

GENERAL TERMS AND CONDITIONS – SUMMER SEASON 2026

1. These General Terms and Conditions for the 2026 summer season are issued by ORAVA SKIPARK a.s., with its registered office at Radlinského 1739/21, 026 01 Dolný Kubín, Company ID No.: 44 716 028, registered in the Commercial Register of the District Court Žilina, Section Sa, Insert No. 10675/L (hereinafter “ORAVA SKIPARK a.s.” or the “Operator”). They govern the conditions for the provision of services, in particular transportation by cableways, and the related rights and obligations at the Kubínska hoľa resort.

2. During the 2026 summer season, a customer may purchase a transportation ticket (hereinafter the “Ticket”) at the price stated in the ORAVA SKIPARK a.s. Price List valid for the 2026 summer season. The contract of carriage is concluded when the customer boards a cableway (mountain transport facility) or enters a boarding station or boarding area accessible only with a valid Ticket. The Ticket price does not include the cost of an intervention by the Mountain Rescue Service in the event of an accident or sudden deterioration in the customer’s health while using the Operator’s services.

3. Depending on its type under the ORAVA SKIPARK a.s. Price List valid for the 2026 summer season, a Ticket is issued either on a contactless chip card or in paper form. The Ticket entitles its holder to use services at the Kubínska hoľa resort to the extent corresponding to the type of Ticket purchased. The deposit for a contactless chip card is EUR 2. After the purchased fare has been used, the Ticket holder may return the chip card during the 2026 summer season at the resort ticket office between 9:00 a.m. and 5:00 p.m. or at the card-return machine located near the ticket offices. If the purchased fare has not been fully used when the card is returned, the Operator does not refund the value of the unused transportation. The EUR 2 deposit is refunded in full only for an undamaged and fully functional chip card. Any unused fare on the chip card does not carry over to the following winter or summer season and expires at the end of the current season.

4. Tickets are sold from the beginning of the 2026 summer season at the Kubínska hoľa resort ticket offices operated by ORAVA SKIPARK a.s. Payment may be made in cash or by EUROCARD-MASTER CARD, MAESTRO, VISA, VISA ELECTRON and MASTERCARD ELECTRONIC payment cards. Tickets may also be purchased through the ESKIPASS e-shop under the ESKIPASS e-shop Terms and Conditions, at prices stated in the Price List valid for the 2026 summer season and published at the resort ticket offices and on kubinska.sk.

5. By purchasing a Ticket and using the Operator’s services, the customer agrees to comply with the instructions of authorised employees of the Operator, these General Terms and Conditions, the ESKIPASS e-shop Terms and Conditions, the BIKE PARK operating rules, the operating rules applicable to individual services and attractions, generally binding legislation governing the movement and conduct of persons in protected areas (Horná Orava Protected Landscape Area), as well as current notices published at points of sale, on information boards at the resort and on

kubinska.sk. The customer must carry a valid Ticket throughout the use of transportation services and present it for inspection at the request of an authorised employee of the Operator.

6. Discounted cableway Tickets:

6.1 Children up to the day preceding their 6th birthday are entitled to use the cableways free of charge only when accompanied by an adult aged at least 18 years (a maximum of 2 children per 1 adult). The child's health insurance card must be presented to claim the entitlement.

6.2 The "Child" Ticket is available to children older than 6 years up to the day preceding their 13th birthday. The child's health insurance card must be presented to claim the entitlement.

6.3 The "Senior" Ticket is available to persons over 60 years of age. A valid identity document must be presented to claim the entitlement.

6.4 A discounted "ZŤP" Ticket is available to holders of a Slovak severe disability card (ZŤP) or severe disability card with an accompanying person (ZŤP-S). A valid identity document and the relevant ZŤP or ZŤP-S card must be presented.

6.5 The "Junior" Ticket is available to persons aged 13 to 19. A valid identity document must be presented.

6.6 The "ISIC" Ticket is available to holders of ISIC, ITIC, EURO26 and GO26 cards. A valid identity document and the relevant card must be presented.

6.7 Organised groups receive a 10% discount on the total price. The discount applies only to organised groups of at least 20 persons when Tickets for the entire group are purchased at the same time. A list of group members bearing the organisation's stamp must be presented at the ticket office; dates of birth must also be stated for children and seniors.

6.8 Discounts cannot be combined. The customer will receive the most favourable price for which they are eligible.

6.9 Smaller dogs may be transported on all cableways provided that the dog is accompanied by its owner, wears a muzzle and is kept on a leash. Smaller dogs and other small animals may also be transported in suitable carriers. Only one smaller dog or other small animal may be transported on one chair. The customer must inform the cableway employee when transporting an animal. The Operator reserves the right to assess the possibility of transporting an animal on a case-by-case basis. There is no legal entitlement to the transportation of animals by cableway.

7. A customer wishing to engage in paragliding must purchase a Ticket during the 2026 summer season entitling them to cableway transportation with a paraglider, at the price stated in the ORAVA SKIPARK a.s. Price List. Such Tickets are sold at the resort ticket offices from 1 May 2026. A valid LAA SR licence or an equivalent licence issued by a competent foreign institution must be presented. The customer agrees to comply with all generally binding legislation applicable to

paragliding and undertakes this activity at their own risk. The customer is responsible for any breach of applicable legislation and for any damage caused in connection with this activity. Customers using cableway transportation with a paraglider may use only the take-off and landing areas designated by the Operator.

8. The individual Ticket types and the scope of services to which they provide access are specified in the ORAVA SKIPARK a.s. Price List valid for the 2026 summer season, available at the Kubínska hoľa resort near the ticket offices or individual attractions and on kubinska.sk.

9. Tickets

9.1 Ride Tickets:

Lower cableway (ride) – includes one return ride on the lower Minčol I chairlift, marked A on the map (POMA UNIFIX 4), to the middle of the resort. On request, the customer may also purchase a return ride on the upper chairlift marked B (Tatralift SLF 4p), from the middle of the resort to the top of Kubínska hoľa. The price and conditions are the same as for the lower chairlift ride.

Both cableways (ride) – includes one return ride on the lower Minčol I chairlift, marked A (POMA UNIFIX 4), and one return ride on the upper Minčol II chairlift, marked B (Tatralift SLF 4p), to the top of Kubínska hoľa.

Family Ticket 2+1 child (Both cableways) – valid for 2 adults and 1 child aged 6–12.99 years. Family Ticket MAX 2+2 children (Both cableways) – valid for 2 adults and 2 children aged 6–12.99 years. Each additional child in this age category may be added to the family Ticket for EUR 1 per child. Admission to the Srdiečkovo children's area is included for all persons. The fare is valid only on the day for which it was purchased. Ride Tickets are also limited to the number of rides purchased.

9.2 The A and B designations of the transport facilities are shown on the resort map, which is available free of charge at the ticket office, on information boards at the entrances from the car parks, near the ticket offices, at the exits of the lower and upper chairlifts, and on kubinska.sk.

9.3 Time-based Tickets:

4 hours (Both cableways, cyclists) – validity begins with the first passage through the turnstile and ends when the purchased period expires or when resort operations end for that day, whichever occurs first. Any unused time expires and does not carry over to the following day. The Ticket is valid on both cableways.

1 day – cyclists – the Ticket is valid on the day for which it was purchased, on both cableways during the resort's operating hours. Unused time does not carry over to the following day.

2 days – cyclists – the Ticket is valid for two consecutive days for which it was purchased, on both cableways during the resort's operating hours. Unused time does not carry over beyond the Ticket validity.

BIKEPARK season pass – issued in the holder's name and entitles the holder to use the

services of BIKE PARK Kubínska hoľa during the 2026 summer season.

When purchasing a season pass, the holder must provide their first name, surname and date of birth, and a photograph will be taken at the resort ticket office. When purchasing through the e-shop, the customer must register, provide accurate personal data and upload a current photograph. These data are used to verify that the Ticket is being used by the person registered as its holder. A season pass used by another person will be blocked without entitlement to a refund. If an authorised employee finds that any data, particularly the photograph, are no longer current, the Ticket may be blocked until the data are updated at the resort ticket office. These Tickets expire upon the official end of the 2026 summer season; unused fare does not carry over to the following summer or winter season.

- Paragliding – intended for pedestrians, including persons interested in paragliding; transportation of the paraglider is included in the Ticket price.
- Cyclists – entitles the rider to access the BIKE PARK Kubínska hoľa trails; bicycle transportation on the cableways is included.
- Srdiečkovo (without cableway) – entitles the holder to enter the Srdiečkovo children's area.
- Zipline – zipline Tickets are sold directly at the zipline starting point, not at the cableway and attraction ticket office. The zipline attraction is not operated by ORAVA SKIPARK a.s.

9.4 All Ticket types are non-transferable. Tickets become non-transferable upon the first passage through a reading device (turnstile). A photograph of the person using the Ticket is taken during each passage through the turnstile for the purpose of verifying authorised Ticket use, preventing misuse, protecting the Operator's legitimate interests and handling potential complaints and disputes. Photographs are used solely for control purposes and are automatically deleted after the Ticket expires. For season passes, photographs are retained for the duration of their validity. Only Tickets purchased from official resort points of sale and intended for the holder's own use may be used for transportation. Tickets obtained or purchased from other persons are invalid and will be BLOCKED if use is attempted. The customer must present a valid Ticket at the request of an authorised employee. If an employee finds that a customer is using an invalid Ticket or a discounted Ticket without entitlement, the Ticket will be BLOCKED without entitlement to a refund.

10. Operations and operating hours:

10.1 Operation of individual transport facilities (cableways) during the 2026 summer season depends on current weather conditions at the resort. Information is published on the ORAVA SKIPARK a.s. website and at the resort's points of sale.

10.2 The operating hours of cableways and individual attractions are determined by ORAVA SKIPARK a.s. depending on weather and operating conditions at the Kubínska hoľa resort.

10.3 ORAVA SKIPARK a.s. may unilaterally change the operating hours of transport facilities or decide not to commence, to interrupt or to terminate the operation of individual cableways in the event of technical failures, excessive wind speed, power outages or other circumstances

preventing the safe transportation of customers, including storms, high winds, fog or hail. Current information on weather conditions and cableway operations is available at Ticket sales points and on kubinska.sk.

11. Loss, theft and damage to Tickets:

11.1 No replacement or compensation is provided in the event of loss, theft or damage to a Ticket.

12. Complaints and fare refunds:

12.1 Services provided by ORAVA SKIPARK a.s. are governed by the relevant provisions of Act No. 40/1964 Coll., the Civil Code, as amended, in conjunction with the relevant provisions of Act No. 250/2007 Coll. on Consumer Protection and other generally binding legislation.

12.2 The customer is entitled to cableway transportation services in the agreed or customary scope, quality, quantity and time. If transportation is not used for reasons attributable to the customer before transportation begins, the fare is not refunded.

12.3 The customer may submit a complaint concerning defects in services at information centres in resorts operated by ORAVA SKIPARK a.s., electronically by e-mail to info@kubinska.sk, or in writing to the registered office of ORAVA SKIPARK a.s., within the period specified in these General Terms and Conditions.

12.4 The customer must submit a complaint without undue delay after becoming aware of the grounds for the complaint, but no later than the calendar day following the day on which transportation should have taken place or was not provided to the agreed extent; otherwise, the right to complain expires. For written complaints, the time limit is deemed to have been met if the complaint is delivered to ORAVA SKIPARK a.s. on the first business day after the customer's right to submit the complaint arose.

12.5 When submitting a complaint, the customer must present proof of purchase of the Ticket and an identity document. After reviewing the complaint, the Operator will decide on the method of handling it immediately or, in more complex cases, within 3 business days. The complaint-handling period will not exceed 30 days from the date the complaint is submitted. If the complaint cannot be handled immediately, the customer must provide contact details through which they can be informed of the outcome. The customer must provide the Operator with the cooperation necessary to handle the complaint.

12.6 The Operator may provide a fare refund to a Ticket holder for a day on which the customer passed through the turnstile but transportation was not provided due to an interruption in the operation of a transport facility lasting more than 60 minutes, or where transportation was not commenced for operational or weather-related reasons, as follows:

12.6.1 a full refund if transportation did not take place at all;

12.6.2 a refund of 75% of the price of the Lower + Upper Chairlift Ticket if transportation was provided only uphill on the lower cableway;

12.6.3 a refund of 50% of the Ticket price if downhill transportation did not take place due to an interruption in the operation of both transport facilities;

12.6.4 a refund of 25% of the price of the Lower + Upper Chairlift Ticket if downhill transportation on the lower cableway did not take place due to an interruption in operation.

12.7 The Operator reserves the right to assess each service complaint individually, including its justification, the customer's claims and the method or amount of any fare refund.

13. Without the Operator's consent, it is prohibited to use cableways, their chairs, boarding and exit stations or related areas for advertising purposes, including the placement of sales stands or advertising equipment. A Ticket does not entitle its holder to conduct any business or other gainful activity in these areas or on transport facilities without the consent of ORAVA SKIPARK a.s. and any permits required by law.

14. The Operator reserves the right to refuse cableway transportation to a customer and to block and invalidate a Ticket if the customer's conduct threatens or damages the Operator's property or legitimate interests, the life, health or property of other customers and visitors, or the environment, or if the customer fails to comply with instructions and prohibitions issued by authorised employees of the Operator or other authorised persons despite an explicit warning.

15. If damage to the customer's property or health occurs while using the Operator's services and the customer intends to claim compensation from the Operator, the customer must immediately inform the Operator of the damage and the circumstances of the event at the resort information centre and provide the cooperation necessary to clarify the incident and inspect the location. In the event of property damage, where the Operator's liability is established, compensation may, where possible and appropriate, be provided by restoring the item to its previous condition.

16. Special provisions:

16.1 ORAVA SKIPARK a.s. processes personal data in accordance with the generally binding laws of the Slovak Republic.

16.2 General principles of personal data protection are set out in the ORAVA SKIPARK a.s. Personal Data Protection Policy published on kubinska.sk.

16.3 By purchasing a Ticket, the customer acknowledges that their photograph may be used for control purposes and stored in the control system for the period of Ticket validity. The processing is based on the Operator's legitimate interest under the applicable provisions of Act No. 18/2018 Coll. on Personal Data Protection. Recordings of monitored areas may be used, in particular, for the prevention of criminal and administrative offences, documentation of injury-related incidents and provision of evidence to competent authorities in accordance with applicable law.

16.4 By purchasing a Ticket, the customer agrees to comply with the instructions of authorised employees of the Operator, the conditions of carriage, these General Terms and Conditions and any special terms applicable to individual services and attractions. ORAVA SKIPARK a.s. may block

a Ticket and prevent further use of services if it determines that the Ticket is being used by an unauthorised person. The system may record and display to staff the photograph assigned to a season pass, the photograph taken during the first turnstile passage and photographs from subsequent passages. For day, four-hour and ride Tickets, the system records photographs from the first and subsequent passages. These photographs are used for control and evidentiary purposes. Personal data are processed while the services are being used and retained for the period of Ticket validity. If a Ticket is blocked due to suspected unauthorised use, the relevant records may be retained for no more than 14 days for the purpose of investigating the circumstances and resolving potential disputes, after which they are deleted or overwritten. Non-transferable Tickets are valid together with the relevant identity document or document proving entitlement to a discount. The Operator may also block a Ticket if the person using it intentionally prevents verification of non-transferability, in particular by misleading the Operator about their identity, covering their face or physically obstructing the monitoring device. If a Ticket is blocked due to a breach of these General Terms and Conditions, the customer is not entitled to a refund of the Ticket price or any proportional part thereof, or to any other financial or non-financial compensation.

17. Final provisions

These General Terms and Conditions enter into force and effect on 18 July 2026 and remain valid throughout the 2026 summer season. They apply to the provision of services, in particular the use of cableways at the Kubínska hoľa resort operated by ORAVA SKIPARK a.s. If special terms and conditions applicable to individual services contain provisions that differ from these General Terms and Conditions, the relevant provisions of the special terms and conditions shall prevail.