

### III. COMPLAINTS AND RETURNS

1. Bad skiing and weather conditions as well as significant attendance on lifts and ski lifts do not constitute grounds for a full or partial refund of the ski pass or ticket.

2. The return of unused time allowances is possible only as a result of downtime of all lifts and ski lifts of the Centers lasting more than 1 hour.

For one-day or multi-day passes:

In the case of technical reasons shutting down the operation of transport facilities before 12:00, which prevents for a period longer than 60 minutes the use of at least 50% of the ski infrastructure (number of rope transport facilities) covered by a given ski pass and scheduled to be available according to the ski report published for a given day on the website <http://www.skrzyczne.cos.pl>, the customer is entitled to:

- Free 1-day pass valid only at the COS Skrzyczne Ski Resort.
- Refund of the entire price for the pass - in the case of one-day passes or in the case of multi-day passes, refund of part of the price for the pass, proportionally equal to the price on the receipt for each unused day. The customer receives the refund in cash.

In the case of technical reasons shutting down the operation of transport devices after 12:00, which prevents for a period longer than 60 minutes the use of at least 50% of the ski infrastructure (number of rope transport devices) covered by a given ski pass and scheduled to be available according to the ski report published for a given day on the website <http://www.skrzyczne.cos.pl>, the customer is entitled to:

- A free four-hour pass valid only at the COS Skrzyczne Ski Resort.
- 50% refund of the ticket price - in the case of one-day tickets.
- Refund of part of the price for the pass, proportionally equal to 50% of the price on the receipt for the unused day in the case of multi-day passes. The customer receives the refund in cash.

In the case of hourly passes valid from 12:00, 1:00 p.m. or 2:00 p.m., in the event of a shutdown for technical reasons of the operation of the transport equipment, which prevents the use of at least 50% of the ski infrastructure for a period longer than 60 minutes (number of cable transport equipment ) covered by a given ski pass and scheduled to be available according to the ski report published on the given day on the website <http://www.skrzyczne.cos.pl>, the customer is entitled to a refund of the entire price for the ski pass. The refund is made in cash.

In the case of four-hour passes valid only at the COS Skrzyczne Ski Resort, in the event of a shutdown for technical reasons of the operation of transport devices, which prevents for a period longer than 60 minutes the use of at least 50% of the ski infrastructure (number of rope transport devices) covered by a given pass and plannedly available according to ski report published for a given day on the website <http://www.skrzyczne.cos.pl>, the client is entitled to:

- A free four-hour pass valid only at the COS Skrzyczne Ski Resort.
- 50% refund of the ticket price. The customer receives the refund in cash.

3. In the case of tourist tickets, if the operation of transport equipment is disabled for technical reasons, which prevents for a period longer than 60 minutes the use of the infrastructure covered by a given ticket and scheduled to be available according to the announcement published for a given day on the website [http://www.skrzyczne .cos.pl](http://www.skrzyczne.cos.pl),

the customer is entitled to use the same ticket on another date (during the current season) as the one purchased for the given day when the center could not operate, or a refund in proportion to the use of the service according to the price on the receipt. The customer receives the refund in cash.

4. Tickets and promotional passes are non-refundable.

5. The deposit is not refundable in the event of loss or visible mechanical damage to the card.

6. The customer is not entitled to a refund of the costs of accommodation, travel, meals, equipment rental and insurance in the event of the railway being shut down for any reason.

7. After the end of the season, i.e. on April 20 each year, tickets and passes become invalid and will not be refunded.

8. Complaints and returns are accepted only on the basis of a fiscal receipt.

9. At the request of staff or control authorities, the card must be presented. Refusal to present will result in blocking the possibility of further use of the card.

10. Only the person who used the pass when passing through the gate for the first time can be the user of a season ticket.

11. In case of non-compliance with the provisions of these regulations, violation of the FIS Ski Code, attempt to extort passage or use of the pass by an unauthorized person, the pass will be blocked and the holder is entitled only to a refund of the deposit for the card (does not apply to cards purchased in the GOPASS system).

12. All complaints can be sent to [reklamacje.skrzyczne@cos.pl](mailto:reklamacje.skrzyczne@cos.pl).

13. PERSONAL DATA PROTECTION:

Information on the protection of personal data (RODO) at the COS Skrzyczne Ski Resort can be found at <https://cos.pl/3338/ochrona-dani-osobch-rod0>.