ACCOMMODATION RULES

1. Basic provisions

1.1 These accommodation rules (hereinafter referred to as "**accommodation rules**") of 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 terms of providing accommodation and other related services (hereinafter referred to as "**services**") at the Hrebienok mountain lodge (hereinafter referred to as "**lodge**") as well as the rights and duties of the operator and guests staying at the lodge (hereinafter referred to as "**client(s)**") from the moment the clients check in until they check out.

1.2 The booking process of services is governed by separate General Terms and Conditions of the TMR company which specify the booking of accommodation and other related services (hereinafter referred to as "**booking GTC**").

1.3 Only clients who are personally checked in properly can stay at the lodge. To check in, every client has to show their identification card, passport or another identification document at the lodge reception desk once they arrive.

1.4 These Accommodation rules form an integral part of individual accommodation agreements pursuant to § 754 and Act No. 40/1964 Coll. Civil Code as subsequently amended (hereinafter referred to as "**Civil Code**") concluded between individual clients and the operator. The Accommodation rules are published on the lodge website (Horská ubytovňa Hrebienok | TMR Hotels | Home) and are available at the lodge reception. By checking in and using services at the lodge, every client confirms to have read the accommodation rules and undertakes to follow them.

2. Prices of accommodation and other related services

2.1 Every client has to pay for accommodation and other services which are provided by the operator based on the respective confirmed reservation. If any client checks in without having made a reservation before (i.e. without having concluded an accommodation agreement at the lodge reception), or if any client does not pay for all accommodation and other related services when booking, or if any client asks for another accommodation category than that has been booked before (and the lodge is able to provide it), or if any client uses extra lodge services that have not been paid before (e.g. meals and drinks at the lodge, etc.), they are obliged to pay for such services in the full amount based on the respective price lists which are available at the lodge reception or in individual lodge facilities. The price of services that were not paid when booking has to be paid when checking out at the latest, in cash or by card at the lodge reception. Unless all financial obligations are settled, the clients cannot check out. Every client is obliged to check their bill (invoice) when paying it at the lodge reception. Later complaints shall not be accepted.

2.2 If any client fails to use the services they have booked and paid for, due to any reason or without specifying the reason (earlier departure, later arrival), they are **not entitled** to receive any financial or non-financial compensation or substitute use of services.

2.3 The operator reserves the right to assess each client´s request regarding potential compensation and substitute use of all booked and paid services individually. To do so, every client is obliged to prove that the respective serious reasons for failing to use the booked and paid services (e.g. injury, serious injury, death etc.) are still relevant (e.g. by presenting a confirmation of hospitalisation, medical report, death certificate etc.). Substitute use of services as specified above cannot be claimed legally.

3. Lodge terms and rules

3.1 Clients can be checked in by the operator based on the respective reservation(s) on the day of arrival from 3:00 pm to 9:30 pm unless otherwise specified by the operator in the booking confirmation (early check-in before 3:00 pm, including the related terms and prices). Late check-in (after 10:00 pm) is available only upon prior confirmation by the reception and is subject to a surcharge of 10€ per room. If any client fails to check in until 12:00 midnight without notifying the operator before, the operator is entitled to offer the booked room(s) to other clients. In such a case, the respective client is not entitled to receive the paid accommodation price back. The same applies to financial, non-financial compensation and substitute use of services.

3.2 The lodge offers services in the scope and quality specified by relevant generally binding regulations.

3.3 The lodge reception is available from 7:00 am to 10:00 pm. It is closed at night.

3.4 When checking in at the reception, every client is informed about the terms of accommodation and other related services, amenities, lift operation, basic lodge navigation and safety details, terms of vehicle parking, sports equipment storing etc. by the reception staff.

3.5 The lodge is entitled to decline clients with contagious diseases, parasitic infections or other diseases that might endanger the health of the establishment staff or other lodge guests.

3.6 When entering their lodge room, every client should check the amenities and equipment inside and report any potential damage or failures to the reception immediately.

3.7 Smokers can use rooms and spaces where smoking is allowed. All lodge premises, including lodge rooms, are non-smoking. Smokers can use the area in front of the lodge and are informed about the area by the reception if they ask. It is forbidden to use any narcotics and psychotropic drugs in all lodge premises.

3.8 If any client violates the smoking ban related to lodge rooms and other lodge premises, the operator is entitled to charge a EUR 100 contractual fine that the respective client has to pay in cash or by card at the lodge reception no later than when checking out. If violation of the smoking ban inside a lodge room or other lodge premises results in damage to the operator´s and/or establishment property and/or the property, life or health of lodge clients or the lodge staff, the damage must be reimbursed by the respective client in its entirety.

3.9 No shifting, fixing or changes on the furniture, equipment, electrical and other installations etc. are allowed in lodge rooms, common areas, kid's corner etc. if not approved by the general manager or the operations management.

3.10 It is not allowed to use clients´ personal electric appliances in lodge rooms except appliances for personal hygiene (razors, massagers, hair dryers etc.), mobile phone chargers, notebooks and tablet computers. The lodge is not liable for any damage to the customer's electrical devices caused by power fluctuations or outages. The lodge is also not liable for outages or any resulting damage caused by interruptions in the supply of electricity, gas, water, internet signal, etc., where the supply is provided by a third party.

3.11 It is not allowed to leave children under 10 years unattended (i.e. not accompanied by a legal representative or an adult person over 18 years authorised by the legal representative) in lodge rooms and other common areas due to safety reasons.

3.12 All lodge clients are obliged to respect the quiet hours from 10:00 pm to 6:00 am. Disturbing behaviour that violates the quiet hours includes too-loud TVs, too-loud conversations in halls, on the lodge terrace, singing, etc. Social events such as celebrations, weddings etc. can be held after 10:00 pm only if allowed by the general manager or the operations manager.

3.13 Messages and mail meant for lodge guests are accepted and dutifully delivered to clients by the lodge reception.

3.14 The lodge reception area and the lounge are designated for receiving visitors of lodge guests. Guests may receive visitors in their rooms only if approved by the reception staff and after registering in the visitors' book and exclusively outside of the designated quiet hours.

3.15 Pets can stay at the lodge only if allowed by the Hrebienok mountain lodge. One night at the lodge costs EUR 10 per pet. Only pets are allowed at the lodge, which does not apply to rodents, insects, farm animals and birds, reptiles and exotic animals. Only pets whose owners present their valid vaccination records/passports that prove their health when checking in can stay at the lodge. Every pet owner is responsible for any potential damage caused to the property of the lodge or other lodge guests and other individuals inside the lodge, or to the health and life of lodge guests and/or other individuals in the lodge, including the lodge staff. Any damage has to be covered in its entirety by the respective pet owner and the injured person has to be reimbursed once requested. By booking accommodation with a pet and paying for it, every client declares that they have read these rules and undertake to accept them. Every client accepts that if any of these rules regarding staying with pets are violated, the accommodation provider may refuse the respective client with a pet or order them to leave the lodge without providing any financial or non-financial compensation.

3.16 Members of the lodge staff are entitled to enter the lodge rooms in order to clean them, add required items, repair damage if necessary, provide emergency medical help or if a violation of these accommodation rules is suspected or the property of the lodge or lodge guests, health or life of clients or the lodge staff are in danger. All members of the lodge staff have to wear name badges with the name of the lodge displayed when entering the lodge rooms.

3.17 If any client gets ill, injured or suddenly feels very bad, the lodge reception needs to be contacted immediately (health problems of underage clients have to be reported by their legal representatives or other authorised persons) so that first aid can be guaranteed and necessary medical help or transport to hospital/doctor´s surgery can be arranged (the latter has to be paid by the client(s)).

3.18 The lodge is managed by the operator and details about current product and service offers, lodge operation limitations, additional services (catering, etc.) and other services provided by the operator at the lodge or in the area (opening times of cableways, ski pistes, water parks, attractions etc.), as well as operation limitations of lodge facilities, are published on the website of the operator (www.vt.sk, www.jasna.sk), the lodge website: Horská ubytovňa Hrebienok | TMR Hotels | Home, the website of the Tatralandia water park: (www.tatralandia.sk) and the website of the Bešeňová water park (www.besenova.com), operated by EUROCOM Investment, s.r.o. every day.

3.19 No customer is entitled to be compensated financially or non-financially or to be offered any substitute service due to operational reasons of the operator that made it impossible to provide services in full (e.g. increased noise due to a wedding or celebration being held on the lodge premises, etc.).

3.20 All lodge rooms must be in their original condition when clients leave on their day of departure. Clients who violate this rule and cause any damage are obliged to return their room to the original state at their own expense before they check out. Otherwise, they are obliged to cover all related costs.

3.21 Every lodge client has to check out until 10:00 a.m. on the day of departure. Clients can ask the lodge reception to check out later. However, the late check-out service has to be arranged in advance, is subject to availability and the lodge is not obliged to provide it. There is an extra late check-out charge that clients are informed about at the reception when booking the service. If any client fails to check out until 10:00 a.m. and does not ask for a late check-out, the operator is entitled to charge the respective client for staying longer. Late check-out until 2:00 pm on the day of departure costs 50% of the accommodation price valid on the respective day; late check-out after 2:00 pm on the day of departure costs 100% of the accommodation price valid on the respective day. If any client fails to leave their room until 12:00 midnight on the departure day, the operator is entitled to move the personal items and luggage of the client out of the room and store them at the expense of the client.

3.22 If any client asks to stay longer at the lodge, the operator can enable this only if there is a room available. Clients are not entitled to be allowed to stay longer. If there is a room available, i.e. the lodge can enable the respective client to stay longer, the client is obliged to pay for related accommodation and other services at the lodge reception in advance – in cash or by card. Clients who ask to stay longer can be moved to another lodge room. In such cases, they are obliged to respect the room change and follow the instructions of the lodge reception on the first day of the extra period.

3.23 Any suggestions and complaints shall be presented to the lodge reception.

4. Operator´s and clients´ liability for damage

4.1 The operator is liable for damage caused to clients while staying at the lodge in accordance with the Civil Code and other generally binding legal regulations that are effective and in force in the Slovak Republic.

4.2 The operator is responsible for jewels, money and other valuables of clients only in the maximum amount of EUR 332 (total amount for all brought and stored valuables during one period of stay at the lodge) unless these are stored by the operator. The lodge offers the option to deposit jewellery, money and other valuables for safekeeping with the operator, to be stored in a safe located at the lodge reception if the operator's operational capacity allows it. If clients want to have their valuables stored at the reception, they are obliged to ask about this possibility when checking in or anytime while staying at the lodge. The storage option mentioned above does not apply to safes or storage lockers located in lodge rooms.

4.3 Liability for damage must be claimed at the operator by clients in accordance with applicable regulations of the Civil Code and other generally binding legal regulations that are effective and in force in the Slovak Republic, by respecting related periods and terms.

4.4 Items and belongings that clients forget in the lodge are stored for six months. After that, the forgotten items are handed over to the local lost-property office or another body. Forgotten items can be delivered to their owners only if these ask the lodge to do so within the period specified above, at the cost of the respective client.

4.5 Every client is liable for damage caused by them or other clients they are responsible for, damage to the property of the operator and/or lodge, life, property and health of the lodge employees and other lodge guests. Any damage as specified above must be reimbursed to the respective injured person (operator/client/employee) in accordance with applicable laws.

4.6 The operator is entitled to require a guarantee from clients in the form of credit or payment card authorisation hold, or any other kind of guarantee. By marking the respective kind of guarantee on the registration form or another form, every client agrees to the guarantee policy that is meant to cover the costs of the respective client for used but unpaid services (e.g. minibar consumption, unpaid services etc.) or to reimburse for damage caused by the client or other clients they are responsible for while staying at the lodge, or to cover other financial debts related to the time the client has spent at the lodge. Every client is informed about the guarantee terms, form and amount

when checking in at the reception. If the guarantee is not used to cover any debts specified above, the respective client shall receive it back (credit or payment card authorisation hold shall be cancelled) without undue delay once the client checks out from the lodge.

5. Complaints policy - warranty

5.1 **The procedure of filing complaints and exercising the rights related to the operator´s liability for damage** (hereinafter referred to as "**complaints**"), including complaints related to lodge services, is specified by the **Complaints Policy** of the lodge, which is **available at the lodge reception**.

6. Personal data protection, privacy policy

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

7. Final provisions

7.1 The TMR company is entitled to amend these accommodation rules anytime, and the respective change is considered effective for all lodge guests once published on the lodge website: Horská ubytovňa Hrebienok | TMR Hotels | Home. Every client is obliged to follow these accommodation rules, which are effective and in force on the day they check in at the lodge.

7.2 Every client is obliged to follow these accommodation rules. If any client violates these accommodation rules or instructions of the lodge staff, or causes damage or endangers the property of the operator, or the health, life or property of the lodge staff or clients, or violates good manners despite warnings, or fails to respect their duties based on the respective accommodation agreement, or damages good reputation of the operator, the lodge staff or clients, the operator is entitled to withdraw from the respective accommodation contract, order the client to leave the lodge and prevent them from using services at the lodge. In such case, the client is not entitled to be returned the aliquot part of the price they paid or any other financial or non-financial compensation or substitute use of services or damage reimbursement. The operator is entitled to prevent any client from checking in if they violate good manners, damage the good reputation of the operator, the lodge staff or other clients, behave aggressively, damage or endanger the property of the lodge, damage or endanger the health, life or property of the lodge staff or other clients. In such case, the respective client is not entitled to be returned the price they paid or any other financial or non-financial compensation or substitute use of services or damage reimbursement. If any customer acts contrary to good morals or otherwise seriously breaches their obligations under the accommodation contract or these accommodation rules despite being warned, they are obliged to pay the operator a contractual penalty of EUR 100 for each individual breach. Payment of the contractual penalty does not affect the operator's right to compensation for any damage to health, property or life of the operator or other persons. If any customer's conduct contrary to good morals or in breach of their accommodation contract or these accommodation rules forces the operator to involve an organisation providing property and personal protection services (private security service) or the competent law enforcement authority to resolve the situation, and the operator incurs related costs as a result, the customer who breached good morals, their accommodation contract or these accommodation rules is obliged to reimburse the operator for all such costs in full.

7.3 These accommodation rules and all legal relations resulting from individual accommodation agreements are based on the laws of the Slovak Republic. All legal relations that are not specified by these accommodation rules shall be governed by generally binding legal regulations that are effective in the Slovak Republic.

7.4 Any dispute resulting from individual accommodation agreements, including disputes regarding the interpretation of these accommodation rules if the dispute between the parties of the respective legal relationships is not solved successfully, shall be referred to the Slovak courts.

7.5 If any provisions of these accommodation rules are or become invalid, ineffective and/or unenforceable, this shall not affect the validity, effect and/or enforceability of other provisions of these accommodation rules.

7.6 These accommodation rules specify the rights and duties of clients when staying at the lodge. If any accommodation agreement concluded between the operator and individual clients, or specific general terms and conditions related to services provided at the lodge (e. kid's corner, etc.) (hereinafter referred to as "**specific terms and conditions**") differ from these Accommodation rules, the specific terms and conditions shall be considered decisive and given priority to these Accommodation rules, in every point they are different. All issues not specified by any specific terms and conditions shall be governed by these Accommodation rules.

7.7 These accommodation rules become effective and come into force on 04/06/2025.

In Starý Smokovec on 08/07/2026

Ladislav Szénási
manager at the Hrebienok mountain lodge