SAUNA SEASON PASS holder is obliged to present their ID or other identification document if season pass holders are checked.

1.12. Every SAUNA SEASON PASS holder is entitled to use the Celtic sauna world in the Tatralandia WP and the services offered there or the HARMÓNIA Wellness & Spa in the Bešeňová water park and the services offered there in the day scope of a 3-hour ticket + 30 minutes for changing 1x day. If the time limit specified in the previous sentence is exceeded, there are surcharges based on the price list of the operator. If the time in the sauna world (Celtic sauna world in the Tatralandia WP or the Harmónia sauna world in the Bešeňová WP) is exceeded, the surcharge corresponds to another sauna world use, i.e. Sauna surcharge (the difference between



a Sauna ticket and an Aqua ticket based on the price list). If the time in the WP is exceeded (doesn't apply to changing), there is the Aqua ticket surcharge based on the price list. If a SAUNA SEASON PASS holder wants to use the WP as well (not only the sauna world), they can buy an Aqua ticket based on the price list at a ticket office or in a client centre in the Tatralandia WP or the Bešeňová WP before entering the water park or online through the GOPASS selling system in advance. The Celtic sauna world in Tatralandia or the Harmónia Wellness & Spa sauna world in the Bešeňová CANNOT BE USED by children younger than 5.99 years. Children aged 6 to 11.99 years can use the Celtic sauna world in Tatralandia or the Harmónia Wellness & Spa sauna world in Bešeňová after paying the price specified in this point only if they enter any of the complexes until 2:00 pm and stay there for max. 3 hours. From 22.12.2023, children aged 6 to 11.99 years CANNOT USE the Celtic sauna world in Tatralandia or the Harmónia Wellness & Spa sauna world in the Bešeňová after 5:00 pm.

1.13. Each time when leaving the Tatralandia WP or the Bešeňová WP, every SAUNA SEASON PASS holder is obliged to pay all extra charges registered on their wristbands within the cashless payment financial limit for catering and other services used while using services that SAUNA SEASON PASS holders are entitled to.

1.14. Every SAUNA SEASON PASS holder can use a **15% discount during the whole validity period of their SAUNA SEASON PASS from 2.10.2023 or from the day of purchase if this happens later to 30.4.2024.** The discount can be used at gastronomy facilities operated by the TMR company in the Tatralandia WP and the Bešeňová WP and applies also to items sold in Aqua Motion shops operated by the TMR company in the Tatralandia WP and the Bešeňová WP. Discounts based on item 1.14 **cannot be combined with each other or with other discounts or special offers.** The operator reserves the right to change the terms of the discount and benefit provision as well as to stop providing benefits or discounts anytime. In such case, clients are not entitled to be compensated financially or non-financially.

2. LOST, STOLEN OR DAMAGED KEY CARDS

2.1 Lost or stolen key cards

2.1.1 If a key card gets lost or stolen, the key card holder is obliged to inform a ticket office in the Tatralandia WP or the Bešeňová WP, or the client centre in the Tatralandia WP or the Bešeňová WP, or a client centre of the TMR company or to call the GOPASS helpline: 0850 122 155 (international calls: +421 220 510 448) immediately or to log in to their GOPASS account on www.gopass.travel and to block their key card themselves. In such case, the holder is obliged to present the ID of the person whom the key card was issued for (or their legal representative). The operator is entitled to ask for the confirmation email proving the purchase of the SAUNA SEASON PASS as well. Only after the loss or theft is reported and all required documents are presented, the key card can be blocked and necessary data, including the number of unused days can be checked. After that, the key card holder will receive a substitute medium. The surcharge for issuing a new Gopass card is EUR 2.

2.1.2 The key card holder is not entitled to be paid the whole price or its aliquot part back; or to receive any other form of compensation for the days they could not use services because they were late with the loss/theft report and the key card got blocked later.

2.1.3 Key card holders who fail to present the documents specified above are not entitled to receive substitute key cards or any other form of compensation for their lost or stolen key cards.

2.2 Damaged key cards

2.2.1 If a key card gets damaged, the key card holder is obliged to inform a ticket office in the Tatralandia WP or the Bešeňová WP, or the client centre in the Tatralandia WP or the Bešeňová WP immediately. The key card holder is obliged to present the damaged key card and the ID of the person that the key SAUNA SEASON PASS was issued for (or their legal representative). The operator is entitled to ask for the confirmation email proving the purchase of the SAUNA SEASON PASS as well. If the key card is damaged manually or if it cannot be reencoded, the holder shall receive a substitute medium with the number of unused days as of the day when they present the damaged key card loaded and they are obliged to pay a EUR 2 surcharge for issuing a new medium.

2.2.2 Key card holders are not entitled to be returned the paid price or its aliquot part or any other compensation for days when they couldn't use services after being late with reporting their key card damage.



2.2.3 Key card holders who fail to present documents specified above are not entitled to receive substitute key cards or any other form of compensation for their lost or stolen key cards.

2.3 Forgotten key cards

2.3.1 If any client arrives in the Tatralandia WP or the Bešeňová WP and discovers that they have forgotten their key card, item 2.1 of these general terms and conditions applies. The surcharge for issuing a new medium is EUR 2.

2.4 All fees and surcharges must be paid by clients to the operator once their substitute key cards/Gopass cards are issued.

3 SPECIAL TATRALANDIA WP and BEŠEŇOVÁ WP ENTRANCE FOR SAUNA SEASON PASS HOLDERS

3.1 Every authorised SAUNA SEASON PASS holder is entitled to ask the staff of the client centre in the Tatralandia WP (hereinafter referred to as “**client centre**”) to have an exclusive product – a **reloadable chip** issued. Every authorised SAUNA SEASON PASS holder can use a reloadable chip to enter the Tatralandia WP comfortably through a special entrance without having to pass public ticket offices. The special entrance is marked, located next to the client centre in the water park and designated only for authorised SAUNA SEASON PASS holders including those who don't have reloadable chips (hereinafter referred to as “**special entrance**”). **Reloadable chips cannot be used in the Bešeňová WP** due to capacity and operational reasons.

3.2 The reloadable chip is a wristband with a built-in chip that serves to enter the water park and to buy products and services in the park in the total amount of EUR 60 which have to be paid every time when leaving the park.

3.3 To have a reloadable chip issued, the respective SAUNA SEASON PASS holder must pay a EUR 5 deposit in the client centre. The deposit will be paid back to the chip holder in the client centre of the Tatralandia WP if it is not damaged when returned. Otherwise, the deposit shall be used by the operator to buy a new chip and a new wristband and will not be returned to the client. If any reloadable chip gets damaged during the validity period of the respective SAUNA SEASON PASS, the authorised SAUNA SEASON PASS holder can ask to have a new reloadable chip issued if they pay a new deposit.

3.4 Reloadable chips issued in the client centre of the Tatralandia WP are valid only in the Tatralandia WP.

3.5 Every reloadable chip loss or damage must be reported by its authorised holder to the client centre. Otherwise, the authorised holder is responsible for any related damage, especially in the case of a loss (e.g. chip blocking due to unauthorised use). Once a reloadable chip loss is reported, the chip gets blocked immediately and the authorised holder can get a new reloadable chip as specified above.

3.6 The operator uses an internal system to check the rights related to any authorised SAUNA SEASON PASS possession. The system includes face recognition of SAUNA SEASON PASS holders or reloadable chip holders based on the photos provided by individual clients when buying their SAUNA SEASON PASSES. The checking system as mentioned in this item works in accordance with all valid data protection regulations.

3.7 The TMR company is entitled to block any SAUNA SEASON PASS and/or reloadable chip to prevent the respective holder from exercising their rights related to their authorised SAUNA SEASON PASS possession if the SAUNA SEASON PASS and/or reloadable chip is not used by the person that is entitled to do so, i.e. not by the person that the SAUNA SEASON PASS and/or reloadable chip was issued for and whose name is written on the contactless key card (i.e. the name and the photo on the SAUNA SEASON PASS and/or reloadable chip do not correspond with the identification details of the person that is being checked). Every SAUNA SEASON PASS and/or reloadable chip is a non-transferable product and valid only if used along with an ID or another document proving the identity (health insurance card in the case of children younger than 15 years). The TMR company is entitled to block any SAUNA SEASON PASS and/or reloadable chip if the respective authorised SAUNA SEASON PASS and/or reloadable chip holder prevents the operator from checking the non-transferability of the SAUNA SEASON



PASS and/or reloadable chip intentionally or deliberately, especially by misleading the operator about the identity of the person that is using the SAUNA SEASON PASS and/or reloadable chip, i.e. by covering the face (with a hand, a scarf etc.), or by rejecting to cooperate when the authorised use of SAUNA SEASON PASS and/or reloadable chips is checked.

3.8 If a SAUNA SEASON PASS and the respective reloadable chip (if purchased) are blocked based on item 3.7 or 3.6 of these terms and conditions, the respective customer is entitled to ask the operator to have a new SAUNA SEASON PASS issued and once they pay a EUR 5 surcharge, also to have a reloadable chip issued. If they do so, they have to pay a EUR 100 fee. From the day they pay the previously mentioned fee and a new SAUNA SEASON PASS (plus a reloadable chip if applicable) is issued, the customer is entitled to use the services that the SAUNA SEASON PASS entitles them to again. If their SAUNA SEASON PASS (and their reloadable chip if applicable) is blocked again based on item 3.7 or 3.6 of these terms and conditions, a new SAUNA SEASON PASS cannot be issued again anymore.

4 COMPLAINTS

4.1 Services are provided by the TMR company and the operator of the Bešeňová WP in accordance with Act No. 40/1964 Coll. Civil Code as subsequently amended, respective regulations of Act No. 250/2007 Coll. on the Protection of Consumers and Changes to Act of the Slovak National Council No. 372/1990 on Violations of the Law as subsequently amended; and other generally binding regulations.

4.2 Every SAUNA SEASON PASS holder is entitled to be provided services in the regular extent, quality, amount and time or otherwise agreed extent, quality, amount and time.

4.3 Every SAUNA SEASON PASS holder is obliged to set up their complaint immediately after having discovered the defects they want to complain about, i.e. on the day when the respective service has not been provided in the regular or agreed extent, quality, amount and time, but no later than on the following calendar day. Otherwise the right to complain expires. SAUNA SEASON PASS holders can file their complaints in the client centre of the Tatalandia water park or the Bešeňová water park, or electronically by sending an email to info@tatalandia.sk, info@besenova.com or reklamacia@gopass.sk (depending on which company the respective services are offered by) or in writing if they contact the registered office of the TMR company or the EI company within the period specified in these general terms and conditions. In the case of written complaints, the period is considered to be met if the written complaint is delivered to the TMR company or the EI company (depending on which company the respective services are offered by) on the first working day after the client becomes entitled to set up their complaint.

4.4 To set up their complaint, every SAUNA SEASON PASS holder is obliged to present their ID and receipt to prove that they purchased the service that they are complaining about. The TMR company or the EI company (depending on which company the respective services are offered by) shall investigate the complaint and decide on further steps that are to be taken immediately or no later than within 3 working days if the case is more complicated. The complaint shall be dealt with within 30 days after it has been reported. To make a complaint, every SAUNA SEASON PASS holder is obliged to provide their contact data that will be used for further notification if the complaint cannot be resolved immediately. They are also obliged to cooperate with the TMR company or the EI company (depending on which company the respective services are offered by) in all respects required.

4.5 No compensation is offered by the provider for any day when clients cannot use services that their SAUNA SEASON PASS entitles them to or if they can use the services in a limited way only.

4.6 The TMR company and the EI company reserve the right to assess each complaint case individually, to decide if the respective complaint and the claim to compensation are justified and to determine the compensation form and amount.

4.7 In special cases, every SAUNA SEASON PASS holder can ask the TMR company to change the holder of their already purchased SAUNA SEASON PASS if they present a medical certificate proving a **long-term illness, an injury**



or any other serious circumstance that might be the reason to change the holder of the already purchased SAUNA SEASON PASS. When doing so, the SAUNA SEASON PASS holder (or their legal representative) is obliged to present their medical certificate proving their injury or any other document proving a serious reason within 10 days after the injury or after they learn about the serious reason. They must also present their SAUNA SEASON PASS receipt (tax document) and the ID of the holder (or their legal representative). The operator reserves the right to assess each case individually and to decide if the respective claim to the SAUNA SEASON PASS holder change is justified. In the case of serious circumstances that prevent SAUNA SEASON PASS holders from using the services that their purchased SAUNA SEASON PASS entitle them to (long-term illness, injury etc.), only this item of these general terms and conditions applies and the respective SAUNA SEASON PASS holder **is not entitled** to receive any financial or non-financial compensation. The holder of each SAUNA SEASON PASS can be changed in accordance with these general terms and conditions only once (1x) during the SAUNA SEASON PASS validity period.

4.8 If any client – natural person, i.e. user who does not perform the line of their business, occupation or profession when concluding and/or performing their consumer contract is not satisfied with the way how the operator, i.e. the seller has dealt with their complaint or they think that the operator has violated their rights, they are entitled to ask the operator, i.e. the seller to have the respective problem rectified. If the operator rejects the request or does not respond to it within 30 days from the day it has been sent by the respective client, when asked by the client as mentioned above, the client is entitled to ask for an alternative dispute resolution in accordance with § 12 Act No. 391/2015 Coll. on Consumer Alternative Dispute Resolution and on amendments and supplements to other acts. The body authorised to deal with alternative dispute resolutions of the operator, i.e. the seller shall be a) the Slovak Trade Inspection, which can be contacted for the above-mentioned purpose on the following address: Ústredný inšpektorát SOI, Odbor medzinárodných vzťahov a ARS, Prievozská 32, poštový priečinok 29, 827 99 Bratislava, or electronically to ars@soi.sk or adr@soi.sk, or b) any other authorised legal entity registered in the list of bodies for alternative dispute resolution of the Ministry of Economy of the Slovak Republic (the list of authorised bodies is available on the website: <http://www.mhsr.sk/zoznam-subjektov-alternativneho-riesenia-spotrebitelskych-sporov/146987s>). Every client has the right to choose which of the above-mentioned bodies for alternative dispute resolution they choose to have their problem dealt with. To do so, the client can use an online platform for alternative dispute resolution which is available at: http://ec.europa.eu/consumers/odr/index_en.htm. For more information about alternative dispute resolution, please visit the website of the Slovak Trade Inspection: <http://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi>.

5 PERSONAL DATA PROTECTION

5.1 Details related to the protection of personal data are included in the Data Protection and Privacy Policy of the TMR Group and are published on the website www.tmr.sk/o-nas/gdpr/.

6 SPECIAL PROVISIONS

6.1 Tatralandia WP and the Bešeňová WP are opened as decided by the operator or the EI company and details about the opening times are displayed at the entrances of the Tatralandia WP and the Bešeňová WP every day and published on the website of the operator: www.tatralandia.sk and the website of the Bešeňová WP: www.besenova.com.

6.2 By buying a SAUNA SEASON PASS and using services in the Tatralandia WP operated by the TMR company and in the Bešeňová WP operated by the EI company, every client undertakes to respect all instructions of authorised staff members of the TMR company and/or the EI company, the water park rules of Tatralandia and Bešeňová, these general terms and conditions, special terms and conditions related to the GOPASS selling system.

6.3 The TMR company or the EI company are entitled to block any SAUNA SEASON PASS and prevent the respective holder from using services in the Tatralandia WP operated by the TMR company and in the Bešeňová



water park operated by the EI company if the SAUNA SEASON PASS is not used by the person that is entitled to do so, i.e. not the authorised SAUNA SEASON PASS holder. Every SAUNA SEASON PASS is valid only along with the ID of the holder (or a health insurance card or any other identification document in the case of children younger than 15 years) and in the case of reduced-rate SAUNA SEASON PASS – also along with the card that entitles the respective pass holder to get the discount. To check individual season pass holders, the operator and the EI company are entitled to ask individual SAUNA SEASON PASS holders to present their IDs (or health insurance cards or any other identification documents in the case of children younger than 15 years) and in the case of reduced-rate SAUNA SEASON PASS – also the cards that entitle the respective pass holders to get the discount.

6.4 Shall any SAUNA SEASON PASS be blocked due to any breach of these general terms and conditions (unauthorised use of the SAUNA SEASON PASS and related unauthorised use of services offered by the TMR company in the Tatralandia WP and by the EI company in the Bešeňová WP or if item 6.2 of these general terms and conditions is violated), the respective client is not entitled either to receive any form of financial or non-financial compensation for not being able to use services offered by the TMR company in the Tatralandia WP or by the EI company in the Bešeňová WP, and/or to be refunded the whole or an aliquot ticket price.

6.5 If the operation of the Tatralandia WP or the Bešeňová WP is interrupted or the water parks are closed due to regulations of public authorities in order to prevent spreading of a contagious disease (mainly but not necessarily only COVID-19) or due to other related restrictions ordered by public authorities, due to an epidemic, a pandemic, a state of emergency, a war or terrorism during the validity period of SAUNA SEASON PASSES, every client is entitled to be compensated for not being able to use the services that their SAUNA SEASON PASS entitles them to, i.e. to have their SAUNA SEASON PASS validity period extended over the period of 2.10.2023 – 30.4.2024, depending on the number of days when SAUNA SEASON PASSES cannot be used due to above-mentioned reasons and the number of days when individual SAUNA SEASON PASS holders used services that their SAUNA SEASON PASSES entitle them to.

6.6 If the operation of the Tatralandia WP or the Bešeňová WP is limited as for the capacity due to regulations of public authorities in order to prevent spreading of a contagious disease (mainly but not necessarily only COVID-19) or due to other related restrictions ordered by public authorities, due to an epidemic, a pandemic, a state of emergency, a war or terrorism during the validity period of SAUNA SEASON PASSES, the operator shall inform clients about the limitations as for the use of the services that their SAUNA SEASON PASSES entitle them to as well as about other related facts without undue delay once the measures and/or restrictions are published and enter into force.

6.7 By buying a SAUNA SEASON PASS and using services that the SAUNA SEASON PASS entitles them to, every client declares that they have been aware of the current epidemiological situation and all related epidemiological precautions which are determined by relevant public authorities and in force when they buy their SAUNA SEASON PASS and while they use the services that their SAUNA SEASON PASS entitles them to and that they undertake to respect them. By buying a SAUNA SEASON PASS and using the related services, every client confirms that on the day of the service use, they will meet all conditions required to use the services in accordance with currently valid public health protection measures that are in force.

7 FINAL PROVISIONS

7.1 These general terms and conditions become effective and enter into force on **2.10.2023** and are effective and in force during the whole validity period of SAUNA SEASON PASSES, i.e. until **30.4.2024**.

7.2 All legal relations between the operator and individual clients related to purchasing and using of services based on SAUNA SEASON PASSES as well as all other related legal relations shall be governed by the laws of the Slovak Republic.

7.3 As for sections which are not explicitly specified by these general terms and conditions, terms and conditions



of the Tatralandia WP rules and the Bešeňová WP rules and the general terms and conditions of the online shop of the GOPASS selling system are applicable. If the provisions of these general terms and conditions differ from the Tatralandia WP rules and the Bešeňová WP rules or the general terms and conditions of the online shop of the GOPASS selling system, the provisions of these general terms and conditions shall be decisive and given priority to the Tatralandia WP rules and the Bešeňová WP rules and the general terms and conditions of the online shop of the GOPASS selling system in every item or term they are different.

In Liptovský Mikuláš on 29.11.2023

Supervisory authorities

Central Inspectorate of the Slovak Trade Inspection, Prievozska 32, Bratislava Inspectorate of the Slovak Trade Inspection for the Žilina region with the registered office in Žilina, Predmestská 71, 011 79 Žilina

