

GENERAL TERMS AND CONDITIONS

INTRODUCTORY TERMS

- The 'operator' is the public company Marprom d.o.o., which manages all cable cars, ski resorts, and other facilities on Maribor Pohorje and Areh
- The 'operator's facilities' are cable cars, ski slopes - land, cycling trails, and other tourist and sports facilities. 'Service users' are all those individuals who pay to use the operator's services
- The ticket is a pass for the use of facilities operated by the operator specified in the official valid price lists of the operator, as well as proof of payment for a tourist package that also includes transportation (in the case of using a ski bus)
- A 'non-transferable ticket' is any ticket published in the official price lists of the operator, which can only be used by the person registered with a video recording at the first validation of the ticketing system, except for expressly specified transferable tickets
- A 'personalized ticket' is a ticket for using the operator's facilities listed in the operator's valid price list, which includes the name, surname, and photograph
- A 'term ticket' is a two or more-day ticket for using the operator's facilities listed in the operator's valid price list, which includes a photograph
- The 'ticketing system' is the operator's information system based on which tickets are issued, and the use of the ticket is recorded and monitored at individual entrances to the operator's facilities using information technology
- 'Ticket abuse' means transferring one non-transferable ticket between two or more individuals, which are recorded in the ticketing system, or using tickets by an unauthorized person
- A 'contractual relationship' is a relationship established between the operator and the service user based on the purchased ticket, under which the operator undertakes to provide services in accordance with the published general terms and conditions of business, and the service user undertakes to use the offered services in accordance with the general terms and conditions of business, safety instructions, and rules of behavior in the Bike Park Pohorje Maribor

PURCHASING AND VALIDITY OF TICKETS

- Tickets for the use of the facilities managed by the operator can be purchased at the operator's sales outlets with cash, payment and credit cards
- Users of the operator's services can only use the facilities with a valid ticket, which is recorded in the ticketing system
- Users of the services are obliged to present the ticket to the competent employees of the operator upon their request
- Each ticket has a specified validity date that cannot be changed later.
- A lost timed ticket can only be replaced with a new one if the service user presents a receipt, order form or voucher at the operator's sales outlet and pays the replacement fee in accordance with the official valid price list
- Seniors (men and women) over 65 years of age or with an appropriate senior card, children from 6 to 14.99 years of age, the disabled and youth are eligible for a reduced price for those types of tickets that are specifically marked in the price list; tickets are valid only with proof of age or status
- Users of services who have tickets with age discounts must present proof of entitlement to these discounts (student ID, student card, identity card, passport ...)
- Only public educational institutions, such as schools, kindergartens and faculties, are entitled to purchase tickets at the price for school groups
- The operator reserves the right to refuse to issue tickets based on an order form or voucher

REFUND POLICY

- Weather deterioration, fog, wind, closure of runs, interruption or failure of individual equipment are not reasons for a refund or extension of validity of tickets
- If none of the operator's facilities operate due to bad weather, lack of snow, or any other reason, the operator will refund the unused portion of the seasonal ticket purchase

- Exclusion of individual lifts or ski or bike runs during the operational period due to technical, organizational, economic, or natural reasons is not a reason for a reduction in ticket prices
- Regular and special inspections as well as maintenance work on cableway installations, carried out in accordance with the standard SIST EN 1709, manufactures instructions, and the Regulation on technical inspections of Cableway installations (Official GAZETTE OF THE Republic of Slovenia, No. 63/11, 63/12, 59/13, 72/14 and 116/20) are not grounds for refund or extension of ticket validity
- Half-day and full-day tickets cannot be returned or refunded
- The operator does not recognize any compensation for lost half-day and full-day tickets
- Users who have been injured on the operator's premises and have a valid ticket, an accident report from the operator, and a medical certificate of inability to continue activities on the operator's premises are entitled to a refund of part of the ticket price in the form of a credit note. For season tickets:
 - For seasonal tickets: the full price will be refunded for unused days.
 - For personalized (seasonal) tickets: a proportional part of the price will be refunded after the season, according to the following formula:
 - Seasonal ticket price (e.g. 300.00 EUR) / number of days in the season (e.g. 113 days) = price per day of the season (e.g. 2.7 EUR)
 - Price per day of the season (e.g. 2.7 EUR) x number of days the ticket was used (e.g. 35 days) = price of the ticket actually used (e.g. 94.5 EUR)
 - Seasonal ticket price (e.g. 300.00 EUR) - price of the ticket actually used (e.g. 94.5 EUR) = refund of the proportional part of the price (e.g. 205.5 EUR)
 - For personalized (annual) tickets: a proportional part of the price will be refunded after the season, according to the following formula:
 - Annual ticket price (e.g. 250.00 EUR) / 12 = monthly price (e.g. 20.8 EUR) x number of remaining months after the month of injury (2 months if the date of injury is October 10th) = refund of the proportional part of the price (e.g. 41.66 EUR)
- Users of the services can make complaints at the operator's sales points or via email

SPECIAL PROVISIONS

- Children up to 6 years of age may use the operator's facilities free of charge only if accompanied by at least one adult and use the facilities together with them
- Children up to 6 years of age who use the operator's facilities independently are considered children over 6 years of age and require a valid ski pass
- Children can independently use the cableway installation from the age of 8, with an additional requirement of being at least 125 cm tall for chairlifts
- Children up to 6 years of age who ski organized through ski clubs, schools, courses with trainers or group leaders, require a valid ski pass
- All users of the children's slope without exception (including children up to 6 years of age), may use the children's slope only with a valid ski pass
- Children over 6 years of age must have a valid ski pass for all operator's facilities

TICKET CONTROL

- The control of the correct use of tickets is carried out by video surveillance, which users of the services are notified of by signs indicating video surveillance at the entrance stations, sales points, and also in the relevant terms and conditions of the service.
- The implementation of video surveillance for ticket control does not violate the privacy of the user of the service, but rather compares the photo and video footage of validation and passage of the user of the service based on the serial number of each ticket.
- The purpose of video surveillance for ticket control is to prevent ticket abuse and consequent financial damage to the operator.
- Video surveillance is carried out in accordance with applicable legislation on the protection of personal data

REVOCAION OR CANCELLATION OF TICKETS

- Non-compliance with safe skiing rules, hygiene recommendations of the National Institute of Public Health for preventing the spread of SARS-CoV-2 virus during passenger transport by cable car, and misuse of tickets are reasons for immediate revocation or cancellation of tickets.
- A violator who fails to comply with safe skiing rules may have their ticket revoked by a police officer or supervisor on the ski slope, who will issue a ticket revocation certificate.
- A violator who misuses a ticket may have it canceled by an authorized employee of the operator without issuing a ticket cancellation certificate.
- A violator who has misused a ticket is obliged to pay for further use of the operator's facilities at the operator's current rate.
- The operator may report the holder of a misused ticket to the relevant state authorities.
- An accident victim who is also the holder of a misused ticket bears all rescue costs.
- Riding outside designated cycling trails (on unauthorized trails) and on closed trails or sections of the Bike Park Pohorje Maribor is subject to sanctions, including withdrawal or cancellation of the ticket. • Failure to comply with warnings and instructions from the operator are reasons for immediate withdrawal or cancellation of the ticket.

SAFETY REGULATIONS

- Smoking, open fires, and littering of cigarette butts and waste are strictly prohibited on all cable cars.
- The use of the operator's facilities by service users under the influence of alcohol and/or other psychoactive substances is prohibited.
- On tow lifts, it is forbidden to carry children and domestic animals in backpacks or on the chest.
- On chairlifts, the transportation of children up to 6 years old is allowed in the lap of an accompanying adult, who is responsible for their safety.
- Transportation of dogs by a circular cable car is allowed under the following conditions:
 - Every dog owner must have a muzzle with them for each transport, either their own or borrowed from the operator, which must be returned to the operator after the ride.
 - Every dog owner uses a gondola for cyclists to transport their dog.
 - In the presence of other passengers in the gondola, the dog owner must put a muzzle on the dog.
 - Owners of smaller dogs can use other gondolas only if they hold the dog in their lap.
- On other cable cars, transportation of dogs and other animals is not allowed.
- Group leaders and coaches are required to maintain order or safe skiing on the ski slopes. In case of dangerous group leadership, the operator prohibits further skiing on the ski slopes without refund - ski passes are revoked from the group based on valid legislation.
- Parking and driving on the operator's facilities (land, access roads, ski slopes, bike trails) is prohibited, and the operator assumes no responsibility for parked vehicles.
- Service users are required to comply with the instructions of the security service, cable car workers and guards, as well as the orders of all warning or informational signs on the facilities managed by the operator and the applicable legislation.

- Crossing protective barriers is prohibited as they limit access to areas with various types of (including snow) overhangs, cliffs, and hazardous areas
- Skiing in the forest is prohibited
- Walking and sledding on ski slopes is not allowed
- Riding snowmobiles on ski slopes is not allowed, except for the needs of the ski resort operator (delivery, rescue)
- The ski resort operator provides rescue services and emergency medical assistance during the operating hours of the ski resort facilities, and the costs of rescue outside the operating hours of the ski resort facilities are borne by the injured parties themselves
- If the ski resort operator determines that a person has caused damage to the ski resort facilities, they are obliged to reimburse the damages; the ski resort operator may report the perpetrator to the relevant state authorities
- The ski resort operator shall reimburse the damage to the equipment or cargo of the service user if they are responsible for it and the damage was caused on the ski resort facilities during the validity of the injured party's ski pass.

TRANSPORT OF LUGGAGE-EQUIPMENT ON THE CIRCULAR CABIN LIFT POHORSKA VZPENJAČA

- Transport of hand luggage is free, but limited to one piece of luggage per passenger, with the size not exceeding 42 (length) x 30 (height) x 18 (width) cm and weighing no more than 7 kg. All other items are subject to payment according to the current price list of the operator.

SKI SCHOOLS, TRAINING, COMPETITIONS, EVENTS

- Only entities that have obtained prior consent from the operator may carry out ski schools; the General Terms and Conditions for teaching on the slopes of Mariborsko Pohorje and Aréh apply to ski schools.
- Events at the operator's facilities are possible on the basis of a special agreement with the operator
- The organizer of an event or competition at the operator's facilities must report the event to the competent authority in accordance with applicable regulations and with the prior consent of the operator.
- The organizer of an event, training, or competition must secure, at their own expense and with their own security personnel, the part of the operator's facility used for the event, training, or competition and physically separate it from other areas
- Prior to the start of an event, competition, or training, the organizer must provide their own rescue service, doctor, and security personnel, and the operator is not liable for any damages

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