

INFORMATION ABOUT THE EXECUTION OF THE PROGRAMME AND BOOKINGS

As you book and pay for the selected programme, we provide you with the most important information about your purchase:

1. You can confirm your booking electronically on the web site www.planica-zipline.si or in writing to info@planica-zipline.si. If your booking is successful, you will receive a voucher with a QR code and an invoice to your e-mail address. The voucher contains the date and hour of the execution of the selected programme.
2. **The meeting point of all participants is 30 minutes before the scheduled time of your programme along the lower chairlift station within the Planica Nordic Centre.**
3. If participant/s is late, the operator does not guarantee to perform the programme that same day, if all subsequent scheduled terms in that day are full and the execution is physically impossible.
4. Before the start of the programme, participants/s must be acquainted with basic safety rules and terms of use. For this purpose it is required to read the statement on the Rules of the use of Zipline Planica and fill out the statement with all the information requested by the operator. For minors, the statement must be filled out by an adult. If participants do not wish to fill out the statement with the requested information, they will not be allowed to participate.
5. Programme participant must also bring a valid invoice or a voucher with the QR code, which enables the organizer to verify the paid programme. Participation in the programme is not allowed without appropriate confirmation!

RULES OF USE

The bellow described safety rules, information about use and restrictions apply to all participants of Zipline Planica:

TERMS AND CONDITIONS OF USE

Zipline Planica is constructed in accordance with the European SIST EN 15567-1 Standard and is appropriate for participants above the age of 10, or 6 and above in the event of a tandem descent. Zipline users should not have any psychophysical issues related to height and the use of Zipline Planica should not in any way constitute a health risk or any other risk for them or any other person.

Minimum height of a participant at descent: 140 cm

Minimum weight of user with equipment (total): 35 kg

Maximum weight of user with equipment (total): 120 kg

Users under the age of 15 can take part in a descent only in the company of parents or adult guardians.

In the event of a tandem descent the following restrictions apply:

Minimum height of a child for use of the children's belt: 120 cm

Maximum weight of both users with equipment (total): 120 kg

Every user must be thoroughly familiar with safety rules and restrictions before descent, which is confirmed by their signature on the statement. Minors must be acquainted with the rules of use by their parents or adults guardians, who sign the statement on their behalf.

RESTRICTIONS FOR THE USE OF THE DEVICE

Use of Zipline Planica is not allowed to:

1. People, who fail to meet the above criteria
2. Persons under the influence of alcohol, drugs or other substances, which reduce psychophysical abilities
3. People with spine injuries
4. People with increased blood pressure or cardiovascular diseases
5. Pregnant women
6. People with epilepsy
7. People who underwent surgery less than 6 months ago
8. People who underwent eye surgery less than 3 months ago
9. People with motion disability – they must be warned of the possibility of pain – participation only at their own risk

RULES OF USE

Rules of use for Zipline Planica:

1. Every participant must be familiar with these rules before using Zipline Planica. By signing users confirm that they are duly acquainted and agree with the rules. Participants younger than 15 must be informed of these rules by an adult, who confirms this with their signature (it is required to state the name and surname of the person responsible and of participants, and contact information). By signing participants confirm that they are taking part in the activities of the Postojna Adventure Park at their own risk.
2. Use of Zipline Planica is associated with certain risks and is performed at the sole responsibility of participants. For liability of the company Koren Sports d.o.o. and of the operator see point 7.
3. Zipline Planica is appropriate for participants older than 10, or older than 6 in the event of a tandem descent. Zipline user should not have any psychophysical issues related to height and the use of Zipline Planica should not in any way constitute a health risk or any other risk for them or any other person. Children under the age of 15 may use the device only in the company of parents or a responsible adult.
4. While using Zipline Planice it is not allowed to carry small items, such as jewellery, mobile phones, cameras, etc., because they may represent a risk for a participant as well as for other persons.
5. Long hair must be tied back with an elastic band.
6. Every participant must attend the presentation of safety instructions, which include a theoretical and a practical part. All instructions of a trainer/instructor or the organizer are binding and must be followed. If a participant is in breach, he may be asked to leave Zipline Planica. In case of breach of safety instructions given by the instructor or organizer, the company Koren Sports d.o.o. or the operator do not accept any related claims for compensation.
7. The use of Zipline Planica is possible only with special safety equipment, which is provided by the operator and includes: safety helmet, safety harness, holder and prescribed pulley. It is strictly forbidden to use Zipline Planica with the equipment, which is not prescribed by the operator or the device manufacturer. All safety equipment must be used in accordance with the manufacturer's or operator's instructions, and should not be disposed of or transferred to other persons during use.
8. Participants are materially liable for any damage to personal safety equipment, which might occur due to inappropriate and/or negligent use or handling.
9. The company Koren Sports d.o.o. or the operator of Zipline Planica is liable for personal injury within legal provisions. They are liable for material and pecuniary loss only under the presumption of gross negligence of the organizer or persons entrusted with guidance.
10. The management reserves the right to ask the persons, who fail to observe these rules, to immediately leave Zipline Planica.
11. The management reserves the right to stop the activity for safety and technical reasons (fire, thunderstorm, sleet, etc.).

12. Reimbursement of entry fee is not possible, if the participant voluntarily leaves Zipline Planica.
13. It is not allowed to use Zipline Planica under the influence of alcohol, drugs or other substances, which reduce psychophysical abilities.
14. It is not allowed to smoke while using Zipline Planica or carrying safety equipment.
15. The use of Zipline Planica outside the operating hours is strictly forbidden and life-threatening!
16. By signing I hereby allow the use of the personal information provided in these rules for the purposes of operations of Zipline Planica.
17. The use of photo and/or video material for the purposes of professional promotion is allowed only with the approval of the operator of Zipline Planica and is forbidden without the operator's authorization.

GENERAL TERMS AND CONDITIONS OF BUSINESS AND INFORMATION

Organizer: Koren Sports, agencija za športne avanture in potovanja, d.o.o., Pot na Bistriško planino 10, 4290 Tržič, SI23869399, person responsible: Matija Koren

GENERAL PROVISIONS

These general terms and instructions form a component part of the contract or referral/voucher, concluded between Koren Sports d.o.o. (hereinafter also KS) and the client.

General terms apply only to the services organized by KS, except insofar as it is expressly stated that they also apply to the sale of services of other organizers. If special terms of business or an individual programme regarding any item of these general terms and instructions provide otherwise, the statement or the provision set forth in the programme shall apply.

In case of phone sale or sale by internet it is considered that the client accepted the provisions of these General terms and conditions of business, when he ordered and confirmed the execution of KS services by phone or via internet by e-mail. The client may also be informed of the provisions of general terms and instructions on the website, where they are specifically indicated and generally accessible.

A client is any person, who executed a valid booking or purchased and paid for the services to the company Koren Sports d.o.o., and to whom these General terms and conditions and instructions for tourist arrangements apply.

CLIENT'S CANCELLATION OR CHANGED SCHEDULE OF DESCENT

Client is entitled to cancel the service. If the client cancels the service, KS is entitled to the reimbursement of costs due to the cancellation of services. The amount of the reimbursement to the client depends on the period in which the client submitted the cancellation, which must be made in writing. If the client cancels the service, he or she shall be obliged, in any case, to refund administrative costs to KS in the amount of 4% of the paid service. The amount of refund related to the cancellation of services depends on the period before the day of the execution of service, in which the client submitted his cancellation or in any other way cancelled the descent with Zipline Planica:

- 45 to 30 days before the day of the service - 90% reimbursement of the price of service
- 29 to 22 days before the day of the service - 80% reimbursement of the price of service
- 21 to 15 days before the day of the service - 70% reimbursement of the price of service
- 14 to 8 days before the day of the service - 50% reimbursement of the price of service
- 7 to 1 working day before the day of the service - 20% reimbursement of the price of service

Cancellation on the day of the descent or failure to participate without cancellation – no reimbursement of the price of service

To cancel the service the client must send an e-mail to info@planica-zipline.si.
Date of cancellation is the date of the receipt of e-mail.

CANCELLATION OR CHANGED PROGRAMME

In accordance with the valid legislation, KS reserves the right to cancel or change the execution of the programme.

KS reserves the right to completely or partially withdraw from the contract in case of extraordinary circumstances, which could not have been expected, eliminated or avoided before or during the implementation of the programme, and to KS such circumstances present a valid reason not to conclude the contract, if they existed at the moment of the conclusion of the contract.

KS may cancel the programme or resign from the programme and demand reimbursement of costs from the client, who directly violates provisions of the contract concluded with KS, in particular if it was established that the client intentionally provided wrong information about the number of participants or their age, or if changes occurred during the programme and the client failed to notify KS.

KS cannot assume any responsibility for changes to the programme in case of force majeure events. In such cases KS can provide participants with services in an altered form, according to the existing possibilities.

If KS cancels the execution of service, the client is entitled to full reimbursement of the paid price for the ordered service.

ACCOUNTS OF SERVICES

Services are charged in accordance with the existing quotation confirmed by the client. The client shall be obliged to notify any change in the number of participants as opposed to the confirmed quotation and state the final number of participants within 48 hours at the latest.

If the number of participants participating in the programme is smaller as opposed to the information provided in the confirmed quotation, the settlement of accounts is executed in accordance with the confirmed quotation, and the client is not entitled to any reimbursement of costs arising from the difference in the number of actual participants. If there are more participants than agreed in the original quotation, KS can charge additional costs or can withdraw from the contract, if he cannot ensure appropriate safety, which originates from the nature of the activity in question.

VALIDITY OF GIFT CERTIFICATES

When issued, all gift certificates have a certain value and validity. If validity of a certain certificate expires, it must be extended by the issuer, who will give you a new code to redeem the credit relating to the gift certificate in question.

Validity of the gift certificate expires in the following cases:

- For properly performed bookings by means of a gift certificate, where participants failed to appear at the meeting point for the selected date and time;
- If a user changed his mind just before the intended descent.

In no case can the gift certificate be exchanged for cash refund.