



TERMS AND CONDITIONS OF PRICE LIST FOR WINTER SEASON 2022/2023

PERSONS ENTITLED TO FREE RIDES

- Children under the age of 4, accompanied by a parent or guardian, upon the presentation of documents confirming their age.

PERSONS ENTITLED TO REDUCED TICKETS

- Children and youth under the age of 13 upon the presentation of documents confirming their age.
- Persons with severe or moderate disabilities with valid disabled persons' certificates or cards.
- Guardians of organised school groups (over 20 people).
- Senior citizens over 65 years of age upon the presentation of documents confirming their age.
- Mountain guides with licences and valid ID cards – PLN 30 for any tourist ticket.

HOURLY, POINT AND MULTI-DAY SKI PASSES AND SINGLE TICKETS

- Hourly ski passes are valid on a given day from 9:00 a.m. to 4:00 p.m. and from 6:00 p.m. to 9:00 p.m.
- 2- and 3-hour ski passes are valid from 9:00 a.m. to 4:00 p.m. and from 6:00 p.m. to 9:00 p.m.
- 4- and 6-hour ski passes are valid from 9:00 a.m. to 4:00 p.m.
 - Multi-day ski passes are valid from 9:00 a.m. to 4:00 p.m.
- 3- and 5-ride ski passes are valid from 9:00 a.m. to 4:00 p.m. and from 6:00 p.m. to 9:00 p.m.
- New Year's Eve ski passes are valid from 6:00 p.m. to 2:00 a.m.
 - Hourly, multi-day ski passes entitle to use the drag lift.



- Point tickets for the drag lift are valid from 9:00 a.m. to 4:00 p.m. and from 6:00 p.m. to 9:00 p.m. (during drag lift operating hours).
- Tourist tickets are valid from 9:00 a.m. to 4:00 p.m. and from 6:00 p.m. to 9:00 p.m.
- Point ski passes for the drag lift do not entitle to use the gondola lift.
- Point ski passes for the drag lift can be used for the entire winter season 2022/2023.
- All ski passes and tourist tickets are personalised and valid for one person who passes through the gates first.
- By purchasing a ski pass, you consent to the recording of your image for the sole purpose of identification after passing through the gates.
- The recording is kept in the access control system for the period of validity of the entitlement provided by the card. Its processing and deletion are governed by generally applicable legislation.
- Break for ski track grooming lasts from 4:00 p.m. to 6:00 p.m.
- Ski passes entitle to ride up only.
- Hourly ski passes are valid on the day of activation (after passing through the gates).
- Point ski passes are valid for the entire winter season. Tourist tickets are valid only on the day of purchase.
- Multi-day ski passes are valid on consecutive days from the day of activation (after passing through the gates).
- The use of tickets and ski passes is blocked for the duration of the ride after passing through the gates.
- Once a ski pass has been issued, it cannot be changed/exchanged/extended/deferred.
- Any unauthorised use of a reduced tourist ticket or a reduced ski pass will result in the imposition of a PLN 250 fine and the loss of the possibility to continue using the purchased ski pass in SKI&SUN Świeradów Zdrój.
- It is prohibited to conduct ski and snowboard training by persons from outside the SKI&BIKE school on the SKI&SUN Świeradów Zdrój premises. The authorisation to conduct training is issued by the SKI&SUN Świeradów Zdrój office. In order to obtain authorisation to conduct training on the slope, it is necessary to pay an administration fee of PLN 300 per day. SKI&SUN Świeradów Zdrój does not take any responsibility for training carried out on the slope by persons from outside the SKI&BIKE school and for the consequences of potential accidents.



- **The deposit (PLN 10)** for the proximity card for the current ski season is refundable until 31 March 2023. After this deadline, the deposit will not be refunded.
- In the event of loss of or mechanical damage to the ski pass, the deposit **will not be refunded**.

REFUNDS AND COMPLAINTS

- Tickets and ski passes are not refundable or exchangeable except in cases specified in the terms and conditions related to rides.
- Bad weather or ski conditions, organisation of events and competitions and attendance on the slopes, drag lifts and gondola lifts do not constitute grounds for a refund of the ski pass.
- Ski passes and tourist tickets purchased via e-skipass.pl are not subject to refunds and complaints in SKI&SUN Świeradów Zdrój Resort.
- Any claims related to ski passes and tourist tickets purchased via e-skipass.pl should be submitted to the customer service office of e-skipass.pl.
- A refund for unused ski pass time in proportion to the remaining time less a 30% administration fee is possible only in the following cases:
 - downtime of the gondola lift exceeding 1 hour,
 - accident of a skier/snowboarder that prevents further use of the slope, confirmed by an accident card filled in by a medical rescuer performing rescue activities on the slope,
 - in order to make a refund or a claim for a tourist ticket or a ski pass, it is necessary to present a fiscal receipt together with the ski pass or tourist ticket.
- Complaints should be lodged at the cash desk of the SKI&SUN Świeradów Zdrój Ski Resort.
- Ski passes 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 the cash desks of the SKI&SUN Świeradów Zdrój Resort.

Payments at the cash desks may be made with the following payment cards: VISA, VISA ELECTRON, V PAY, MAESTRO, MASTERCARD, MASTERCARD ELECTRONIC, DINERS CLUB INTERNATIONAL.

SKI&SUN Świeradów Zdrój
ul. Źródlana 7
59-850 Świeradów-Zdrój

SKI&SUN Sp. z o.o Sp. k.
ul. Armii Krajowej 19
30-150 Kraków
NIP: 677-22-83-739