

## **GENERAL TERMS AND CONDITIONS FOR PURCHASE AND PARTICIPATION – EXPERIENCES AT VELIKA PLANINA**

### **1. DATES AND AVAILABILITY**

- Experiences are available from June 15 to September 15, 2025, unless otherwise stated.
- The "Between Pastures and Stories" package is available daily without time restrictions.
- The "Behind the Mountain Gates" package:
  - June: Saturdays and Sundays at 8:45 AM
  - July and August: daily at 8:45 AM
- Visit to the Preskar Museum and Trnič Cheese-Making Demonstration: daily from June 15 to August 31, starting at 11:00 AM and 1:00 PM.

### **2. PRICES**

- "Between Pastures and Stories": €69.00 (VAT included)
- "Behind the Mountain Gates": €96.00 (VAT included)
- "Visit to the Preskar Museum and Trnič Cheese-Making Demonstration":
  - €18.00 for adults
  - €12.00 for children
- All prices include services as specified in each package description.
- Individual products are not sold separately online but only as part of packages.

### **3. CHILDREN**

- Children up to 5.99 years old participate for free when accompanied by parents.
- From 6 years onwards, the children's price applies where specified.

### **4. PACKAGE INCLUSIONS**

**The "Between Pastures and Stories" package includes:**

- Return cable car and chairlift ride
- Tasting at Skodla
- Lunch at Zeleni rob restaurant

- Visit to the Preskar Museum and Trnič cheese-making demonstration

**The "Behind the Mountain Gates" package includes all of the above plus:**

- Guided tour with a local guide

## **5. PRACTICAL INFORMATION**

- Before purchase, check the opening hours of individual facilities (restaurant, museum, etc.).
- Suitable hiking footwear and mountain-appropriate clothing are recommended.
- In case of bad weather or force majeure, the provider reserves the right to change the content, schedule, or date.

## **6. CANCELLATION POLICY**

- If canceled by the participant, no refunds are provided.
- If the experience is canceled by the organizer (due to weather, technical reasons, or force majeure), the customer will be offered a rescheduled date or a refund.
- Refunds or rescheduling are only possible in case of cancellation by the organizer.

## **7. CONTACT**

For additional information or questions, please contact:

**prodaja@velikaplanina.si**

## **8. TERMS OF PURCHASE**

### **1. Purchase Method**

Experiences can be purchased exclusively via the official website or authorized sales points. Upon purchase, you will receive confirmation with all details regarding the package, date, and meeting point.

### **2. Payment**

A purchase is considered complete once full payment has been made. Payments can be made by bank card or other methods listed on the website. Prices include VAT.

### **3. Purchase Confirmation**

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

### **4. Validity of Voucher/Confirmation**

The purchase confirmation is valid exclusively for the date for which it was

issued. In case of no-show without timely notification or justified reason, the voucher is considered redeemed.

**5. Transferability**

Purchased packages are transferable.

**6. Change of Date by Customer**

After the purchase is confirmed, changing the date at the customer's request is not possible, unless otherwise specified. The customer commits to arriving at the location at the agreed time.

**7. Cancellation by Organizer**

In case the organizer cancels the experience due to force majeure (e.g., extremely bad weather, technical issues, etc.), the customer is entitled to a refund or rescheduling.

**8. Customer Obligations**

The customer must follow all safety and organizational guidelines during the experience. The organizer reserves the right to deny participation if a participant disregards instructions or disrupts the experience.

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## **LEGAL NOTICE**

The content described in this document is for informational purposes. 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 conditions and commits to following the organizer's instructions.

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

Photos, descriptions, and content are copyright-protected and may not be reproduced or distributed without written permission from the provider.

By purchasing a package, the customer confirms they are informed of and agree to these conditions.

**Velika planina, d.o.o.**

Kamniška Bistrica, July 1, 2025