

REGULATIONS OF WINTER PRICES 2018/2019

PERSONS ENTITLED TO DISCOUNT (SKIPASSES AND SINGLE TICKETS):

- * Children and youth up to the age of 13 (upon presentation of documents proving the age of the child)
- * Persons having a moderate or severe degree of disability confirmed by a valid disability certificate or personal disability card
- * Carers of organized school groups (over 20 persons)
- * Seniors (over 65 years old)
- * Mountain guides with permission and a valid identification card - 15 PLN for any tourist ticket

PERSONS ENTITLED TO FREE RIDES:

- * Children up to the age of 4 in the company of their parents or guardians upon the presentation of documents proving the age of the child
- * Persons entitled to free or reduced rides are obliged to present a valid document confirming the right
- * All skipasses and tourist tickets are valid for one person who, as the first one, passes through the gates and is individualised
- * The purchase of a skipass means the consent for the image to be placed in the system, which is intended solely for the purpose of identifying the skipass holder and providing his/her safety at the Resort
- * The record is kept in the access control system for the validity period of privileges on the card, and the provisions of generally applicable law apply to its processing and deleting
- * All-day skipasses are valid from 9:00 a.m. to 4:00 p.m. and from 6:00 p.m. to 10:00 p.m.
- * To have your ticket or skipass returned, reimbursed or replaced, you must bring a receipt along with the ticket or skipass
- * All skipasses and tickets are valid for one person only, which first pass through the ski lift gates
- * A day skipass, several days skipass or family skipass is valid from 9:00 a.m to 4:00 p.m.
- * A daily, evening, several days, family or 4 hours skipass is also valid for the ski lift
- * An evening skipass is valid from 6:00 p.m. to 10:00 p.m.
- * The New Year's Eve skipass is valid from 6:00 p.m. to 2:00 a.m.
- * A 4 hours skipass is valid from 9:00 a.m to 4:00 p.m.
- * A 3 entrance skipass is valid from 9:00 a.m to 4:00 p.m. and from 6:00 p.m. to 10:00 p.m.
- * The family skipass for the gondola lift is valid from 9:00 a.m. to 4:00 p.m. and includes parents / legal guardians and children under 13 (upon presentation of relevant documents) (maximum 5 people)
- * The family skipass is sold upon presenting suitable documents confirming the age of child
- * Tourist tickets are valid from 9:00 a.m to 4:00 p.m. and from 6:00 p.m. to 10:00 p.m.
- * A point skipass to snowpark/small ski lift /snow tubing is valid from 9:00 a.m to 4:00 p.m. and from 6:00 p.m. to 10:00 p.m. (in Gondola's working hours)
- * A point skipass to small ski lift is not valid for Gondola Lift
- * A point skipass to small ski lift is valid during the whole Winter season 2018/2019
- * A break for piste grooming takes place from 4:00 p.m. to 6:00 p.m.
- * Tickets and skipasses are not returnable, with the exception of the circumstances stipulated in Terms and Conditions of Passenger Carriage (Warunki Przewozu)
- * Skipasses are for the uphill ride only
- * The all-day skipass and day skipass are valid for one day from their activation
- * The day skipass is valid for one day from its activation
- * Point card stay valid during the whole winter season, whereas the tickets are valid only on the day of purchase
- * A several days skipass remains valid in subsequent days from its activation
- * A several days skipass (at any days) is valid for 5 any days in the tem of 7 days from the moment of its activation in

specific hours which depends on the type of the skipass

* The possibility of using the tickets and skipasses is blocked upon passing through the ski lift gate for the time of a ride

* In a case of using the discounted tourist ticket or discounted skipass by unauthorized persons, they will be charged a penalty of 250 zł and the loss of further use of the purchased skipass in SKI&SUN Świeradów Zdrój

* Refundable deposit for skipass: 10 PLN will be returned to 31.03.2019. In the ticket office working hours. After this date the deposit will not be refunded

* It is prohibited to conduct skiing and snowboarding courses within the premises of SKI&SUN Świeradów Zdrój by people from outside the SKI&BIKE school. Permits for conducting courses are issued by the SKI&SUN Świeradów Zdrój office and they are subject to an administration fee of PLN 300/day. SKI&SUN Świeradów Zdrój bears no responsibility for the skiing courses provided by people from outside SKI&BIKE or for any potential accidents

* In the area of Ski&Sun Świeradów Zdrój, the ski and snowboard training by people from outside the SKI&BIKE ski school is prohibited. Permissions to conduct training provides the Ski&Sun Świeradów Zdrój head office

* After getting the ski pass from ticket office it is not possible to change it / replace it/ extend it or shift the period of validity

* In case of mechanical damage to the skipass deposit is not refundable

* Bad weather, bad skiing conditions, organization of events and competitions and attendance on the slopes and lifts does not constitute grounds for a refund or return of the skipass

* Skipasses and tourist tickets purchased via the e-skipass.pl portal cannot be returned and they are not subject to complaints at SKI&SUN Świeradów Zdrój Resort

* Any claims pertaining to skipasses and tourist tickets purchased via the e-skipass.pl portal should be submitted to the Customer Service Office of the e-skipass.pl portal

* A refund for the unused skipass time in proportion to the remaining time and a deduction of the administrative fee in the amount of 30% is possible only in the following cases:

- downtime of the gondola lift over 1 hour
- skier's/snowboarder's accident preventing his/her further use of the ski slope, confirmed by the accident card issued by the Medical Rescuer carrying out a rescue action on the slope

* Complaints should be submitted at the Resort's ticket offices

* Skipasses and tourist tickets purchased in partner hotels are subject to all regulations of the SKI&SUN Świeradów Zdrój Resort. All claims and complaints must be submitted in writing at ticket offices of the SKI&SUN Świeradów Zdrój Resort

At the ticket offices you can pay with payment cards: VISA, VISA ELEKTRON, V PAY, MAESTRO, MASTER CARDMASTER, CARD ELEKTRONIC, DINERS CLUB INTER NATIONAL.