

# GENERAL TERMS AND CONDITIONS OF BUSINESS VELIKA PLANINA d.o.o.

## GENERAL PROVISIONS

Tickets are sold at the ticket offices of the lower and upper stations of the cable car. Annual tickets are issued exclusively at the ticket office of the lower station. Certain types of tickets are also available for purchase online.

In the case of purchasing a ticket on a so-called KeyCard (a chip card on which tickets can be electronically loaded), a deposit of EUR 5 (five) must be paid at the time of purchase. Upon return of an undamaged and functional KeyCard within 4 (four) months from the date of purchase, the deposit will be refunded at the ticket office.

Ticket sales and control are carried out via an automated control system. Upon request by an authorized person (ski area supervisor, rescuer, or other authorized employee of the company), the visitor must present a valid ticket.

Due to deteriorating weather conditions, fog, strong winds, trail closures, or temporary interruptions of operations for safety or technical reasons, operations may be limited or suspended. Such events arising from force majeure, technical, or safety requirements do not in themselves constitute grounds for extending the validity of a ticket or for a refund.

The operator strives to ensure the longest possible operating period, with actual operations adapted to safety, technical, and natural conditions, as well as decisions of the competent authorities. Statements regarding the number of operating days do not constitute a guarantee unless expressly stated for individual types of tickets (e.g. annual tickets). If the operator does not provide the minimum number of operating days specified in the section governing annual tickets, the holder is entitled to a proportional refund.

Visitors who are not familiar with Velika Planina are advised:

- to check weather and operating conditions on the website [www.velikoplanina.si](http://www.velikoplanina.si) before purchasing a ticket and to prepare appropriate clothing and equipment;
- to view the panoramic image of the ski area on the information board and other notice points in order to choose slopes suitable for their skills.

## **PURCHASE AND VALIDITY OF TICKETS**

A daily return ticket allows one ascent and one descent. The descent must be completed no later than 14 (fourteen) days from the day of ascent; otherwise, the right to descend expires. The buyer must use the ticket within its validity period; after expiry, the ticket is no longer valid and cannot be extended.

A non-transferable annual ticket is valid for 365 (three hundred sixty-five) days from the date of purchase and is valid only with the holder's photograph. Transfer to a third party is not permitted. In the event of misuse or attempted transfer, the authorized person has the right to confiscate the ticket, and the holder is liable for any damage and costs associated with the misuse.

In the event of loss or damage of an annual ticket, the holder must report the loss at the ticket office and prove their identity with an appropriate document. The operator will issue a replacement ticket, with replacement costs charged according to the valid price list. Replacements are possible only for non-transferable tickets.

Children up to the age of 6 travel free of charge when accompanied by parents or guardians. Children from 6 up to 16 years of age are entitled to purchase a reduced children's ticket upon presentation of proof of age. Children of any age in organized groups without parents or guardians pay the ticket price according to the valid price list.

Tickets for pupils, students, the blind and visually impaired, persons with disabilities category I and II, and pensioners: Reduced tickets are available to pupils, students, the blind and visually impaired, persons with disabilities category I and II, and pensioners upon presentation of valid proof of status (e.g. student index, enrolment certificate, pupil or student ID card, pension slip, pensioners' association card, or other appropriate proof). Subsequent complaints without proof will not be considered. Discounts cannot be combined.

Family tickets: Family tickets are available to families consisting of up to two parents and up to four children under the age of 16 (each additional child is charged at the regular price). Proof of family relationship must be presented at purchase.

Complaints regarding tickets or services are handled by the ticket office at the lower station of the cable car. Complaints may be submitted in person, by email, or in writing. If a complaint cannot be resolved immediately, the visitor must complete a complaints and compliments form. Based on the completed form, a written response will be provided within 10 (ten) working days to the email address specified in the form.

The operator reserves the right to change ticket and service prices. Changes do not affect tickets already purchased and unused. All prices are in euros and include value added tax (VAT).

## **REFUNDS**

Tickets cannot be returned or exchanged except in cases specified in these terms and conditions. No refunds are granted for lost or stolen tickets. The operator is obliged to issue a replacement ticket if the loss is reported and identity is proven, with the replacement charged according to the price list.

Refunds or extensions of ticket validity due to weather conditions, safety reasons, force majeure, or temporary interruptions of operation are generally not possible.

If a ticket holder is injured on the ski slopes and the injury is confirmed by rescue services or medical personnel, a proportional refund for unused days will be granted for multi-day tickets, calculated from the day following the day of injury. Illness without injury, injury to a non-skier, or accompanying an injured skier do not constitute grounds for a refund. The holder must present the ticket and the rescue service report; otherwise, no refund can be claimed.

If within 12 (twelve) months from the purchase of an annual ticket the operator does not provide at least 150 (one hundred fifty) operating days, the holder who has used the ticket fewer than six times is entitled to a proportional refund. The proportional share is calculated by dividing the number of actual operating days by the minimum of 150 days; an operating day is defined as a day when the cable car operates for at least 4 (four) hours.

## **MISUSE OF TICKETS**

Tickets are non-transferable unless explicitly marked as transferable. Subsequent changes to the type of ticket or validity period are not possible unless expressly permitted by the price list and/or these terms and conditions.

If an authorized person determines that a ticket is being used improperly (e.g. by a third party, forged, or otherwise misused), or that the holder is skiing in violation of FIS rules or safe skiing rules, the ticket may be confiscated and transport denied. A report will be drawn up. The holder is liable for damage and costs resulting from misuse.

In cases of ticket misuse, breach of order, non-compliance with safe skiing rules, or rules for the use of cableway installations, the operator may initiate appropriate proceedings (criminal, misdemeanor, or civil liability proceedings) against the offender and claim compensation for damages. In the event of causing an accident on the ski slopes, the offender involved is obliged to cover rescue costs.

## **DAMAGE TO EQUIPMENT ON SKI SLOPES AND CABLEWAYS, OPERATIONAL SAFETY**

Placing advertisements or posting flyers on facilities and areas owned by Velika Planina d.o.o. is prohibited without the operator's consent. Advertising is possible only upon prior written agreement with the company. The offender may be charged a removal fee of EUR 500 (five hundred), without prejudice to additional damages that the company is entitled to claim.

If Velika Planina d.o.o. determines that a visitor has damaged cableway or other equipment, the perpetrator or their guardian is obliged to compensate the full amount of damage incurred, including any loss of profit. The company reserves the right to initiate criminal proceedings for damage to property and endangering transport safety. Until the final determination of the amount of damage, the company may require a security deposit of EUR 500 (five hundred).

For safety reasons, the operator may deny or restrict access to cableway installations and ski slopes to persons who, based on appearance and behaviour, are reasonably suspected of being under the influence of alcohol, prohibited drugs, or other psychoactive substances, as well as to persons behaving indecently, inappropriately, or contrary to public order and safety rules. The operator bears no responsibility for the actions of such persons.

Smoking, use of open flames, and discarding cigarette butts and waste are prohibited on all cableway installations and stations due to fire hazard. Offenders are liable for damages and misdemeanor sanctions in accordance with the law.

## **DETERMINATION OF TICKET PERIODS AND PRICES**

The price list defines a low season from 1 September to 30 June and a high season from 1 July to 31 August. A ticket purchased for a particular season is valid, regardless of the sales channel (physical ticket office or online shop), until the end of the season in which it was purchased, unless otherwise specified in these terms or the valid price list. A daily ticket is valid exclusively within the low or high season period in which it was purchased.

Price changes take effect on the date of publication on the website and at ticket offices. Changes do not affect tickets already purchased and unused, except where the price is explicitly linked to the time of use; in such cases, the price valid on the day of use applies.

The company reserves the right to occasionally introduce special promotional offers with reduced ticket prices for a limited period for specific types of tickets or user categories (e.g. pensioners, pupils, students). The conditions of each promotional offer, including duration, discount amount, ticket types, and eligible user categories, are defined in the

price list and/or a separately published notice on the operator's website and at sales points. Promotional prices apply exclusively to tickets purchased during the promotional period and are not applied retroactively. Promotional and other benefits generally cannot be combined unless expressly stated otherwise. The validity of tickets purchased at promotional prices is assessed according to the rules for low and high season tickets.

## **GENERAL PROVISIONS FOR CABLEWAY OPERATIONS**

Operating hours of cableway installations are published at ticket offices and on the website. The operator may change operating hours for safety, weather, or technical reasons, or due to decisions of competent authorities. Changes are published on the website and notice points as soon as possible.

Depending on the number of visitors and conditions on the ski slopes, the operations manager may decide that the cable car starts or ends operation before or after the officially determined time and that it operates continuously or in intervals according to the timetable, which is published at ticket offices. Such adjustments do not constitute a breach of the operator's obligations.

For technical, organizational, economic, or natural reasons, the company may exclude individual cableway installations and ski slopes from operation. Non-operation of individual installations is not grounds for price reductions or refunds.

Short-term stoppages of installations during regular operation must be approved by the operations manager or their deputy, based on prior agreement that the passenger is a person with reduced mobility or provides a justified reason. The passenger must inform the attendant or operator before boarding.

Velika Planina d.o.o. is not obliged to provide alternative passenger transport in the event of cable car non-operation, regardless of the reason (including but not limited to technical failures, routine or extraordinary maintenance, adverse weather conditions, or other extraordinary circumstances).

These provisions apply to all visitors, regardless of the purpose of their visit (day trip, use of reserved accommodation, use of annual tickets, or other services).

If the company decides, for economic, organizational, or other reasons, to provide alternative transport, this is done purely voluntarily, without any legal obligation, and only until revoked. The company reserves the right to discontinue such transport at any time without prior notice if safety, weather, or other circumstances prevent or hinder safe or reasonable execution. In such cases, the company assumes no liability for limited or prevented access, additional visitor costs, or other consequential inconveniences.

By purchasing a ticket or using the company's services, the visitor expressly confirms that they are aware of, understand, and fully accept this provision.

## **TRANSPORT OF CHILDREN, PETS, LUGGAGE, AND CARGO**

Carrying children or pets in backpacks or in any manner that prevents safe seating is prohibited on cableways. Transport of persons with reduced mobility requiring assistance for boarding or alighting is possible by prior arrangement with the operator; the operator will provide staff assistance and temporarily stop the installation. Transport is possible only when accompanied by a responsible person.

The price of annual tickets does not include additional luggage or bicycles; these must be paid separately at the ticket office before boarding the cable car.

Transport of personal luggage (1 item per person) is free of charge (suitcase, backpack, bag, skis, etc.). Additional luggage is charged according to the price list based on weight. Employees of Velika Planina d.o.o. reserve the right to weigh luggage. Passengers must declare additional luggage at the cable car ticket office.

Bicycle transport is charged according to the price list. Transport of bicycles and paragliders is permitted by cable car and charged according to cargo weight.

Transport of cargo exceeding 100 kg requires prior arrangement with the cable car operations manager. Cargo and special transport are charged according to the price list. The transport price does not include assistance by company employees for loading, unloading, or distribution on the plateau.

Transport of flammable and hazardous substances is possible every Friday after the regular run at 13:00, by prior arrangement, and is charged according to the price list.

Transport of dogs is permitted provided the dog is clean, healthy, and on a leash. Company employees may require the dog to wear a muzzle if deemed necessary for passenger safety.

Guide dogs for the blind, assistance dogs for persons with disabilities, rescue and therapy dogs may be without a muzzle when accompanying their handler in the ski area. Such dogs must wear a harness with visible identification of their status upon entry, unless the handler's disability is obvious. Rescue dogs may also be marked with a rescue dog badge.

Transport of birds, cats, and other small animals is permitted only in cages or other suitable means that do not disturb or obstruct other passengers and comply with hygiene and sanitary regulations.

## **INSURANCE AND LIABILITY**

By purchasing a ticket, the holder is insured during transport on all cableway installations against bodily injury or damage to equipment or cargo if such damage is caused by the

fault or negligence of the operator. Insurance does not cover damage resulting from actions contrary to operating rules or general safety rules.

The company assumes no liability for bodily injury or damage to equipment of ticket holders or other persons if damage occurs due to non-compliance with conditions on cableways or ski slopes, number of visitors, weather, snow quality, inappropriate skiing, non-compliance with FIS rules, signage and instructions of the operator, insufficient physical fitness, inadequate sports equipment, or skiing and use of cableways under the influence of alcohol, prohibited drugs, or other psychoactive substances. The operator is liable only if damage results from unlawful conduct or failure to implement required safety measures. A ski slope is not inherently dangerous; skiing is an activity with increased risk, and skiers assume ordinary risks.

The company assumes no liability for late delivery or transport of improperly packed cargo (damage, freezing, etc.). Cargo must be properly packed and prepared for transport and protected against theft; otherwise, it must be accompanied by the owner or their representative.

Conditions for any compensation claim are the presentation of a valid ticket on the day of injury and a rescue service accident report.

In the event of causing an accident on a ski slope or cableway, the operator may initiate criminal or misdemeanor proceedings against the perpetrator and claim compensation for damages.

## **PARKING AND USE OF PARKING AREAS**

Parking and use of parking areas at the lower station of the cable car are free of charge for users of the cableway installations. Drivers must observe traffic signage and instructions of attendants.

The company assumes no responsibility for parked vehicles and is not liable for any damage, theft, destruction, or malfunction of vehicles or items in or on them.

Owners of parked vehicles who do not use cableway installations or accommodation facilities in the Velika Planina area may be required to pay a parking fee.

Overnight parking of motorhomes is prohibited in parking areas owned by Velika Planina d.o.o.

## **PERSONAL DATA PROTECTION**

The operator (Velika Planina d.o.o.) processes personal data (e.g. name and surname of the ticket holder, address, email address, visitor's image) for ticket sales, access control, operational safety, and protection of persons and property. Data are processed only to

the extent and for the duration necessary to achieve these purposes and are then deleted. More information on personal data processing is available at: [info@velikaplanina.si](mailto:info@velikaplanina.si).

The ticket control system also uses video surveillance, of which ticket buyers are expressly informed by visible notices at entry stations and ticket offices. By purchasing a ticket, the buyer is deemed to be informed of this provision.

Video recordings used in ticket control are used exclusively for comparison of video segments of individual ticket passages based on serial numbers, in strict compliance with applicable personal data protection legislation.

## **SPECIAL PROVISIONS ON SAFETY AND ORDER ON SKI SLOPES**

Skiers must follow the instructions of security services, cableway staff, and slope supervisors, as well as all warning and information signs and FIS rules.

It is **PROHIBITED** to ski in violation of FIS rules and public ski area safety regulations, and to cut in line at cableways. Violations may be punished by immediate confiscation of the ticket without compensation. Confiscation may be carried out by an authorized slope supervisor. Skiing on closed slopes marked **CLOSED SLOPE** is prohibited.

An **ABSOLUTE PROHIBITION** applies to crossing fences, with or without skis, as they delimit ski areas above cliffs and overhangs.

Skiing in forests and dwarf pine areas is prohibited.

Rescue and first aid services operate throughout cableway operating hours. Rescuers supervise only maintained ski slopes and open runs. Costs of rescue and first aid on closed slopes or outside maintained ski areas are borne by the participant.

Skiing along tow lift tracks is not permitted; crossing is allowed only at designated points. Walking and sledding on ski slopes are not permitted.

Walking dogs on ski slopes, with or without a leash, is not permitted. Riding snowmobiles on ski slopes is prohibited.

Kamniška Bistrica, 16 January 2026

**Velika Planina d.o.o.**

**Tomaž Štefe, Director**