Terms and Conditions

Ještěd EASY Pass Basic
and
Ještěd EASY Pass Plus

On sale from 29 October 2026 to 28 February 2027

1. These Terms and Conditions, issued by TMR Ještěd a.s., Company ID No. 060 80 413, with its registered office at Jablonecká 41/27, Liberec V – Kristiánov, 460 05 Liberec, registered with the Regional Court in Ústí nad Labem under file No. B 2685 (hereinafter "**TMR Ještěd a.s.**" or the "**Operator**"), govern the provision of services—transport by cableways and other mountain transport facilities at the Ještěd Ski Resort operated by TMR Ještěd a.s.—and the related rights and obligations arising from **Ještěd EASY Pass Basic and Ještěd EASY Pass Plus ski passes** purchased through www.gopass.travel. These Terms and Conditions apply at the Ještěd Ski.

2. The customer may purchase the **Ještěd EASY Pass Basic** product (winter ski pass) or the **Ještěd EASY Pass Plus** product for the 2026/2027 winter season under the Operator's special offer.

   2.1 Ještěd EASY Pass Basic and Ještěd EASY Pass Plus are valid at the Ještěd Ski Resort operated by TMR Ještěd from the date on which the Operator officially opens the 2026/2027 winter season, on the Resort's operating days and during the operating hours determined by the Operator according to weather and operating conditions, until the date on which the Operator officially closes the 2026/2027 winter season.
   2.1.1 Ještěd EASY Pass Basic and Ještěd EASY Pass Plus are intended for skiers and allow their holder (the person whose identification details appear on the pass—hereinafter the "Holder") to purchase a discounted ski pass for an operating day. Ještěd EASY Pass Basic and Ještěd EASY Pass Plus combine a subscription with a discounted supplementary payment for a ticket for a specific skiing day.

   2.2 Other products may be purchased and loaded onto a Gopass card carrying an active Ještěd EASY Pass Basic or Ještěd EASY Pass Plus.

   2.3 Ještěd EASY Pass Basic and Ještěd EASY Pass Plus are not season products.

3. **Ještěd EASY Pass Basic and Ještěd EASY Pass Plus** are issued by TMR Ještěd a.s. in the form of a GOPASS contactless chip card. The GOPASS contactless chip card entitles the Holder (the person whose identification details appear on the pass; hereinafter the "Customer" or "Holder") to use services provided at the Ještěd Ski Resort. **The Customer collects the chip card for the first time after purchasing the first full-day supplementary ticket, using the QR code in the purchase confirmation.**

4. The Customer may purchase **Ještěd EASY Pass Basic** or **Ještěd EASY Pass Plus at any time** from **29 October 2026 to 28 February 2027**, exclusively online at www.gopass.travel. The invoice for a purchase made at www.gopass.travel will be issued in the first and last name of the buyer entered during

registration of the GOPASS profile. An issued invoice cannot subsequently be changed to another customer, including a legal entity.

4.1 When concluding a contract to purchase **Ještěd EASY Pass Basic** during the online sales period from 29 October 2026 to 28 February 2027, the Customer shall pay the **subscription** price of **CZK 1,590**—Adult, **CZK 1,280**—Junior/Senior, or **CZK 1,120**—Child. The subsequent supplementary payment for a ticket for a selected day is **CZK 300**—Adult, **CZK 240**—Junior/Senior, or **CZK 210**—Child.

4.2 When concluding a contract to purchase **Ještěd EASY Pass Plus** during the online sales period from 29 October 2026 to 28 February 2027, the Customer shall pay the **subscription** price of **CZK 3,690**—Adult, **CZK 2,960**—Junior/Senior, or **CZK 2,590**—Child. The subsequent supplementary payment for a ticket for a selected day is **CZK 100**—Adult, **CZK 80**—Junior/Senior, or **CZK 70**—Child.

4.3 The Ještěd EASY Pass Basic or Ještěd EASY Pass Plus subscription is purchased at www.gopass.travel under the Ještěd mountain resort, in the Ski Passes section under the Season Products category. Each Customer will subsequently find the daily skiing supplementary-payment option in the Gopass Coupons section of their account.

4.3.1 Purchasing the daily supplementary ticket entitles the Holder of Ještěd EASY Pass Basic or Ještěd EASY Pass Plus to use services throughout the selected day, during both daytime operation (8:30–16:00) and evening skiing (18:00–21:00), according to the current operating schedule. It is not valid from 16:00 to 18:00, when the cableways are not in operation.

4.4 When purchasing a Ještěd EASY Pass Basic or Ještěd EASY Pass Plus subscription through www.gopass.travel, **the Holder must upload a current front-facing photograph of their face**. The photograph must show the Holder without a helmet, cap, scarf or balaclava covering the face and without glasses, except prescription glasses. The photograph is used to verify entitlement when passing through the turnstile (see Clause 4.5 of these Terms and Clause 17 of the Ještěd Ski Resort General Terms and Conditions). Storage of the photograph is governed by the personal-data rules in Clause 10 of these Terms.

4.4.1 **Ještěd EASY Pass Basic and Ještěd EASY Pass Plus are non-transferable. In the event of misuse, the Operator may withdraw the ski pass without compensation.**

5. Discounted Ještěd EASY Pass Basic and Ještěd EASY Pass Plus ski passes:

5.1 Persons aged 60 or over are eligible for the "**Senior**" Ještěd EASY Pass Basic or Ještěd EASY Pass Plus. To claim the Senior pass through the Gopass online programme, the Customer must enter the correct date of birth when registering at www.gopass.travel.

5.2 Persons aged 12 to 17.99 years and holders of ISIC or ITIC cards are eligible for the "**Junior**" Ještěd EASY Pass Basic or Ještěd EASY Pass Plus. To claim the Junior pass through the Gopass online programme, the Customer must enter the correct date of birth and the correct ISIC or ITIC card number.

5.3 Children aged 6 to 11.99 years are eligible for the "**Child**" Ještěd EASY Pass Basic or Ještěd EASY Pass Plus. To claim the Child pass through the Gopass online programme, the Customer must enter the child's correct date of birth when registering at www.gopass.travel.

5.4 Eligibility for a discounted Ještěd EASY Pass Basic or Ještěd EASY Pass Plus is determined by the Customer's age at the time of purchase, not at the time the purchased service is used.

5.5 Prices of Ještěd EASY Pass Basic and Ještěd EASY Pass Plus are stated at www.gopass.travel and in the current TMR Ještěd a.s. price list.

5.6 If the Customer holds an ISIC or ITIC card, eligibility for the discounted price and purchase of the Ještěd EASY Pass Basic or Ještěd EASY Pass Plus subscription are governed by the current GOPASS PROGRAMME GENERAL TERMS AND CONDITIONS.
Extract from the Gopass Programme General Terms and Conditions:
If a Gopass member holds an ISIC, ITIC, EURO26 or GO26 card and wishes to obtain a discounted price for a Service expressly offered to holders of those cards, before purchasing the Service the member must enter the relevant card number in their Main Account at www.gopass.travel, before entering any regional or other discount code. These cards are not one-time discount cards; a valid card changes its holder's status to student even if the holder is an adult by age. Discounts associated with these cards are not available for purchases at automated points of sale (Gopass Ticket). A card number cannot be added after payment, and the holder is not entitled to a discounted price for an already purchased service. If an accommodation provider arranges the purchase through the Gopass System, discounts associated with these cards cannot be applied.

5.7 If the Customer holds a disability card (ZTP) or a disability card requiring an assistant (ZTP-S), eligibility for a discounted price and purchase of the subscription are governed by the current GOPASS PROGRAMME GENERAL TERMS AND CONDITIONS.
Extract from the Gopass Programme General Terms and Conditions:
A Gopass member wishing to claim a discounted price expressly offered to ZTP or ZTP-S cardholders must upload the relevant card and complete the required details in Main Account / Profile Settings / Discount Cards before purchasing the Service. The discounted price does not apply to the assistant. GOPASS SE will assess the validity and completeness of the uploaded card and details within 30 days. If the requirements are not met, the member will be notified by email. If no notice refusing eligibility is received within that period, eligibility is deemed granted. The member may then purchase eligible Services through the Gopass System. Assigning a ZTP card changes an adult holder's price category to ZTP; a child or student retains the child or student category. The discount cannot be applied where an accommodation provider arranges the purchase.

5.8 Discounts cannot be combined. The most advantageous price for the Customer applies. If the Customer does not claim a discount when purchasing Ještěd EASY Pass Basic or Ještěd EASY Pass Plus, it cannot be granted retrospectively.

5.8.1 The stated discount does not apply to the supplementary coupon for a one-day ski pass, which is already a discounted product.

6. Discounts and benefits for Ještěd EASY Pass Basic or Ještěd EASY Pass Plus:

6.1 The Holder of Ještěd EASY Pass Basic or Ještěd EASY Pass Plus may also use the following benefits:

- **15% goX Cashback bonus** at selected JEŠTĚD GASTRONOMY outlets (under the current GOPASS PROGRAMME GENERAL TERMS AND CONDITIONS) on subsequent purchases made using a Gopass card (physical chip card or mobile Gopass card)
- **15% goX Cashback bonus** at selected JEŠTĚD MOTION outlets (under the current GOPASS PROGRAMME GENERAL TERMS AND CONDITIONS) on subsequent purchases made using a Gopass card (physical chip card or mobile Gopass card).

- An adult or senior Holder of **Ještěd EASY Pass Basic or Ještěd EASY Pass Plus** may purchase a season parking pass valid for parking area P1 at a discounted price:
From 29 October 2026 to 28 February 2027 for **CZK 1,500.**

- After purchasing **Ještěd EASY Pass Basic or Ještěd EASY Pass Plus**, the Customer will find the coupon for purchasing a season parking pass in their Gopass account under Coupons for the Ještěd resort.
- The Holder of a season parking pass may use the central P1 car park to park the Holder's motor vehicle while using Resort services. Parking is not guaranteed if capacity is limited. If the car park is full, the Holder may use publicly available paid or free parking subject to the relevant operator's conditions, without entitlement to financial or non-financial compensation. This provision applies from the day following purchase, if purchased during the 2026/2027 winter season, until the end of that season. If purchased before the season begins, it applies from the start of the season (the earliest use is 12 December 2026) until the end of the season.

6.2 The discounts under Clause 6.1 **cannot be combined with other discount campaigns or offers.**

6.3 The Resort Operator reserves the right to change the benefits and to discontinue any benefit.

6.4 TMR Ještěd a.s. reserves the right to restrict the validity of Ještěd EASY Pass Basic, Ještěd EASY Pass Plus or a season parking pass where organised events or competitions (sporting or cultural) so require.

7. Operation and operating hours:

7.1 The operating hours of individual transport facilities (cableways) at the Ještěd Ski Resort are:

8:30–16:00 during the 2026/2027 winter season (daytime skiing) *

18:00–21:00 during the 2026/2027 winter season (evening skiing—Skalka chairlift) **

* The operating hours of the Nové Pláně chairlift, Na hřeben surface lift and Bucharka surface lift differ. Current operating hours are available at www.skijested.cz.

Tickets purchased under these Terms do not permit entry to Kooperativa FunPark or the F10 surface lift. Entry to Kooperativa FunPark requires a designated ticket, available for example at a ticket office or the Operator's self-service machine. The F10 surface lift is reserved for participants in sports training, races or other sporting events organised by sports clubs, using a special training ski pass purchased directly by the relevant club.

** At its discretion, the Operator may limit evening skiing to certain days of the week or cancel it entirely during the winter season. The Operator will regularly publish information on evening skiing on its website or provide it through the information centre by email or telephone on request.

The operating hours of the conveyor belts in the FunPark training area are entirely variable, depend on occupancy and may change during the day according to the needs of TMR Ještěd a.s. They primarily serve Skischool Ještěd.

7.2 From the beginning to the end of the 2026/2027 winter season, THE SKI SLOPES ARE CLOSED from 16:00 to 8:30. During evening skiing, the Nová Skalka slope (No. 1) is CLOSED from 16:30 to 18:00 and from 21:30 to 8:30. While closed, the slopes are maintained and groomed, and customers are prohibited from entering them. Maintenance involves a risk of injury from snowmaking cables and grooming machines, particularly winch-equipped machines with deployed cables.

7.3 The operating hours of cableways at the Ještěd Ski Resort are determined by TMR Ještěd a.s. according to weather and operating conditions.

7.4 TMR Ještěd a.s. may unilaterally change operating hours or decline to start, interrupt or terminate operation of individual cableways and other mountain transport facilities in the event of technical failure, excessive wind speed, power failure or other circumstances preventing safe transport, including storms, gales, fog and hail. Information on weather conditions and facility operation is available from the Ještěd Ski Resort Information Centre and at www.skijested.cz.

8. Loss, theft, damage and misuse of Ještěd EASY Pass Basic or Ještěd EASY Pass Plus:

8.1 In the event of loss, damage or theft of **Ještěd EASY Pass Basic or Ještěd EASY Pass Plus**, the Holder must notify the TMR Ještěd a.s. information centre without delay and present identification for the person in whose name the pass was issued (or their legal representative). Only then can the pass be blocked and the required details verified. The Holder will receive a replacement pass. The maximum handling fee is CZK 2,000, plus CZK 75 for a new GOPASS contactless chip card. The Holder is not entitled to a refund, proportional refund or other compensation for days used as a result of delayed reporting and blocking. A Holder who fails to present the required document is not entitled to a replacement or other compensation.

8.2 If the Customer forgets the **Ještěd EASY Pass Basic or Ještěd EASY Pass Plus** when arriving at the Resort, Clause 8.1 applies accordingly: a handling fee of up to CZK 2,000 plus CZK 75 for a new GOPASS contactless chip card. The Customer must pay the fees when the replacement pass is issued**.**

8.2.1 Skipasy Ještěd EASY Pass Basic and Ještěd EASY Pass Plus are non-transferable and may be used only by their Holder. At the Operator's request, the Holder must prove their identity; children under 15 must present a health-insurance card, and a discounted-pass Holder must also prove entitlement to the discount. **If the Operator establishes that another person is using the pass, it may block it and prevent further use**. It may be unblocked only at the Customer's request after payment of a contractual penalty of up to **CZK 2,000** and the price of the improperly used day or evening ski pass under the current B2C Offline price list. A pass may be unblocked only once during the winter season; after repeated misuse it will not be unblocked. Blocking for misuse, unauthorised use of transport services or breach of Clause 11 or 12 does not entitle the Customer to any financial or non-financial compensation or refund.

9. Complaints and fare compensation:

9.1 Services provided by TMR Ještěd a.s. are governed by the relevant provisions of Act No. 89/2012 Coll., the Civil Code, as amended, in conjunction with Act No. 634/1992 Coll., on Consumer Protection, Act No. 250/2016 Coll., on Liability for Offences and Proceedings concerning them, Act No. 110/2019 Coll., on Personal Data Processing, and other generally binding legislation applicable in the Czech Republic.

9.2 The Customer is entitled to cableway or ski-lift transport services in the agreed or customary scope, quality, quantity and time.

9.3 Compensation for a day on which the Customer passed through a turnstile but transport did not take place because operation was interrupted for more than 180 minutes during daytime skiing (8:30–16:00) or more than 60 minutes during evening skiing (18:00–21:00), while the transport capacity of the Resort facilities used by the Holder was reduced, or no cableway at the Resort commenced operation, **will be provided by the Operator as follows:**

9.3.1 The amount of the supplementary payment for the daily ticket that the Customer could not use for the above reason will be credited to the Customer's Gopass account as goX credit. Where an amount paid by the Customer is refunded, the seller may deduct the goX Cashback credited for the daily supplementary-ticket purchase under the Gopass Programme General Terms and Conditions.

9.4 The Customer may submit a complaint concerning defects in services at the Customer Centre located at the Resort or electronically at reklamace@gopass.cz, without undue delay after discovering the grounds for complaint, but no later than the calendar day following the day on which transport was to be provided or was not provided to the agreed extent; otherwise the right to complain expires. For a written complaint, the time limit is met if it is delivered to TMR Ještěd on the first working day after the right to complain arose.

9.5 When submitting a complaint, the Customer must present proof of purchase of the **Ještěd EASY Pass Basic or Ještěd EASY Pass Plus** supplementary ticket and proof of identity. After reviewing the complaint, the Operator shall decide how it will be handled immediately or, in more complex cases, within three working days. The complaint shall be resolved within 30 days of submission. If it cannot be resolved immediately, the Customer must provide contact details for notification and must provide the cooperation reasonably required by the Operator.

9.6 A Holder of Ještěd EASY Pass Basic or Ještěd EASY Pass Plus purchased through www.gopass.travel may apply to the Operator, subject to medical confirmation of **long-term illness, injury or pregnancy**, or other reliable evidence of **another serious circumstance (for example death, work or study abroad):**

9.6.1 If, by the end of the 2026/2027 winter season, the Holder has not used **Ještěd EASY Pass Basic or Ještěd EASY Pass Plus** even once (that is, has not passed through a turnstile), the Holder may request a **100% refund** of the price paid in the form of goX credit credited to the Holder's Gopass account, or a **change of Holder**. If the amount paid is refunded, the seller may deduct the goX Cashback credited for the purchase under the Gopass Programme General Terms and Conditions.

9.6.2 If the Holder has used **Ještěd EASY Pass Basic or Ještěd EASY Pass Plus** only once (that is, has passed through a turnstile), the Holder may request a **change of Holder.**

The Holder must notify the GOPASS contact centre of an injury or other serious circumstance no later than 10 days after the injury, discovery of long-term incapacity for work, or other serious fact justifying a change of Holder, by emailing reklamace@gopass.cz. Further documents must be

supplied on request. The Operator reserves the right to assess each case individually and determine whether a request for a 100% refund or change of Holder is justified. Where a serious circumstance prevents use of the services, **only** the procedure under Clauses **9.6.1** and **9.6.2** is available, and the Holder has **no right** to any other financial or non-financial compensation.

A change of Holder is possible only to a person in the same age and price category or to a person in a lower-priced age category. In the latter case, the Holder is not entitled to a refund of the price difference.
The Holder of Ještěd EASY Pass Basic or Ještěd EASY Pass Plus may be changed only once during the 2026/2027 winter season.
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9.7 If the ski resort does not open or the 2026/2027 winter season is interrupted during the validity of Ještěd EASY Pass Basic or Ještěd EASY Pass Plus due to force majeure—such as an order of a public authority intended to prevent the spread of an infectious disease; other restrictions imposed by the Czech Government, another public authority or the Czech Ministry of Health; a natural disaster (earthquake, flood, meteorite impact, hurricane or epidemic); war; or terrorism—with a long-term duration extending beyond the winter season or producing permanent consequences, entitlement to compensation and the form of any compensation will be assessed after the pass validity period ends.
** Restricted days are days on which, but for the force-majeure event, the Operator would normally have provided the service during the pass validity period. Days on which the Operator does not normally provide those services are not counted.*

9.7.1 By purchasing Ještěd EASY Pass Basic or Ještěd EASY Pass Plus and using the services to which it gives entitlement, the Customer declares that they are and will remain informed of the current epidemiological situation and applicable public-health measures at the time of purchase and throughout use of the services, and undertakes to comply with them. The Customer confirms that, on each day of use, they will meet the conditions for using the services under the measures then in force.

9.8 The Operator reserves the right to assess each service complaint individually, including its merits and the Customer's requests, and to determine the method and amount of any fare compensation.

9.9 A consumer who purchases Ještěd EASY Pass Basic or Ještěd EASY Pass Plus at www.gopass.travel may not withdraw from the contract where TMR Ještěd a.s. provides leisure-related performance for a specified date within the meaning of Section 1837 of Act No. 89/2012 Coll., the Civil Code.

9.10 If a Customer-consumer is dissatisfied with how the Operator, as seller, handled a complaint or believes that the Operator infringed their rights, the Customer may request a remedy from the Operator. If the Operator rejects the request or fails to respond within 30 days, the Customer may initiate alternative dispute resolution under Part 4 (Sections 20n–20y) of Act No. 634/1992 Coll., on Consumer Protection. The competent bodies are: (a) the Czech Trade Inspection Authority, Central Inspectorate—ADR Department, Gorazdova 1969/24, 120 00 Prague 2; email podatelna@coi.gov.cz; https://coi.gov.cz/kontakty-inspektoraty/; or (b) another authorised legal entity entered in the list of alternative dispute-resolution bodies maintained by the Ministry of Industry and Trade of the Czech Republic, available at https://www.mpo.cz/cz/ochrana-spotrebitele/mimosoudni-reseni-spotrebitelskych-sporu-adr/. The Customer may choose which competent body to contact.

10. Personal Data Processing Policy

Information on personal-data protection is set out in the TMR Group Privacy and Personal Data Processing Policy published at www.tmr.sk/o-nas/gdpr/.

11. By purchasing **Ještěd EASY Pass Basic or Ještěd EASY Pass Plus** and using cableways, ski lifts and other mountain transport facilities at the Ještěd Ski Resort operated by TMR Ještěd a.s., the Customer undertakes to comply with the instructions of the Operator's authorised employees, the conditions of carriage, these Terms and Conditions, special terms applicable to individual services and any generally binding legislation governing the movement and conduct of persons at mountain resorts.

12. **Skipas Ještěd EASY Pass Basic or Ještěd EASY Pass Plus** does not entitle its Holder to carry out any business or other gainful activity anywhere within the Ještěd Ski Resort without the Operator's consent and the permits required by generally binding legislation. Without the Operator's consent, use of any Resort area for advertising purposes, including sales stands and advertising equipment, is prohibited.

13. The contractual relationship between the Customer and the Operator deviates from Section 1765 of the Civil Code. If a substantial change in circumstances creates a particularly gross imbalance in the parties' rights and obligations, the Customer is not entitled to demand renewed contract negotiations. Pursuant to Section 1765(2) of the Civil Code, the Customer assumes the risk of a change in circumstances.

14. **Validity of the Terms and Conditions:**

14.1 For **Ještěd EASY Pass Basic and Ještěd EASY Pass Plus**, these Terms and Conditions become valid and effective on 29 October 2026 and remain valid until 14 March 2027 or until any earlier date on which the Operator closes the 2026/2027 winter season due to weather conditions.

14.2 These Terms and Conditions apply to the provision of **Ještěd EASY Pass Basic and Ještěd EASY Pass Plus** services and use of cableways at the Ještěd Ski Resort operated by TMR Ještěd a.s. If these Terms contain provisions differing from the general terms governing cableway services at the Resort, these Terms prevail to the extent of the difference. Prices and conditions are subject to change.

In Liberec on 26 October 2026
TMR Ještěd a.s.