

# SPECIAL TERMS AND CONDITIONS FOR THE RESORT CARD, DIGITAL WALLET, AND ACCOMMODATION VOUCHER



SNĚŽNÍK a.s., registered office: Velká Morava 79, 561 69 Dolní Morava, CRN 26979136, registered in the Commercial Register kept at the Regional Court in Hradec Králové, section B, file No. 2886

(hereinafter the 'Operator')

operating the Dolní Morava Mountain Resort

(hereinafter the 'Resort')

## **for the Resort Card, digital wallet, credit, accommodation voucher and the related transition mode**

### **1. Introductory provisions**

1. These Special Terms and Conditions govern the issuance, charging, validity, transferability, redemption, and use of the Resort Card, digital wallet, credit, accommodation voucher, and related products offered by the Operator.
2. These conditions are added to the Operator's General Terms and Conditions available online. In the event of conflicting conditions, these Special Terms and Conditions shall prevail for products under these terms.
3. The special terms and conditions for the season ski pass and the season bike pass remain separate; if products of this type are issued or purchased through a Resort Card, their own special terms and conditions will also apply.
4. From the effective date of these terms and conditions, the Operator shall offer a new **Resort Card with credit and an accommodation voucher**; other previously used voucher products shall not be issued again, unless the Operator expressly states otherwise.

### **2. Definition of basic terms**

1. **A Resort Card** is a card issued by the Operator with a clear identity and identification, marked with the Dolní Morava Mountain Resort brand; it is mostly used as a carrier for a digital wallet, credit and other products of the Operator.
2. **The New Resort Card** is a card registered in the name of a specific person and with his identity. As a credit carrier, it is transferable if it does not contain a product that is non-transferable due to its nature or under the Special Terms and Conditions.
3. **A digital wallet** is a feature of the Resort Card that allows tracking and spending monetary value in Czech crowns.
4. **Credit** is the monetary value in CZK that the Resort Card digital wallet is loaded with.
5. **An accommodation voucher** is a nominal value voucher intended **exclusively for payment upon check-out** from the accommodation under Article 7 of these terms and conditions.
6. **An Old Product** is a previously issued voucher, a digital wallet card, or another similar product issued or purchased under the Operator's previous terms and conditions.
7. **The New Resort Card** is a Resort Card issued under these Special Terms and Conditions.

### **3. Issuance and features of the Resort Card**

1. The Resort Card is a flexible card issued by the Operator used for registration and redemption of credit and other products of the Operator.
2. The Resort Card carries a digital wallet and can also carry other authorisations to use the Operator's

services.

3. Season passes and other products or authorisations to use services can also be added to the Resort Card, and, depending on their nature, they may also be provided via a QR code.
4. The Resort Card is issued **upon payment of a CZK 100 fee**.
5. The Resort Card fee is not a deposit and is non-refundable once the card is issued.
6. The Operator may allow the customer to choose the design of the Resort Card based on the current offer.
7. If the customer wants to purchase a **product as a gift or as a nominal value for future redemption of services**, he can purchase a Resort Card with the appropriate credit and choose a design from the Operator's current offer.

#### 4. Digital wallet and credit

1. The Resort Card contains a digital wallet
2. **The Resort Card can be topped up with credit** at sales points designated by the Operator, and also electronically or remotely, if the Operator allows it.
3. **You can request remote top-up of the Resort Card** by email at [resortcard@dolnimorava.cz](mailto:resortcard@dolnimorava.cz).
4. **The request for remote top-up must at least include:**
  - a) the applicant's full name,
  - b) the applicant's telephone number,
  - c) the email address used to register for the Resort Card,
  - d) the requested top-up amount.
5. The minimum amount per remote top-up is **CZK 500**.
6. Upon receiving a duly filled out application, the Operator shall issue and send the applicant **an invoice** for the required amount. **When the payment is received**, the relevant amount will be credited to the Resort Card.
7. **The Operator will inform the applicant when the amount is credited** to his Resort Card by email using the email address provided in the application.
8. **The Operator is entitled to refuse to settle a request for remote top-up** if it does not contain all the required data, if it is impossible to verify the applicant's ownership of the relevant Resort Card, or if the payment is not made properly and on time.
9. The digital wallet on the Resort Card **can be used in all systems** involved in the operation of the Dolní Morava Mountain Resort to pay for the Operator's services and goods, unless otherwise temporarily determined in a specific case for technical or other reasons.
10. The digital wallet on the Resort Card **can be used to pay for the use of any resort services and goods**, unless the Operator establishes technical restrictions for a specific point of sale or product.
11. Wherever the Operator lists information about a digital wallet within the Resort, this means the use of the Resort Card as a carrier of this digital wallet.

#### 5. Topping up credit and transferring it to a New Resort Card

1. **From the effective date of these Special Terms and Conditions**, credit can only be topped up under these conditions, and only to the New Resort Card.
2. If, after the effective date of these Special Terms and Conditions, **the customer wants to top up his current digital wallet on the Old Product**, this can only be done by transferring it to the New Resort Card.
3. In the case described in paragraph 2, unused credit from the Old Product will be transferred to the New Resort Card, and the new topped up credit will be credited to it.
4. The issuance of a New Resort Card, including the transfer under this article, is subject to a **non-refundable fee of CZK 100**.
5. Further top-ups after the transfer shall be governed exclusively by these Special Terms and Conditions.

## 6. Redemption of credit and similar products

1. Credit, or the product credited to the Resort Card, **can be redeemed** at the reception of Hotel Vista, at the information centre, or at the TICKET POINT Customer Centre, if the Operator's current operating mode allows it.
2. If the Operator allows it, the credit, or the credited product, can also be redeemed electronically or remotely in the manner specified by the Operator and in Article 4 of these Special Terms and Conditions.
3. The method of redemption for a given type of product is assessed according to the Operator's rules effective on the day of its redemption.

## 7. Accommodation voucher

1. The accommodation voucher is **the only voucher product in the Resort's new offer in nominal value intended for accommodation reservations and related guest expenses**.
2. The accommodation voucher is used **exclusively during check-out**.
3. An accommodation voucher **can be used for all guest expenses** accounted for in the reservation, especially for accommodation, meals, purchased goods and services of the Operator related to the reservation.
4. An accommodation voucher can only be redeemed **within its validity period and in the manner specified** by the Operator for this type of product, valid on the day of its redemption.
5. Unless expressly stated otherwise for a specific accommodation voucher, the customer is not entitled to payment of the **remaining monetary value** in cash upon redeeming the voucher.
6. **The remaining amount** of the accommodation voucher's nominal value is forfeited and cannot be transferred to the Resort Card or paid out in cash.
7. **If the accommodation voucher is not used during its validity period**, it shall expire after this period without the right to a refund, unless the law or these Special Terms and Conditions stipulate otherwise.

## 8. Validity of credit and other products on the Resort Card

1. Digital wallet credit on the Resort Card is valid for **1 year from the date of its last top-up**.
2. Each subsequent credit top-up begins a new credit validity period of **1 year from the date of this last top-up of the Resort Card**.
3. **The minimum top-up value** to extend the digital wallet's validity is **CZK 500**.
4. If the digital wallet is not topped up within the time and in the amount stipulated by paragraphs 1 to 3, **the unused credit shall be forfeited without compensation at the end of this period**.
5. In addition to credit, QR codes, time products, season tickets or other products of the Operator can also be added to the Resort Card. **The validity of these products is not governed by the validity period of the digital wallet credit, but by the current conditions of the relevant product**.
6. The forfeiture or expiration of one product on the Resort Card does not in itself affect the validity of other products on the same Resort Card, unless the conditions of the specific product state otherwise.

## 9. Transitional provisions

1. **Products issued or purchased before 30 September 2026** are governed by the Operator's current terms and conditions effective as of the date of their issuance or purchase, until their expiration or the full exhaustion of the credit, unless the Operator stipulates otherwise for the benefit of the customer.
2. **Previously used products**, specifically experience vouchers and other similar products issued under the current terms and conditions, will no longer be issued as of 1 October 2026; they may only be redeemed under the current terms and conditions if purchased prior to this date and provided their validity has not yet expired.
3. **If, after 1 October 2026, the customer wishes to top up credit on the Old Product, or otherwise**

**continue using the digital wallet under the new mode, this shall be governed exclusively by these Special Terms and Conditions, particularly Article 5.**

4. After 1 October 2026, credit can only be topped up on the Old Product by transferring any unused credit to the New Resort Card, and by simultaneously or subsequently topping it up pursuant to these Special Terms and Conditions.

#### **10. Non-transferability, misuse, and verification**

1. If a specific product is non-transferable under these conditions or according to a specific offer, it can only be used by the authorised person.
2. The buyer or holder of the product must not resell the non-transferable product, make it available to a third party for use, or otherwise misuse it.
3. In the event of reasonable suspicion of misuse, the Operator is entitled to temporarily block the product **for the purpose of verification**.
4. If intentional misuse or another serious violation of the terms and conditions is proven, the Operator can permanently block the product **and deny its further use without the right to a refund**, to the extent corresponding to the nature of the violation.

#### **11. Withdrawal from the contract, complaints, and rights arising from defective performance**

1. The consumer's right to withdraw is assessed for individual products based on their legal nature and the General Terms and Conditions available online.
2. For complaints and rights arising from defective performance, the General Terms and Conditions available online shall apply, unless otherwise specified for a specific product.
3. The holder of the product is obliged to give notice of a defect without undue delay after discovering it, or after he would have discovered it with due care.

#### **12. Final provisions**

1. Matters not governed by these Special Terms and Conditions are governed by the General Terms and Conditions available online and Czech law.
2. If any provision of these Special Terms and Conditions is invalid or ineffective, this shall be without prejudice to the other provisions.
3. These Special Terms and Conditions shall come into effect on 1 October 2026.