

# **GENERAL TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES AND RULES FOR THE USE OF PASSENGER CABLEWAYS DURING THE SUMMER SEASON**

## **I. SCOPE**

- 1.1. These General Terms and Conditions refer to the provision of services by Pamporovo AD in the ski area of Pamporovo Resort related to the sale of tickets and lift passes for rope-ways transporting passengers, settlement of disputes arising from these services, and set out the rules on the use by tourists of the services and facilities in the mountainous part of Pamporovo Resort, the safety rules for the tourists, as well as the rules on control of the observance of the order established in the area.
- 1.2. The mountainous part of Pamporovo resort includes: the area around Snezhanka Peak, where there are separate trails for hiking, a cycling area with mountain biking trails with different load levels and downhill biking trails with different difficulty levels.
- 1.3. These General Terms and Conditions mainly refer to the provision of services for the transportation of passengers and bicycles with the lift facilities owned by Pamporovo AD, as well as the rental of mountain bikes by Pamporovo AD and the use of them by the tourists.
- 1.4. The use of mountain biking trails and downhill biking in the mountainous part of Pamporovo Resort is at the own risk and personal responsibility of the cyclists who should assess their capabilities and skills and choose the routes to use.
- 1.5. When mountain biking and downhill biking in the bike park in the mountainous part of Pamporovo, tourists are required to be equipped with safety helmets.
- 1.6. Pamporovo AD shall not be responsible, shall not pay compensations and benefits in case of injuries or death as a result of accidents occurred during mountain biking and downhill biking in the mountainous part of Pamporovo Resort.
- 1.7. Pamporovo AD shall be responsible for the transportation of passengers and bicycles with the lift equipment.
- 1.8. When purchasing a card or ticket for the transportation of passengers and bicycles with the lift equipment, the users of the service shall be required to declare, by filling in a special declaration, that they release Pamporovo AD from liability and use the mountain biking and downhill biking trails on their own risk and responsibility. Before purchasing a lift pass, minors (under 18 years of age - children and young people) are required to present to the employees at the company's ticket offices a pre-filled declaration with the content as per the preceding sentence, signed by their parents/guardians, if they intend to carry bicycles with them.

## **II. GENERAL PROVISIONS**

- 2.1. The biking trails in the bike park in the mountainous part of Pamporovo Resort are publicly accessible. They are conditionally designated and differentiated according to the degree of complexity only for the purpose of warning and for the purpose of enabling the cyclists to preliminary assess their capabilities in order to avoid accidents and incidents when using them. Pamporovo AD shall not be responsible for the determined degree of difficulty (which is only indicative and preventive), for the maintenance and condition of the mountain biking and downhill biking trails.
- 2.2. The passenger cableways (lifts) in Pamporovo Resort have been built and operate in compliance with the applicable legal provisions in the Republic of Bulgaria and in accordance with Certificate № ПД116 of 4 September 2008, are serviced by qualified staff, meet the safety requirements and are subject to control by the relevant public authorities.
- 2.3. The information related to the marking of the mountain biking and downhill biking trails under Art. 2.1 herein in the mountain area of Pamporovo Resort, as well as those concerning the operating passenger cableways shall be announced in a public place - on the information boards located at the starting stations of the operating cableways and/or at the approach to the trails/routes. The information boards show the legend of the used markings, signs and indications, as well as information about the nearby medical points and mountain rescue services, emergency telephone numbers in case of emergencies and accidents.
- 2.4. Tourists using the pedestrian and bicycle area in the mountainous area of Pamporovo Resort are required to get acquainted with the current General Terms and Conditions and rules for use and to comply with their regulations. They must comply with the instructions and restrictions announced publicly on the information boards located in front of the main lifts, as well as with the instructions given by the service staff of the lifts and attractions regarding their proper use, in order to limit the risk of accidents and incidents and avoid interruption of the operation of the facilities in the area.
- 2.5. Tourists (and in case of minors - their parents/guardians or attendants) shall be personally responsible and use at their own risk the passenger cableways, the available facilities and separate trails and alleys. Before using the services provided in the mountainous part of Pamporovo Resort, each tourist is required to assess their mental and physical condition at the time, the specific weather conditions, their capability and the possession of the necessary level of skills to perform the relevant actions.
- 2.6. Tourists (and in case of minors - their parents/guardians or attendants) shall be personally responsible for the condition of their equipment and are required to keep their equipment in good condition.

2.7. Pamporovo AD shall not be responsible and shall not pay compensations and benefits for injuries or deaths from accidents with tourists in the mountainous area of Pamporovo Resort, which result from their behaviour and non-compliance with their condition and abilities, with the specific weather conditions, with the instructions and restrictions announced publicly on the information boards in the area of the main lifts, as well as with the instructions given by the staff servicing the facilities.

2.8. **Pamporovo AD shall not be responsible and shall be under no obligation to conclude at its expense and provide to the tourists using services in the mountain area of Pamporovo Resort insurance with insurance coverage of the main risks - death and permanent disability, medical expenses and repatriation of the insured persons as a result of an accident. Each tourist can, at his own discretion, conclude an individual insurance with such insurance coverage before arriving at the complex.**

### **III. BASIC RULES ON THE USE OF LIFT EQUIPMENT**

3.1. The working hours of the lifts are from 9:00 a.m. to 5:00 p.m. without a day off.

3.2. The working hours of the ticket offices of the lifts (Tourist Center 1 /former Bus Station/ and Studenets), of the Studenets biking station and the Yazovir Adventure Park are from 09:00 a.m. to 5:00 p.m., without a day off.

3.3. The working hours of the lift Studenets - Snezhanka is from 09:00 a.m. to 5:00 p.m., without a day off. The working hours of the lift Tourist Center 1 (former Bus Station) – Studenets is from 09:00 a.m. to 5:00 p.m. on Fridays, Saturdays and Sundays.

3.4. The use of cableways and/or biking by persons without safety helmets, visibly drunk and/or under the influence of other intoxicants is not permitted.

3.5. Mountain biking along the designated and marked ski runs on the mountainous part of Pamporovo Resort is not permitted.

3.6. The movement of motorcycles and ATVs on the ski runs of Pamporovo Resort is prohibited, both during the day and at night. Exceptions are only allowed for emergency medical assistance carried out by the MRS (Mountain rescue Service), for police intervention or in case of technical malfunctions of the equipment. Motorcycles and ATVs may only be operated outside the ski runs in Pamporovo on specifically designated routes.

### **IV. SAFETY RULES ON THE TOURISTS' BEHAVIOUR IN THE MOUNTAINOUS AREA OF PAMPOROVO RESORT**

4.1. It is recommended that tourists, in order to avoid accidents and incidents and for their safety, comply with warning markings, signs and designations and use hiking trails, mountain biking trails and downhill biking trails according to their own current state (physical and mental), their skills and the weather conditions.

4.2. It is recommended that biking in the mountainous area of Pamporovo Resort be carried out within the light part of the day and at the risk and personal responsibility of each tourist.

4.3. All tourists are required not to endanger or hinder both themselves and the other tourists with their behaviour on the mountain and downhill biking trails and when using the cableways.

4.4. All cyclists are required at all times to be able to control their bikes, to ride on the mountain biking and downhill routes, coordinating their speed and movement with their abilities, terrain conditions, weather conditions and traffic. In areas characterized by heavy traffic and reduced visibility, they are required to move at reduced speed.

4.5. All cyclists who are in the front shall be with priority to those who are behind them. The cyclists at the back must not endanger those in front of them in any way by moving at an appropriate distance.

4.6. When overtaking on the mountain biking trails and downhill biking trails, the overtaking cyclist are required to provide sufficient space for any conscious or unconscious movement of the cyclists being overtaken.

4.7. When entering a marked trail (initially or after stopping), as well as if it is necessary to move up the route, the cyclists are required to look around and, after assessing the situation, to get involved so as not to endanger themselves or the other tourists.

4.8. Stopping in narrow sections of the route or in places with reduced visibility is permissible only as a last resort, and the stopped cyclist should immediately move to a safe place as soon as possible. When falling in such a place, the cyclist should be moved to a safe place as quickly as possible.

4.9. Tourists without bikes are not recommended to walk on the trails marked for mountain biking, as well as to walk up and down the downhill biking trails in order to avoid conflicts, accidents and incidents. It is recommended that they use footpaths away from such trails.

4.10. In case of an accident, cyclists are required to secure the victim and immediately notify the mountain rescue service and the Head of the passenger cableways (PCW) unit, as well as to provide their name and address. In case of more serious accidents where it is clear that the route will not be available for use for some time, the head of the PCW unit shall arrange measures to warn the cyclists of the temporary impossibility to use the specific route.

## **V. CONDITIONS FOR ISSUING, SELLING, VALIDITY AND USE OF TICKETS AND LIFT PASSES FOR THE CABLEWAYS IN THE MOUNTAINOUS PART OF PAMPOROVO RESORT**

5.1. All types of tickets and lift passes for the use of the cableways in Pamporovo Resort are issued and sold only by Pamporovo AD at the company's ticket offices located at the starting stations of the lifts.

5.2. Half-day, one-day, two-, three-, four-day and seasonal passes for the use of the two lift facilities in the ascending direction can also be purchased through the online store, but the buyer is required to visit the lift ticket office to present a declaration filled in by the user, and if the user is a minor - by their parent/guardian, stating that the user will use downhill biking trails and mountain biking trails at their own risk. When purchasing a pass, the buyer is required to pay a deposit for the use of plastic for multiple recharging. In case of plastic for multiple recharging and one-time completed and submitted declaration in the summer season 2023, this plastic can be recharged through the online store and no subsequent visit to the company's ticket offices is required.

5.3. The prices of the different types of tickets and lift passes are in BGN and are announced by Pamporovo AD in the price list of tickets and passes for the use of the cableways in Pamporovo Resort. The price list is placed in a prominent place in each ticket office of the company and is available on the official website of Pamporovo AD – [www.pamporovo.me](http://www.pamporovo.me).

5.4. The working hours of the ticket offices for the sale of lift tickets and passes are from 09:00 a.m. to 5:00 p.m., without a day off. The online store for selling passes is: [webshop.pamporovo.me](http://webshop.pamporovo.me).

5.5. Pamporovo AD issues and sells the following types of tickets and lift passes for the use of the cableways in Pamporovo Resort:

5.5.1. Tickets - for passing through the lift facilities. Each passage through a turnstile, regardless of the direction - ascent to the top or descent is counted as one passage. The tickets are valid only during the day on which they are issued and for passing only once through the upper and/or lower stations of the turnstiles of the two operating lifts.

A) single passage - to go up or down. When buying a ticket, the direction of going up or down and the number of the lift to be used should be indicated.

B) double, three-, four-time passage - allows combination of the direction of movement up and down between the two operating lifts and cannot be used only in directions upwards. When buying a ticket, the direction of going up or down and the numbers of the lifts to be used should be indicated.

C) Family ticket for double, three- and four-time passage - issued for families, covering the options for use by families under the terms and conditions under para. B), which include the following possible combinations - one adult with two minors aged between 7 and 17.99 years; two adults with one minor aged between 7 and 17.99 years; two adults with two minors aged between 7 and 17.99 years; two adults with three minors aged between 7 and 17.99 years;

5.5.2. Lift passes

A) Half-day, one-day, two-day, three-day, four-day and seasonal lift passes, allowing for the use of the two lifting facilities operating during the summer only in the upward direction for the respective number of consecutive days. The passes are personal (named), contactless, with a chip and a photo of their holders. They are issued upon the payment of a deposit of BGN 6.00 (per one lift pass), which is returned upon the return of the card and the mandatory presentation of the respective fiscal receipt, certifying its purchase at one of the ticket offices of the lifts operating during the summer season.

5.6. The price of each purchased ticket / lift pass includes insurance for the transport of passengers during their transportation in passenger cableways. The price does not include mountain insurance, i.e. in case of an accident outside the approach for boarding and disembarking the lift facility, if the tourist has not concluded individual mountain insurance, then the tourist or their relatives should pay the MRS the expenses on the investigation, search, first aid and transportation to the nearest medical center.

5.7. Lift passes valid for 1, 2, 3, 4 days and seasonal ones are personal. They are issued and sold only at the ticket offices located at the starting stations of the lifts serving the bike park and/or through the online store of Pamporovo AD and must contain the name, surname and photo of the user.

5.8. Children under the age of 7 shall use the cableways in Pamporovo Resort free of charge. The use of the cableways by children under 7 years of age is allowed only with an adult attendant, who shall be responsible for their safety during the transportation.

5.9. Lift passes and tickets for children over 7 years of age but under 12 years of age shall be sold at the ticket offices and/or through the online store of Pamporovo AD at the price for children specified in the price list. To be issued a card for a child aged over 10 years, the user shall be required to provide a document certifying the age - a student book, student notebook, passport or other document containing such information.

5.10. Lift passes and tickets for young people aged between 12 and 18 years shall be sold at the ticket offices and/or through the online store of Pamporovo AD and when passing through the ticket office, the users are required to show their ID/student card or notebook proving the user's age.

- 5.11. Lift passes and tickets for adults - intended for persons aged over 18 years.
- 5.12. Persons with more than 50% disability benefit from a reduction in the price for tickets and lift passes against the provision of a copy of the resolution issued by the Territorial-Expert Medical Commission Group.
- 5.13. Each person who has purchased a ticket or lift pass is required to keep the ticket/pass for verification of its regularity by the authorized persons.
- 5.13.1. Authorized to check the tickets / passes used by the tourists at the approach to the access control system for the cableways shall be the employees of Pamporovo AD, servicing the cableways, as well as the persons controlling the access to the cableways. The persons entitled to carry out the verification shall be identified by their office cards.
- 5.13.2. The following lift pass shall be considered irregular pursuant to these General Terms and Conditions: children's lift pass ticket used by a person aged over 12 years; youth lift pass/ticket used by a person aged over 18 years; a named lift pass used by a person other than the person to whom it was issued; lift pass with forged validity period and/or with forged names and photo.
- 5.14. Any person who has purchased a ticket or lift pass shall be required to show the ticket/lift pass to the authorized persons upon request for verification of its regularity.
- 5.15. It is forbidden to sell and resell lift passes outside the ticket offices and the online store of Pamporovo AD.
- 5.16. Persons who have purchased lift passes are not entitled for any reason to transfer them for use or resell them to other persons.
- 5.17. In case of violations of the prohibitions under the previous para. 5.15 and 5.16 established by authorized persons, the transferred / sold / resold lift passes shall be confiscated, for which a statement of findings is to be drawn up.
- 5.18. If an irregular lift pass / ticket is established at the time of passing through the access control system, the irregular lift pass / ticket shall be confiscated, a report shall be drawn up by the authorized persons and the person using it shall be denied access to the cableways.

## **VI. COMPENSATIONS AND COMPLAINTS**

- 6.1. Pamporovo AD shall not be responsible, shall not be required to reimburse the value of the purchased lift passes and shall not have to pay monetary compensation in case the purchased lift passes cannot be used due to the following reasons:
- 6.1.1. Power outage.
- 6.1.2. Adverse weather conditions - strong or hurricane wind, torrential rain, summer storms with lightning and thunder, floods and other natural disasters.
- 6.1.3. Extraordinary closure of any of the lifts for safety and/or other emergency reasons.
- 6.1.4. The lift pass shall be confiscated or blocked in case of non-compliance with any of these General Terms and Conditions.
- 6.1.5. Termination of the use of the card before the expiration of its validity by the person who purchased it, regardless of the reason for this.
- 6.2. Any complaints and claims related to the services of selling tickets and passes for the cableways carrying passengers by Pamporovo AD in Pamporovo Resort shall be considered if they are deposited in writing at the management office of Pamporovo AD in Hotel Perelik, in the office of the Tourist center or at the ticket offices of the lifts or sent to the e-mail: [marketing@pamporovo.me](mailto:marketing@pamporovo.me) within 14 days of establishing the non-conformity of the services related to the possibility of using the lift passes or tickets.
- 6.3. Upon the receipt of written complaints and claims within the period specified in para. 6.2, Pamporovo AD shall make every possible effort to satisfy the requests of the customers if they are justified.

## **VII. RULES FOR CONTROL ON THE OBSERVANCE OF THE PROCEDURE ESTABLISHED FOR THE USE OF THE LIFT FACILITIES IN PAMPOROVO RESORT**

- 7.1. The control over the observance of the rules set out herein for the use by the tourists of the services provided and the safety rules for the behaviour of the tourists in Pamporovo Resort, as well as the imposition of the sanctions provided for in these General Terms and Conditions shall be exercised by authorized persons - representatives of the owner of the cableways. The authorized persons shall have the following powers:
- 7.1.1. To exercise comprehensive control over the observance of the established procedure at the lift facilities.
- 7.1.2. To carry out control checks at random for the regularity of the used lift passes.
- 7.1.3. To monitor for unregulated movement of motorcycles, ATVs and mountain bikes along the designated and marked ski runs on the mountainous part of Pamporovo Resort.

7.1.4. To monitor and prevent the use of mountain biking trails and downhill biking trails in the biking area and the cableways serving them in the ski area of Pamporovo Resort by persons without safety helmets, with inappropriate behaviour, visibly drunk and/or under the influence of intoxicants and/or narcotic substances.

7.1.5. To monitor and prevent the use of mountain biking trails and downhill trails by bicycles and the cable cars serving them in the ski area of Pamporovo Resort by persons in a way that endangers both their own health and safety and the health and safety of the other tourists.

7.2. Upon finding violations, the authorized persons shall:

7.2.1. Prepare a statement for ascertaining the committed violation signed by the violator;

7.2.2. Immediately confiscate the irregular lift passes found during the checks, as well as the lift passes of the violators of these General Terms and Conditions and the rules determined by them, registering them in the relevant statement.

7.2.3. Restrict the use of the lift facilities by tourists who do not comply with these General Terms and Conditions, or do not follow the instructions given by the staff, or by their actions endanger their own health and safety, as well as the health and safety of the other tourists, the public safety and/or violate the public order.

7.3. Each user of services on the territory of the mountain area of Pamporovo Resort shall be required to assist in the implementation of the inspections by the authorized persons.

## **VIII. FINAL PROVISIONS**

8.1. Each user of the services on the territory of the mountain area of Pamporovo Resort can file an alert for violation of any of the general rules by calling 070017702 or 030959085.

The Mountain Rescue Service can be reached at 030958336 or 0887100245.

8.2. Each user of the services on the territory of the mountain area of Pamporovo Resort can make an inquiry by sending an email to: [marketing@pamporovo.me](mailto:marketing@pamporovo.me).

8.3. Each user of services for transportation of passengers with the lift equipment in Pamporovo Resort, who has purchased a lift pass or ticket from the ticket offices or the online store of Pamporovo AD, accepts these General Terms and Conditions and agrees to comply with them and to abide by them.

8.4. These General Terms and Conditions are announced at the ticket offices selling lift passes and tickets on the territory of Pamporovo Resort, in the Information Center of Pamporovo AD in Hotel Perelik, Hotel Orlovets and on the official website of Pamporovo AD [www.pamporovo.me](http://www.pamporovo.me).

8.5. Pamporovo AD shall reserve the right to change and supplement these General Terms and Conditions, and the changes shall come into force with respect to third parties as from the date of their public announcement at the places specified in the preceding paragraph.

8.6. Any disputes that may arise in connection with the services provided, subject to these General Terms and Conditions, as well as in connection with their interpretation and application, shall be resolved through negotiations. In case of disagreement, the dispute shall be forwarded to the competent Bulgarian court with jurisdiction at the registered office of Pamporovo AD. The provisions of the effective Bulgarian legislation shall apply.

These General Terms and Conditions have been adopted by a decision, objectified in the Minutes dated 15 June 2023 of the Board of Directors of Pamporovo AD and shall come into force on the date of their adoption.