1. General Provisions

1. Tatragolf Mountain Resort is operated by LUBIA, s.r.o., with its registered office at Údernícka 6088/3, 851 01 Bratislava, Company ID: 47 411 295, VAT ID: SK2023890154, registered in the Commercial Register of the Municipal Court Bratislava III, Section: Sro, Insert No.: 99058/B (hereinafter referred to as Tatragolf Mountain Resort).

2. These Terms and Conditions (hereinafter referred to as TC) regulate the method of booking services provided by the operator of short-term rentals, through the reception or the online booking system on the website www.tatragolf.sk, its subpages, and/or subdomains.

2. Selection and Booking of Services

1. The operator undertakes to provide and ensure services to the extent offered at the time of booking.

2. When booking additional services, the customer is entitled only to the number of services they have properly reserved. The decisive factor in this case is the booking confirmation, which serves as a document for both the operator and the customer.

3. The customer has the right at any time to additionally supplement the booking and expand the reserved services even after making the reservation.

3. Payment Terms

1. Services offered on the operator's website can be paid by bank transfer or credit/debit card.

- When choosing payment by credit/debit card, the condition for confirming a binding reservation of services is the payment of 100% of the price of the ordered services, which are generated by the system during booking.

2. When choosing payment by bank transfer to the operator's account, the condition for confirming a binding reservation of services is a payment of 100% of the price of the ordered services.

3. Payment Details:

- Account Owner: LUBIA, s.r.o., Údernícka 6088/3, 851 01 Bratislava, Company ID: 47 411 295, VAT ID: SK2023890154, registered in the Commercial Register of the Municipal Court Bratislava III, Section: Sro, Insert No.: 99058/B.

- Bank Details:

- UniCredit Bank Czech Republic and Slovakia, a.s.

- IBAN: SK81 1111 0000 0016 8098 1010

- BIC: UNCRSK BX

4. If the customer does not pay for the stay within the specified period, the reservation of services is automatically canceled in full.

4. Cancellation of Stay and Refund of Payments Made

1. Withdrawal from the contract and cancellation of booked services must always be done as soon as possible, in writing or by phone. Withdrawal from the contract can only be made through the operator's reception at the phone number +421 948 493 998 or +421 948 044 298, or by email at recepcia@tatragolf.sk.

5. Arrival and Execution of Stay

1. After paying for the stay, the customer will be issued a proof of payment, which confirms the reservation bindingly.

2. When purchasing a stay voucher and after paying the full price of the stay, the customer will be issued and sent a voucher by email from the service provider, which the customer must present upon arrival at the facility and check in at the operator's reception.

3. In case of uncertainties or questions that arise during online booking, the client is entitled to contact the operator's reservation department by phone at +421 948 493 998 or +421 948 044 298, or by email at recepcia@tatragolf.sk.

4. Check-in is possible on the day of the start of the stay as per the reservation from 3:00 PM. Check-out is on the last day of the stay as per the reservation until 10:00 AM.

5. In case of special requests (baby crib, late arrival or departure from the stay (late check-in or late check-out), or interest in booking additional services), the client is entitled to contact the

operator's reception by phone at +421 948 493 998 or +421 948 044 298, or by email at recepcia@tatragolf.sk.

6. The operator is entitled to provide a discount on the stay for children under 6 years, as follows: for children under 5 years (from 0 to 5 years inclusive), a 100% discount without entitlement to a bed or extra bed.

6. Personal Data Protection

1. Tatragolf Mountain Resort processes personal data in accordance with Act No. 18/2018 Coll. on Personal Data Protection and with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Data Protection Regulation (hereinafter referred to as GDPR). We have adopted appropriate technical, organizational, and personnel measures in accordance with EU regulations and relevant legal provisions of the Slovak Republic.

2. For the purpose of registering the accommodated person, the following personal data are processed: first name, last name, residence, date of birth, identity document number, obtained from the guest's identity document provided before accommodation.

3. Personal data will be processed by Tatragolf Mountain Resort manually and automatically directly through its authorized employees and further through processors authorized by Tatragolf Mountain Resort based on contracts on personal data processing.

4. List of entities to whom the guest's personal data may be disclosed: Personal data will be provided or made available to third parties only based on legal regulations.

5. Personal data will be processed by Tatragolf Mountain Resort for a period of 6 years from the last visit to the facility.

6. If the guest believes that their personal data is being unlawfully processed, they can file a complaint with the supervisory authority, which for the territory of the Slovak Republic is the Office for Personal Data Protection (www.uoou.sk).

7. Alternative Dispute Resolution

1. A buyer – consumer – has the right to contact the seller with a request for remedy (e.g., via email) if they are not satisfied with the way the seller handled their complaint or if they believe the seller violated their consumer rights. If the seller responds to this request negatively or does

not respond within 30 days from its sending, the consumer has the right to submit a proposal to initiate alternative dispute resolution to an alternative dispute resolution entity (hereinafter referred to as ADR entity) according to Act No. 391/2015 Coll. ADR entities are authorities and authorized legal entities according to §3 of Act No. 391/2015 Coll. A list of ADR entities can be found on the website of the Ministry of Economy of the Slovak Republic www.mhsr.sk. The consumer can submit the proposal in the manner specified under §12 of Act No. 391/2015 Coll.

2. The consumer may also submit a complaint through the RSO alternative dispute resolution platform, which is available online at https://ec.europa.eu/consumers/odr/main/index.cfm.

3. Alternative dispute resolution can be used only by a consumer – a natural person who, when concluding and fulfilling a consumer contract, does not act within the scope of their business activity, employment, or profession. Alternative dispute resolution concerns only a dispute between a consumer and a seller arising from a consumer contract or related to a consumer contract. Alternative dispute resolution concerns only contracts concluded at a distance. Alternative dispute resolution does not concern disputes where the value of the dispute does not exceed 50 EUR. The ADR entity may require the consumer to pay a fee for initiating alternative dispute resolution up to a maximum of 5 EUR including VAT.

8. Final Provisions

1. These TC and legal relationships arising on their basis are governed by the legal system of the Slovak Republic.

2. If any provision of these TC is or becomes invalid, ineffective, or unenforceable, such invalidity, ineffectiveness, or unenforceability does not affect the other provisions of these TC.

3. Relations not regulated by these General Terms and Conditions are governed by the relevant provisions of the Civil Code and/or the Commercial Code, as amended.

4. By confirming the online reservation, the client expresses their agreement with these TC and undertakes to comply with them. The operator reserves the right to change these TC. The obligation to notify of changes to the TC is fulfilled by placing the changed TC on the operator's website www.tatragolf.sk.

5. The seller's activities are subject to supervision by the Slovak Trade Inspection – Inspectorate SOI for the Prešov Region, Obrancov mieru 6, 080 01 Prešov 1.

6. These TC come into force and effect on xx.xx.xxxx .