

12. Nov 2022.

Public Enterprise "Ski resorts of Serbia"

Milutina Milankovića no. 9, 11070 Belgrade

Activity Code: 93.11 – activities of sports facilities which includes the regulation, equipping, maintenance, use and management of public ski resorts, as well as management of spaces suitable for regulating ski resorts representing the activities of a public enterprise of general interest.

MB: 20183390

PIB: 104521515

[www.skijalistasrbije.rs](http://www.skijalistasrbije.rs)

**On the day of purchase at the E-commerce site of the Public enterprise "Ski Resorts of Serbia" it is considered that the buyer is fully aware of applicable legal regulations and the following rules:**

### Customer Service

Contact phone: +381 60 688 96 26; +381 66 841 20 08 (weekdays from 8.00 to 16.00, weekends during winter season also)

Contact e-mail: [webshop@skijalistasrbije.rs](mailto:webshop@skijalistasrbije.rs)

Customers can contact customer service to get the information they need regarding the order.

### Exact description of the services offered

At the e-commerce point of the JP "Ski Resorts of Serbia" it is possible to purchase daily or multi-day tickets for an individual or in a family package with a predefined start date or depot ticket, which begins with the first pass through the ski lift gate.

In addition to the above mentioned ski tickets, it is possible to buy ski tickets valid all season (valid every work day of the ski resort/ski centre) or "10 in the season" (ten non-consecutive days of skiing during the season in ski area/ski centre).

Tickets from paragraph 1. of this Article applies only to the selected ski area/ski centre, and tickets from paragraph 2 of this Article are sold for the ski area "Stara Planina" or for the ski area "Zlatibor" or for all ski resorts (tickets valid simultaneously for Stara Planina, Zlatibor and Kopaonik)

By purchasing a ski ticket, the consumer is entitled to compulsory insurance from the consequences of the accident, the rescue service, as well as health care in case of injury at the ski resort, provided that the Rescue Service delivers injured customer to the Trauma Centre.

The buyer is entitled to a unilateral termination of the contract under the conditions prescribed by the Law on Consumer Protection, except in the case of a higher power (bad weather conditions). The Public Enterprise Ski Resorts of Serbia reserves the right to modify or terminate the installation during the ski season due to insufficient snow or bad weather conditions.

Ski tickets are personalized and not transferable to other persons. In the process of purchasing, accurate information about each skier are mandatory: first and last name, date of birth, and a photo of the person from which the person can be clearly identified. If the skiers do not obey these rules, the PE Ski Resort of Serbia holds the right to cancel the ticket at any time without the right to refund.

Be sure to show ski pass at the request of an official. In the event of abuse or endangerment of general security, the ski ticket will be confiscated by an official without the right to compensation.

Upload of facial recognition photos is mandatory for all ski passes when purchasing online.

The number of tickets is limited if the number of skiers on the slopes exceeds the capacity of the Ski Area.

After 3 pm it is not possible to buy tickets, which are valid from the current date.

## Types of tickets and price periods

By purchasing a daily or multi-day ticket, you have a certain number of consecutive days of skiing at your disposal, and the starting date of skiing must be specified. Depot tickets are not tied to a specific date, but their starting day of skiing is determined by the first pass through the gate at the ski resort, and they are also valid for consecutive days of use. The season ticket can be used throughout the winter season. The ticket "10 (20) in season" allows the use of ten (twenty) nonconsecutive days of skiing, from the beginning to the end of the winter season. Their prices are the same throughout the season, and are the lowest in pre-sale.

A season ticket or a "10 (20) in season" ticket purchased for all ski resorts is valid in all three ski centers: Kopaonik, Stara planina and Tornik. There are no season tickets or tickets "10 (20) in the season", which are valid only for Kopaonik. Season ticket or "10 (20) in season" ticket for Stara Planina is valid only in that ski center. The season ticket or "10 in the season" ticket for Tornik is valid only in that ski center.

Tickets in the family package are intended for family members, at least one of whom is an adult.

There are three price periods during the winter season for which different prices apply. The price of a multi-day ticket is determined based on the start date of skiing. The price periods are:

- Beginning and end of the season (the cheapest part of the season): November 15 - December 17 and March 26 - until the end of the season
- The main part of the season: December 18 - December 24; January 8 - February 11; February 19 - March 25
- Peak season (the most expensive part of the season): December 25 - January 7; February 12 - February 18

Discounts intended for certain groups of skiers, who qualify for a discount based on the number of people, cannot be obtained by purchasing through the webshop.

## Rules for using ski tickets

Skiing is an activity of increased risk. Every skier is responsible for personal safety!

1. Respect others - track users must behave in such a way that they do not endanger others or hurt them with their behaviour or equipment.

2. Controlling speed and behaviour - each user of the track must adjust their speed and behaviour with their personal abilities, as well as general terrain conditions and weather conditions, the state of the snow cover, as well as the density of traffic. If a user ski or drives a board on a track that does not correspond to his knowledge of driving techniques, he does so at his own risk.

3. Choosing the direction of the one above - the user of the path above has the ability to select a path and must do so in a way that preserves the safety of all persons below or in front of it. Due to the specific way of driving on the board and the reduced visibility angle, borderers must check their left and right angles every time they change direction.
4. Overtaking - overtaking can be done from right or left but must always be done in a wide enough arc, to predict the movement of the one that skier overtakes.
5. At the crossroads and on departure - after stopping or crossing paths, each user must look up and down and make sure that they can depart without danger to themselves and others.
6. Stopping - Each user must avoid stopping on narrow and vast passageways, and in case of crash must clear the track as soon as possible.
7. Climbing and descending on foot - the one who is forced to climb or get down the path, must use the edge of the track for this, making sure that neither he nor his equipment poses a danger to others.
8. Respect information, marking and signalization - the user must take care of information, weather conditions, state of paths and snow. It must also respect the marking and signalization on the tracks.
9. Assistance - any person who is a witness or participant in an accident must help by sounding the alarm. In case of need, as at the request of the rescue service, the witness or participant must be made available to them.
10. Identification - any person who is a witness or participant in an accident is obliged to disclose their identity to the rescue service.
11. The user of the ski resort must not use ski resorts if he is under the influence of alcohol, narcotics, or some psychoactive drug, i.e. a means that negatively affects his abilities.
12. Snowmobile - the ski area strictly prohibits the use of snowmobile, except for official purposes.
13. Use of a safety helmet - use of a safety helmet is mandatory for children up to the age of 14 and is recommended for other skiers.
14. Skiing outside the ski area and on unregulated terrain is at its own risk.
15. Basic FIS rules and signalization at the ski resort that apply to skiers also apply to borderers.

## Currency

Sales at the e-commerce site of the Public enterprise "Ski Resorts of Serbia" are done exclusively in Serbian dinar (RSD)

## Delivery of ski cards

When purchasing ski tickets at the e-commerce point of the JP "Ski Resorts of Serbia", the customer is e-mailed twice with transaction data, as well as a voucher – a unique QR code for each purchased ski ticket and with fiscal receipt in separate e-mail message.

There are two ways to buy and make ski cards purchased at an e-commerce retailer:

A buyer goes to the ticket pickup site, which can be a pickup box or cashier POS. A buyer needs to have a voucher, obtained by e-mail, in printed or digital form.

A card that the customer already physically owns can be reloaded with a purchased ski card based on its unique WTP number, after which a customer with such a reloaded card can go directly to the ski slope. Data of the purchased ski card will be loaded onto the card during the first time it passes through the ski lift gate. Reloading a ski pass is an additional benefit and Serbian Ski Resorts do not guarantee that it is possible to reload every card. It is not possible to reload the cards, that contain: seasonal, "10 or 20 in season" and depot tickets from the current season. The buyer will be clearly informed during the purchase process, if such a case arises. The customer is not entitled to any compensation in the event that it is not possible to reload the card.

## Refunds

In case of return of goods and refunds to a customer who previously paid with one of the credit cards, in part or in full, and regardless of the reason for the return, the E-commerce Public enterprise "Ski Resorts of Serbia" is obliged to make the refund exclusively through Visa, EC/MC and Maestro payment method, which means that the bank will make a refund at the request of the seller at the request of the cardholder.

In the event that the Public Enterprise is forced to close the ski centre/ski resort due to COVID 19 virus pandemic, all service users will be refunded money based on the payment of ski tickets for unused ski days.

Refunds are not made in case of bad weather, the closure of a ski resort or part of the ski area when necessary for general safety, disruption of cable cars and unplanned shortening of skiers accommodation arrangements.

A partial refund for remaining ski days is possible in case of injury if the skier has not moved away from the injury site (based on a provided photocopy of an authorized ambulance report that the user has been injured, the rescue service reports, the original/photocopy of the ski card), or the death of a family member of a ski cardholder (based on a provided death certificate of the deceased and the original/photocopy of the ski card).

In the case of an injury of the person up to 14 years of age on the ski slope, one of the parents of the injured user who owns a valid ski ticket can be entitled to a portion of the refund for the same unused ski ticket in the amount of 50%, provided that the parent's ski card was not used.

In case of circumstance (injury to the user on the ski slope or the death of a member of the user's family) in which the user is unable to use the purchased ski ticket on a full scale, the user may apply for the use of a ski ticket for an unused number of days during the current or next season. The Commission decides on the Request only if the user submits evidence and documentation, which is delivered by mail or in person at the Public enterprise "Ski Resort of Serbia". The refund request can be sent by e-mail to the address [zahtevipotrosaca@skjalistasrbije.rs](mailto:zahtevipotrosaca@skjalistasrbije.rs)

## Complaint procedure

The current Procedure for dealing with consumer complaints can be found on the official website of the Public enterprise "Ski Resort of Serbia". The consumer can submit a complaint regarding the service

provided by the Public Enterprise "Skijališta Srbije" within 30 days from the day of the service provided. E-mail address for customer complaints: [zahtevipotrosaca@skijalistarsrbije.rs](mailto:zahtevipotrosaca@skijalistarsrbije.rs)

## Notice to customers about possibility of withdrawing from contract concluded remotely (webshop)

The customer has the right to withdraw from the contract concluded remotely, or outside the business premises, within 14 days. The deadline for withdrawing from the contract concluded through the webshop starts from the day of payment to the account of JP "Skijališta Srbije" through a transaction at the e-commerce point of sale. After the expiration of 14 days from the day of purchase, it is only possible to change the start date of the ski ticket. **The buyers on the webshop can cancel the purchase, as well as change the date within the same price period, by themselves, following the link from the purchase confirmation, received by e-mail.**

E-mail address for customer requests: [zahtevipotrosaca@skijalistarsrbije.rs](mailto:zahtevipotrosaca@skijalistarsrbije.rs)

## User Privacy Protection

The public enterprise "Skijališta Srbije" collects and processes your personal data to extent that is necessary for the purchase of ski tickets. We collect: first and last name, residential address, date of birth, photo. We process your personal data in accordance with the Personal Data Protection Law.

The most up-to-date technical, organizational and personnel measures are applied, so that your personal data is confidential, safe and secure. We will keep personal data for as long as it is necessary to process them.

We hereby inform you that you have the right to revoke your consent to the processing of your personal data, at any time, by sending an e-mail to the address [dpo@skijalistarsrbije.rs](mailto:dpo@skijalistarsrbije.rs)

If you revoke your consent, this will not affect the admissibility of the processing that was carried out on the basis of your consent before your revocation. After revoking consent, your data will be permanently destroyed or anonymized.

In addition, you have the right to access or correct personal data, the right to object, as well as to file a complaint with the Commissioner for Information of Public Importance and Protection of Personal Data, if you believe that your rights provided for by the Personal Data Protection Law have been violated.

If you have additional questions regarding the processing of your personal data, the purpose of the processing and respect for your rights, please contact us at [dpo@skijalistarsrbije.rs](mailto:dpo@skijalistarsrbije.rs)

## Payment methods enabled and a description of the payment process

Payment of products on our internet store can be made in one of the following ways: payment cards – Mastercard, Maestro, VISA, Dinacard or American Express that support payment over the Internet. Card payment is made in cooperation with AllSecure Ltd and Banca Intesa and is done in a safe and certified manner through AllSecure Paymet Gateway, simply by entering payment card data.

After card information is entered and payment confirmation is confirmed, the bank authorizes the transaction and the order is approved. The amount will be reserved on your card (account) and will not be available for another purpose. The transaction will be completed and the amount taken off your account after the creation of tickets in the ski ticket production and control system. After completing the transaction, you will receive an e-mail confirmation with the QR card withdrawal code. In case the payment is not completed, i.e. the amount is not removed from the account, the money reserved in your account is released and will be available again during the same or the next day. You can then repeat the same or new order and make payments related to them. With the QR code you receive in your purchase certificate, you can pick up a ski ticket on specialized devices (pickup box) or at the point of sale.

Check with the bank that issued the card to see if your card supports internet payment.

## Applied standards and processes in data protection during card payments

When entering payment card data, confidential information is transmitted through the public network in a protected (encrypted) form, using the latest methods of tokenization of sensitive data, and in accordance with PCI-DSS standards. The payment card data are not available to the merchant.

3D Secure protection for all merchants and customers - AllSecure Payment Gateway uses the highest global data protection and privacy standards. All merchants who use the AllSecure Payment Gateway are automatically included in 3D-Secure protection, which guarantees the safety of purchases to customers. Customer payment card numbers are not stored on the merchant system and enrollment itself is protected by SSL data encryption.

The entire payment process complies with the PCI-DSS standard, which defines the necessary security measures in processing, saving, and transferring sensitive card data. Sensitive card holder data is protected throughout the payment process: from the moment of entering data on the merchant's online store, during communications between merchants and relevant banks and card organizations, and later storing that data.

## Conversion Statement

Please note that all payments will be effected in the Serbian currency – dinar (RSD). If the payment is done using foreign issuers payment cards, total amount of transaction will be converted into bank settlement currency, according to the current exchange rate of the Serbian National Bank. Once when transaction is settled the already converted amount will be converted into your local currency according to the exchange rate of credit card associations. As a result of this conversion there is a possibility of a slight difference from the original price stated in our web site.

## VAT Statement

Please note that all prices in the e-commerce web store PE Ski Resorts of Serbia are with VAT included and there are no any hidden expences.