

General Business Terms and Conditions and Complaint Handling Rules valid for Winter Park Martinky.

Information and conditions for filing a complaint

1. The client is entitled to make a complaint about the ski pass in cases of unforeseen damage to the ski pass or a long-term power outage at the Winter Park Martinky ski resort.
In the event of loss or theft, the right to make a complaint lapses.
2. Pro Ski a. s. reserves the right to individually assess each case of damage and determine the amount of compensation in the form of a ski pass replacement within 10 days.
3. In case of unfavourable weather conditions preventing the operation of all transport facilities, the operator may issue replacement tickets for any other date of the season, if only some of the facilities are not in operation, we do not provide compensation. No financial compensation is provided.
4. **By purchasing a ski pass** the client undertakes to comply with the applicable operating, business conditions and regulations as well as the White Code (i.e. the rules of behaviour on the slope).
5. **The use of the purchased ski pass** - the ski pass can be used on all operated cableways a ski lifts in the ski resort Winter Park Martinky.
6. **Validity of the purchased ski pass** - the ski pass is valid during the operation of cableways and ski lifts from 8:30 am to 3:30 pm (from February 15 to 4:00 pm) operated by Pro Ski a.s. and is non-transferable.
7. **Hourly ticket** - is non-transferable and is valid for 4 hours in a row from the first pass through the turnstile. It expires after validity period or at the end of operational hours at the ski resort on that day.
8. **Seasonal ski pass** - is valid only for the person with the surname and first name for which it was issued, otherwise such ski pass will be blocked or withdrawn for the rest of the winter season without compensation.
9. **Applying a discount** is possible only upon presentation of a valid document for applying the discount as well as upon presentation of the document at the request of the inspection. In case of discount abuse, the ski pass will be withdrawn or discarded and blocked.
10. **Purchase and collection of the ski pass** - the ski pass can be purchased in advance at www.martinky.com and cash desks at Martinské hole during the operation of the Winter Park Martinky ski resort.
11. **Cancellation conditions** - in the event of partially used or not used ski pass during its validity period or unjustified non-collection of the ski pass no refund or ski pass extension is provided.
12. No subsequent exchange, extension or postponement of the validity period of ski pass is permitted.
13. In case of loss, damage or forgotten ski pass, no compensation is provided.
14. In the case of the use of an irregular or fake ski pass, such ski pass will be confiscated without compensation and according to individual assessment the holder may be fined up to 1,000 EUR.
15. The client caught without a ski pass or with invalid ski pass will be fined by the operator of the Winter resort Martinky park.
16. In the event of an injury on a slope, it is necessary to present a certificate from the Mountain Rescue Service at the cash desk No. 1 in Winter Martinky Park and a valid daily ski pass, for which a replacement daily ticket for another date in the season will be issued by the the operator.
No refund is provided for the seasonal ski pass and used hourly ski pass.

The first photo of the customer is taken upon the first passage through the turnstile and the ski pass becomes non-transferable. At the same time by the first passing through the turnstile, the customer agrees to the processing of personal data. Every client is monitored by the system. In the event of the use of the ski pass by non-authorized person, the ski pass will be permanently BLOCKED without compensation.

Place of filing a claim

1. The place of filing a claim is the cash desk where the ski pass was purchased or after closing, the cash desk No. 1 in the Winter Park Martinky resort from 8:30 am to 3:30 pm during the winter season. **In case the customer is entitled to a ski pass replacement the operator reserve the right to charge a handling fee in the amount of 1 EUR.**

Privacy Policy - ProSki a. s. in the processing of data relating to the business terms and conditions for obtaining a ski pass and online ski pass sales proceeds according to Act no. 428/2002 Coll. on the protection of personal data and thus respects the privacy of natural and legal persons. ProSki a.s. may use personal data in aggregate form for statistical analysis of website traffic data. During such processing, it is not possible to obtain any personal data and assignable information of natural and legal persons from the provided data whatsoever.

In Martin, October 31, 2016