

SPECIAL TERMS AND CONDITIONS
of the Tatry mountain resorts, a.s. company regarding
GIFT VOUCHERS

1. These special terms and conditions 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 buying and using gift vouchers that include accommodation and other related services (hereinafter referred to as “**services**”) offered by the operator at accommodation establishments operated by the operator (hereinafter referred to as “**accommodation establishment(s)**”), as well as at accommodation establishments operated by the **EUROCOM Investment, s.r.o.** company, with the registered office at Bešeňová 136, 034 83 Bešeňová, Company number: 35 756 985, registered in the Commercial Register of District Court Žilina, Section: Sa, Insertion No.: 145558/L (hereinafter referred to as “**EI company**”) and the accommodation establishment operated by the **Štrbské Pleso resort, s. r. o.** company, with the registered office at: K vodopádom 4028/26, 059 85 Štrba, Company number: 55 737 854, registered in the Commercial Register of District Court Prešov, Section: Sro, Insertion No.: 46597/P (hereinafter referred to as “**ŠPR company**”).
2. Every gift voucher entitles the client that it is issued for based on the respective identification details, or the voucher owner (hereinafter referred to as “**hotel client**”) to use specific services or a package of services in the selected accommodation establishment that the gift voucher is meant for, i.e. it is a Holiday gift voucher (hereinafter referred to as “**room-night voucher**”), or services in the value specified on the gift voucher, i.e. it is a Monetary gift voucher (hereinafter referred to as “**value voucher**”) (the room-night voucher and/or the value voucher hereinafter referred to as “**gift voucher**”).
3. The form, type, nominal value, scope of services and way of use of each gift voucher are determined by the operator and specified by these terms and conditions.
4. Every client who is interested in buying a gift voucher (hereinafter referred to as “**ordering party**”) can contact the operator by email (email addresses are published on the websites of the operator and individual accommodation establishments) or by phone (phone numbers are published on the websites of the operator and individual accommodation establishments) in time periods determined by the operator to learn about how to buy the gift voucher(s), which services can the gift voucher(s) be used for and how the gift voucher(s) can be used. Gift vouchers can be purchased also by filling in an *online* form at <https://www.tmrhotels.com/sk/poukazy/>. **Gift vouchers cannot be purchased** via the GOPASS online shop. *A night on Mt Lomnický štít gift vouchers and A night on Mt Chopok gift vouchers cannot be purchased online via www.tmrhotels.com.*
5. *Offline* gift voucher ordering:
 - 5.1 When ordering a gift voucher by phone or via email, every ordering party is obliged to specify their basic requirements regarding the services they want to buy the gift voucher for.
 - 5.2 When ordering a gift voucher *offline*, the ordering party is obliged to fill in all mandatory details in the respective form on <https://www.tmrhotels.com/sk/poukazy/>.
 - 5.3 Once the order is received by the operator, the ordering party is contacted by the operator in order to specify the details and criteria or to add more information if needed. If a complex order is made, the operator shall send the current offer of gift vouchers and the respective price quote made by the operator based on the criteria and requirements of the ordering party. The offer and the price quote shall be sent to the email address that the

ordering party used to contact the operator or to another email address given by the ordering party when ordering by phone. For the avoidance of doubt, the parties agree that unless the ordering party asks to use another email address for online communication, the offer mentioned above shall be sent by the operator only to the email address that the respective order email has been sent from. Every order made in the above-mentioned way is regarded as a non-binding gift voucher reservation.

- 5.4 **Every gift voucher offer and price quote are valid for 24 hours from the moment they are made by the operator and are regarded as non-binding, i.e. they do not entitle the ordering party to be guaranteed the selected gift voucher and/or the price.**
- 5.5 If the ordering party chooses from the gift voucher offer that has been sent by the operator, they shall contact the operator by email to confirm their interest and specify the details within 24 hours, i.e. which gift voucher and which services have been chosen. If the respective gift voucher is not available anymore or the services chosen by the ordering party or the prices get changed until the interest is confirmed to the operator by the ordering party, a new offer shall be sent by the operator to the ordering party. If the ordering party is not interested in the changed terms, the communication between the ordering party and the operator as well as the respective demand and offer shall be considered terminated. In such case, the ordering party is not entitled to be compensated financially or non-financially. If the chosen gift voucher was paid for in the meantime, the operator shall return the respective amount of money back to the ordering party within 14 days from the day the demand and order cease to exist. The money shall be returned via bank transfer to the bank account of the ordering party that has been used to make the payment. If the gift voucher, services and related price chosen by the ordering party are valid and available until the interest is confirmed to the operator by the ordering party, or if the ordering party confirms to be interested in the gift voucher/services/price also once these are changed, the operator shall send a document labelled as “*gift voucher pre-purchase details*” along with other related details to the ordering party. The “*gift voucher pre-purchase details*” serve as the basic document based on which the ordering party shall pay for the chosen gift voucher and services and learn about all necessary details and the due date. **If a wrong variable symbol is used by the ordering party when paying, the payment cannot be identified by the operator**, i.e. such payment is not considered to be made. The due date is usually 3 working days from the day the “*gift voucher pre-purchase details*” are delivered unless otherwise specified by the operator. **The operator reserves the right to specify each due date individually.** If any gift voucher is not paid for properly and in time (in the correct amount, by specifying the correct variable symbol and by respecting the due date), the gift voucher pre-purchase is cancelled and the right of the ordering party to purchase the gift voucher expires. In such case, the ordering party is not entitled to be compensated financially or non-financially.
- 5.6 Once the ordering party pays for the chosen gift voucher, a *confirmation* email is sent to them to specify all relevant details related to the purchase and the way how to use the respective gift voucher. The *confirmation* email is sent once the respective amount of money is credited to the bank account of the operator.
- 5.7 **A contractual relationship is considered to be created between the operator and the ordering party once the ordering party receives a *confirmation* from the operator.**
- 5.8 **Until the *confirmation* is received by the ordering party, the booking of the respective gift voucher is not considered to be binding for any of the parties and the ordering party is not entitled to be guaranteed the services that have been booked based on the gift voucher, or the price of the gift voucher that has been specified in the price quote. The non-binding gift voucher reservation becomes binding once the**

respective amount of money (price) is credited to the bank account of the operator and a confirmation is received by the ordering party.

- 5.9 Emails are considered to be delivered at 9:00 a.m. one day after they have been sent unless the sender receives a message that the respective email has or could not be delivered. If the ordering party does not receive a *confirmation* email within 5 working days after the gift voucher has been paid for, they should contact the reservation department of the operator via email or by phone.
- 5.10 **The day the proper (invoiced) amount of money (price) is credited to the bank account of the operator which is specified on the invoice is considered to be the day of the gift voucher payment.**
- 5.11 In case the ordering party is interested in buying a gift voucher to use services 7 or fewer days before they start using the services based on the gift voucher, the gift voucher can be purchased only if this is possible as for the capacity and operational circumstances of the operator. The operator reserves the right to shorten the validity period of any gift voucher if the respective ordering party is informed about it via the “*gift voucher pre-purchase details*”.
- 5.12 **Every gift voucher ordered by phone or via email is sent to the respective ordering party by the operator once the payment for the gift voucher has been made** (point 5.10 of these terms and conditions). Every gift voucher is sent **by using the postal service. The address of the ordering party that the operator shall be notified about is considered to be the delivery address for the above-mentioned purpose.** The ordering party can ask to have their gift voucher sent electronically. In such case, the operator shall send a scanned copy of the gift voucher to the email address of the ordering party and the original gift voucher shall be sent by post to the postal address of the ordering party that the operator has been notified about. **Every gift voucher ordered via an online form on <https://www.tmrhotels.com/sk/poukazy/> is sent to the respective ordering party by the operator once the payment for the gift voucher has been made** (point 5.10 of these terms and conditions). Every gift voucher is sent **by using the postal service. The address of the ordering party entered in the online form is considered to be the delivery address for the above-mentioned purpose. Only original gift vouchers with the stamp of the operator, the signature of an authorised staff member and a unique sign (numbers or numbers combined with letters) are considered to be valid. Every hotel client is obliged to show their original gift voucher and give it to the reception staff of the accommodation establishment when checking in.**
- 5.13 When ordering a gift voucher by phone, the same procedure applies (points 5.3 – 5.12 of these terms and conditions). Every phone conversation is recorded for control and quality purposes. If the ordering party does not have an email address, the operator and the ordering party shall agree on the way how they communicate together and deliver related documents.
6. *Online* gift voucher ordering:
- 6.1 To order a gift voucher *online* on the www.tmrhotels.com website, the ordering party has to click on the link of the accommodation establishment whose services they want to buy by means of the gift voucher and then click on the gift voucher button that corresponds with the accommodation establishment and select the gift voucher type: a room-night gift voucher (i.e. a holiday gift voucher for the given accommodation establishment) or a value gift voucher (i.e. a monetary gift voucher for the given accommodation establishment).
- 6.2 If the ordering party selects a room-night gift voucher, they need to choose the type of room and services that the room-night gift voucher shall include. The price of the room-night gift voucher is displayed for the given gift voucher type.

- 6.3 If the ordering party selects a value gift voucher, they need to choose the financial amount which is then displayed on the given gift voucher type. The ordering party can choose only from the sums published on the website: www.tmrhotels.com. If any ordering party wishes to buy a value gift voucher of another financial amount than the offered ones, the operator recommends making an *offline* gift voucher order. Every value gift voucher covers a specific financial amount that can be used to pay for staying at a specific accommodation establishment fully or partially depending on how the value gift voucher recipient decides and depending on the price and services that the value gift voucher recipient wants to use.
- 6.4 After choosing a specific gift voucher, the ordering party has to confirm their choice by clicking on “*Order*”, fill in the required details and choose the payment method. Gift vouchers can be paid for only online by using a debit or credit card or via GooglePay. Every customer is obliged to pay for their gift voucher when ordering it. Bank transfer payment is not possible. If any payment fails, the respective gift voucher order is cancelled automatically and the ordering party is informed about it by the operator by email.
- 6.5 When choosing a gift voucher, the ordering party can choose the voucher visual based on the templates published on the website and fill in the required details or the dedication that should be written on the voucher. **No more changes can be made to gift vouchers and the texts on them after they are ordered.**
- 6.6 **A contractual relationship is considered to be created between the operator and the ordering party once the ordering party receives a payment confirmation email from the operator.**
- 6.7 Every gift voucher is sent in an electronic form (PDF) to the email address entered by the ordering party in the order, i.e. *it is attached to the payment confirmation email specified in point 6.6 of these terms and conditions*. Every gift voucher includes a unique number and a code that both serve to identify it **and to book and use services based on it. Without them, services cannot be booked and used or paid for by using the gift voucher. If the gift voucher holder doesn’t specify their voucher number and code before checking in, they won’t be allowed to use the booked services.**
7. By ordering and buying a gift voucher, every ordering party declares to be of full legal age (18 years and older), i.e. legally authorised to have rights and duties.
8. Receipts (tax documents) for all used services are **made** at the hotel reception on the day of departure. If any ordering party wishes to have a tax document issued – in the form of an invoice with details of them as a legal entity or as a natural person, i.e. entrepreneur, and if they have booked *online*, they are obliged to click on “issue an invoice” and enter the country of registration of the legal entity or natural person, i.e. entrepreneur and the trade name or the company registration number of the legal entity or the natural person, i.e. entrepreneur. If not all identification details of the legal entity or the natural person, i.e. entrepreneur can be uploaded online, the ordering party is obliged to enter correct legal entity invoice data (i.e. company name, registered office, company number, VATIN, VAT ID, commercial register entry, bank details) or natural person – entrepreneur details (company name, place of business, company number, VATIN, VAT ID, trade or another register entry, bank details) that are requested in the online form. The invoice data cannot be changed after the **ordering party** pays for services booked *online*! As for *offline* booking, every request regarding issuing a tax document in the form of an invoice for a legal entity or a natural person, i.e. entrepreneur must be reported and correct invoice data must be provided when booking offline by email or by phone. The invoice data cannot be changed once the ordering party pays for their services booked *offline*.
9. **Every gift voucher can be used only once and the respective services or the value cannot be split, i.e. they have to be used all at once. Gift vouchers can include only accommodation and**

related services offered at one accommodation establishment chosen by the ordering party. Gift vouchers cannot include accommodation and related services at more accommodation establishments at once. Room-night vouchers can include only accommodation and related services offered in one room at one accommodation establishment. If any ordering party wants to buy a gift voucher for more hotel rooms or more clients than a 1-room capacity *offline*, the operator shall issue one special gift voucher covering accommodation and related services for each room at one accommodation establishment, i.e. as many gift vouchers as the required number of rooms. As for *online* shopping, only one gift voucher can be purchased at once.

10. **Gift vouchers cannot be exchanged for cash (or cashless payment). Once the gift voucher is paid for, the gift voucher cannot be returned, the ordering party cannot ask to have the payment returned or to be compensated financially or non-financially.**
11. Once any ordering party buys a gift voucher that includes accommodation and other related services (or transport services), i.e. they enter into a contractual relationship (point 11 of these terms and conditions), they **are not entitled to withdraw from the contract in accordance with § 7 Art. 6 point k) and § 1 Art. 4 Act No. 102/2014 Coll. on consumer protection in relation to sales of goods or provision of services based on distance and off-premises contracts and amending certain laws as subsequently amended.**
12. If any gift voucher includes identification details of the respective hotel client(s), it becomes non-transferable from the moment it is issued. If any gift voucher does not include identification details of any specific hotel client(s), it can be used by any person who shows it at the reception when booking services that the gift voucher covers. If any gift voucher includes accommodation and other related services at a specific accommodation establishment operated by the operator, the services cannot be used at any other accommodation establishment than the one the gift voucher has been issued for.
13. **The validity period of each voucher is written on the voucher.** The last day of use of the services based on the respective gift voucher (check-out date) must be the last day of the gift voucher validity period at the latest. **Once the gift voucher validity period written on the gift voucher expires, the right to use the services included in the gift voucher EXPIRES and neither the ordering party nor the respective hotel client is entitled to be compensated financially or non-financially or to be returned the paid gift voucher price or its aliquot part. The gift voucher validity period CANNOT BE extended.**
14. **If any gift voucher gets lost or changed as for the form, the operator is not obliged to provide the ordering party or the respective hotel client with a new gift voucher.**
15. If any gift voucher is presented to the operator by a hotel client before the gift voucher validity period expires but in a period shorter than the period of the gift voucher service use, the respective hotel client is entitled to use only an aliquot part of the service(s) until the gift voucher validity period expires. **The period of service use cannot be extended after the gift voucher validity period expires.**
16. **Unavailability of accommodation is not considered to be a reason for not using the service(s) due to reasons caused by the operator.**
17. The gift vouchers do not include local charges for clients staying in the area which have to be paid at the respective accommodation establishment based on applicable rates and in accordance with applicable laws when checking in. The previous sentence does not apply to gift vouchers related to the “*Night on Mt Lomnický štít*”, which include local charges for clients staying in the area.
18. Services based on a gift voucher can be booked only *offline* via email or phone. The booking procedure related to accommodation and other services that apply to the respective hotel client, i.e. gift voucher holder is specified by the operator’s general terms and conditions regarding

booking of accommodation and other services unless otherwise specified by these terms and conditions. Once accommodation and other related services are booked by the respective hotel client, i.e. gift voucher holder, cancellation terms included in the operator's general terms and conditions regarding booking of accommodation and other services shall apply. The operator's general terms and conditions regarding the booking of accommodation and other services are published on the website of the operator: www.tmrhotels.com and on www.gopass.sk. For the avoidance of doubt, points 2.1 and 2.2 of the operator's general terms and conditions regarding the booking of accommodation and other services do not apply to the booking of accommodation and other related services by hotel clients, i.e. gift voucher holders. If any hotel client who has a gift voucher, i.e. a gift voucher holder cancels their hotel booking due to a legitimate reason within a time period not specified in the cancellation terms of the general terms and conditions, their gift voucher does not expire and they are entitled to use the respective services before their gift voucher expires. Services **cannot be booked** based on gift vouchers directly via the online shop of the GOPASS programme and discounts and special offers of the online shop of the GOPASS programme are **not available** in this case.

19. The service labelled as "A Night on Mt Lomnický štít" can be booked by hotel clients, i.e. gift voucher holders only *offline* via email or phone. The booking procedure related to accommodation and other services that apply to the respective hotel client, i.e. gift voucher holder is specified by the special general terms and conditions regarding the booking of the *Night on Mt Lomnický štít* unless otherwise specified by these terms and conditions. Once a *Night on Mt Lomnický štít* is booked by the respective hotel client, i.e. gift voucher holder, cancellation terms included in the special general terms and conditions regarding booking of the *Night on Mt Lomnický štít* shall apply. Special general terms and conditions regarding booking of the *Night on Mt Lomnický štít* are published on the website of the operator: www.lomnickystit.com and on www.gopass.sk. For the avoidance of doubt, points 2.1 and 2.2 of the operator's general terms and conditions regarding booking of accommodation and other services do not apply to the booking of the *Night on Mt Lomnický štít* by hotel clients, i.e. gift voucher holders. If any booked *Night on Mt Lomnický štít* cannot be used by hotel clients during the gift voucher validity period due to reasons caused by the operator as specified in point 5.1 of special general terms and conditions regarding booking of the *Night on Mt Lomnický štít*, the respective hotel client is entitled to have the date of the service use changed to another day. The date of use of the *Night on Mt Lomnický štít* can be postponed no longer than for six (6) months from the day that follows after the *Night on Mt Lomnický štít* was cancelled due to reasons specified in point 5.1 of the special general terms and conditions regarding booking of the *Night on Mt Lomnický štít*. If the validity period of the respective gift voucher is shorter than the 6-month period that follows after the day the *Night on Mt Lomnický štít* was cancelled due to reasons specified in point 5.1 of the special general terms and conditions regarding booking of the *Night on Mt Lomnický štít*, the 6-month period that follows after the day the *Night on Mt Lomnický štít* was cancelled shall be decisive. If the validity period of the respective gift voucher is longer than the 6-month period that follows after the day the *Night on Mt Lomnický štít* was cancelled due to reasons specified in point 5.1 of the special general terms and conditions regarding booking of the *Night on Mt Lomnický štít*, the validity period of the gift voucher shall be decisive. If any *Night on Mt Lomnický štít* is rescheduled to a new (changed) date due to reasons specified in point 5.1 of the special general terms and conditions regarding booking of the *Night on Mt Lomnický štít*, the service can be used only within a time period that corresponds to the same price level as the originally booked date. If the price of the *Night on Mt Lomnický štít* on the replacement day is higher than the price of the original one, the hotel client is informed by the operator about the price difference they need to pay. The price difference has to be paid by the hotel client by using the method of payment and respecting the due date determined by the operator. The prices of the services are considered to be equal if the price of the new date is lower

than the price of the original date. Neither the hotel client nor the ordering party are paid the price difference back in such case.

20. Accommodation and other related services labelled as “*A Night on Mt Chopok*” can be booked by hotel clients, i.e. gift voucher holders only *offline* via email or phone. The booking procedure related to accommodation and other services that apply to the respective hotel client, i.e. gift voucher holder is specified by the special general terms and conditions regarding services of the “*Night on Mt Chopok*” unless otherwise specified by these terms and conditions. Once accommodation and other services are booked by the respective hotel client, i.e. gift voucher holder, cancellation terms included in the special general terms and conditions regarding services of the “*Night on Mt Chopok*” shall apply. Special general terms and conditions regarding services the “*Night on Mt Chopok*” are published on the website of the operator: www.tmrhotels.com and on www.gopass.sk. For the avoidance of doubt, points 2.1 and 2.2 of the operator’s general terms and conditions regarding the booking of accommodation and other services do not apply to booking of services at the “*Night on Mt Chopok*” by hotel clients, i.e. gift voucher holders. If services of the “*Night on Mt Chopok*” cannot be used by hotel clients during the gift voucher validity period due to reasons caused by the operator as specified in point 5.1 of special general terms and conditions regarding services of the “*Night on Mt Chopok*”, the respective hotel client is entitled to have the date of the service use changed to another day. The date of use of the “*Night on Mt Chopok*” can be postponed no longer than for six (6) months from the day that follows after the services of the “*Night on Mt Chopok*” were cancelled due to reasons specified in point 5.1 of the special general terms and conditions regarding services of the “*Night on Mt Chopok*”. If the validity period of the respective gift voucher is shorter than the 6-month period that follows after the day the services of the “*Night on Mt Chopok*” were cancelled due to reasons specified in point 5.1 of the special general terms and conditions regarding services of the “*Night on Mt Chopok*”, the 6-month period that follows after the day the services of the “*Night on Mt Chopok*” were cancelled shall be decisive. If the validity period of the respective gift voucher is longer than the 6-month period that follows after the day the services of the “*Night on Mt Chopok*” were cancelled due to reasons specified in point 5.1 of the special general terms and conditions regarding services of the “*Night on Mt Chopok*”, the validity period of the gift voucher shall be decisive. If services of the “*Night on Mt Chopok*” are rescheduled to a new (changed) date due to reasons specified in point 5.1 of the special general terms and conditions regarding services of the “*Night on Mt Chopok*”, the service can be used only within a time period that corresponds to the same price level as the originally booked date. If the price of the services of the “*Night on Mt Chopok*” on the replacement day is higher than the price of the original one, the hotel client is informed by the operator about the price difference they need to pay. The price difference has to be paid by the hotel client by using the method of payment and respecting the due date determined by the operator. The prices of the services are considered to be equal if the price of the new date is lower than the price of the original date. Neither the hotel client nor the ordering party is paid the price difference back in such case.

21. If accommodation and other related services are booked by a hotel client, i.e. gift voucher holder, loyalty points for the services used based on the respective gift voucher are collected, i.e. added to the account of the client – ordering party that is a member of the GOPASS programme.

22. Personal data protection, privacy policy:

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

23. Alternative dispute resolution:

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 provider i.e. the seller has dealt with their complaint or thinks that the provider has violated their rights, they are entitled to ask the provider i.e. the seller to have the respective

problem rectified. If the provider rejects the request or does not respond to it within 30 days from the day it has been sent by the respective client, once 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 provider, i.e. the seller shall be a) the Slovak Trade Inspection, which can be contacted for the above-mentioned purpose at the following address: Ústredný inšpektorát SOI, Odbor medzinárodných vzťahov a ARS, Prievozská 32, poštový priečinok (PO Box) 29, 827 99 Bratislava; or electronically on ars@soi.sk or adr@soi.sk; or b) any other authorised legal entity registered on 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-spotrebiteľskych-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 ask for alternative dispute resolution, every client can use an online platform 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-spotrebiteľskych-sporov.soi>.

24. These terms and conditions, and all legal relations resulting from them are based on the laws of the Slovak Republic. All legal relations that are not specified by these terms and conditions shall be governed by generally binding legal regulations that are effective in the Slovak Republic.
25. Any dispute resulting from these terms and conditions, including disputes regarding the interpretation of these terms and conditions if the dispute between the parties of the respective legal relationships is not solved successfully shall be referred to Slovak courts.
26. These terms and conditions become effective and come into force on 8th December 2023.
27. These terms and conditions specify the terms of buying and using gift vouchers in the scope and way as specified by these terms and conditions. If these terms and conditions differ from the operator's general terms and conditions regarding the booking of accommodation and other services, these terms and conditions shall be decisive and given priority to the operator's general terms and conditions regarding the booking of accommodation and other services, and/or other general terms and conditions of the operator in every point they are different. All issues not specified by these terms and conditions shall be governed by the operator's general terms and conditions regarding the booking of accommodation and other services. This does not apply to exceptions specified in these terms and conditions.

Supervisory authorities

Central Inspectorate of the Slovak Trade Inspection, Prievozská 32, Bratislava

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