

GENERAL TERMS AND CONDITIONS – EXPERIENCES ON VELIKA PLANINA

1. SCHEDULE AND AVAILABILITY

- Experiences are available from June 15 to September 14, 2025, unless otherwise specifically stated.
- The "Among Pastures and Stories" package is available daily, without time restrictions, until September 15.
- The "Secrets of Velika Planina – Premium Experience" package:
 - June (from 15.6. onward): Saturdays at 8:45
 - July and August: Thursdays and Saturdays at 8:45
 - September (until 14.9.): Saturdays at 8:45
- Visit to Preskar Museum and Trnič Cheese Making Presentation: daily from 15.6. to 14.9., starting at 13:00.

2. PRICES

- "Among Pastures and Stories – Self-Guided Experience": €69.00 VAT included
- "Secrets of Velika Planina – Premium Experience": €96.00 VAT included
- "Visit to Preskar Museum and Trnič Cheese Making Presentation":
 - €18.00 for adults
 - €12.00 for children
- All prices include services as described in each package.
- Individual products are not sold separately online, only as part of the packages.

3. CHILDREN

- Children up to 5.99 years old enjoy the experience free of charge when accompanied by parents.
- Children's prices apply for children aged 6 to 15.99 years, where specified.

4. INCLUDED IN PACKAGES

The "Among Pastures and Stories" package includes:

- Return ride with cable car and chairlift
- Tasting at Skodla
- Lunch at Zeleni Rob restaurant
- Visit to Preskar Museum and Trnič Cheese Making Presentation

The "Secrets of Velika Planina – Premium Experience" package includes all of the above plus:

- Priority boarding
- Guided tour with a local guide

5. PRACTICAL INFORMATION

- Please check the opening times of individual facilities (restaurants, museum, etc.) before purchase.
- Appropriate hiking footwear and clothing suitable for mountain conditions are recommended.
- In case of bad weather or force majeure, the provider reserves the right to change the content, schedule, or date of the experience.

6. CANCELLATION TERMS

- In case of cancellation by the participant, no refund will be issued.
- If the experience is canceled by the organizer (due to weather, technical reasons, or force majeure), the customer will be offered an alternative date or a refund.
- Refund or alternative date is only possible if cancellation is made by the organizer.

7. CONTACT

For additional information or questions, please contact: prodaja@velikaplanina.si

8. PURCHASE TERMS

1. Purchase Method

Experiences can only be purchased through the official online store. Upon purchase, you will receive confirmation with all package details, date, and meeting point.

2. Payment

Purchase is considered final when payment is completed. Payments are accepted by bank card or other listed methods on the website. Prices include VAT.

3. Purchase Confirmation

After payment, the customer receives an electronic confirmation, which must be presented upon arrival. If you do not receive confirmation, please contact us.

4. Voucher / Confirmation Validity

The purchase confirmation is valid exclusively for the date it was issued for. If you do not show up without timely notice or a justified reason, the voucher is considered redeemed.

5. Transferability

Purchased packages are transferable.

6. Date Changes by Customer

Once the purchase is confirmed, changing the date at the customer's request is not possible unless otherwise stated. The customer agrees to arrive at the location at the scheduled time.

7. Cancellation by Organizer

If the organizer cancels the experience due to force majeure (e.g. extreme weather, technical issues), the customer is entitled to a refund or a rescheduled date.

8. Customer Obligations

The customer must follow all safety and organizational guidelines provided during the experience. The organizer reserves the right to refuse participation if the participant does not comply with instructions or disrupts the experience.

LEGAL NOTICE

The provider reserves the right to change prices, schedules, package content, and terms without prior notice. By purchasing, the customer agrees to the general terms and commits to following the organizer's instructions.

All activities are undertaken at the participant's own risk.

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By purchasing the package, the customer confirms that they are aware of and agree to the stated terms and conditions.